



# MAHOGANY BAY VILLAGE

## OWNER'S REPORT 4th Quarter 2020

## Welcome to the Q4 2020 Owner's Report

In this report, we typically review the current performance of Mahogany Bay Resort (MBR) against prior periods with the intent to discern where we can do better in promoting both growth and profitability for the future. However, after a year of managing the property through the challenges of COVID-19, this type of analysis can only be done within the context of the tourism market changes in Belize (and worldwide) and how we have reacted to take care of our precious asset, preserve our team member base and establish marketing and operational plans to lead MBR through the havoc wrecked by the global pandemic.

To this end, the best source of information regarding how MBR has handled the past year and worked to position the property to maintain its leadership position in Belize is best done through listening to the Owners Call that was recorded on March 4th 2021 and also in reviewing the associated slide deck.

Recording <https://www.dropbox.com/s/wbcp0ypcvkloi4i/MBR%20Unit%20Owner%20Update%20March%202021.mp4?dl=0>

Slide Deck <https://www.dropbox.com/s/i34bc5b9qwxbu0q/210304%20Owners%20Call.pdf?dl=0>

I am certain that I am not alone in sharing that this past year has been the most challenging period in my business career, filled with great emotional highs and lows, times of uncertainty not only in the future but also if my skills were adequate for the task, making gut-wrenching decisions that affected peoples health and financial wellbeing - yet today I'm thankful for this opportunity as otherwise I would not have experienced such perseverance, camaraderie, sense of duty and purpose - times of laughter, deep sorrow and dare I say it - love.

This period has certainly exposed what is most important in our lives and which people you want to do life and hard work with. It is a joy to be part of the team that is committed to fulfilling MBR's original vision - all while making the best life for themselves and their families.

I am grateful for all your support and you can be assured I will do everything in my power to restore MBR to our collective ideal.



Beth Clifford, CEO

# CONTENTS

This report is for all Unit Owners situated at Mahogany Bay Village and encompasses the revenue and expenses for the Development during the period October 1, 2020 to December 1, 2020. This report is broken down into two sections:

## Financial Performance

Highlights the Revenue and Expense activities for the period and year to date, including the RMA Maintenance & Utility Expenses and the PMA Maintenance & Utility Expenses.

## Profit & Loss Report

The methodology used in previous audited quarters has been 100% adhered to in this report period. The fiscal year will be audited by the independent third party auditing firm, Moore Stephens upon the completion of the year and be part of a future report with updates from the audit specifically.

## Statistics

Quantitative information regarding the market, sales and other metrics for the period, including a narrative describing the statistical information. You might consider having the narrative available while reviewing the graphic information. The narrative from 19Q2 is valid for this reporting period and will only be updated when a significant change in the reporting statistics is done.

## Profit & Loss - Summary

### 4th Quarter

MBR sent out provisional invoices for the 20M10 budget amount ONLY. The 20M11 and 20M12 provisional invoices were withheld as the 20Q3 carryforward, PMA Assessment repayments and 20M12 revenues would offset a portion of these budgets. The individual Owner Statements pro rate the \$87,376 in net due to MBM as shown here.

	20M10 Budget	20M10 Actual	20M11 Budget	20M11 Actual	20M12 Actual	20Q4
<b>Revenue</b>						
Room Revenue					\$128,080	\$128,080
10% Reserve					-\$19,808	-\$19,808
Other charges (Breakfast)					-\$6,619	-\$6,619
Total Revenue					\$101,653	\$101,653
<b>Department Expenses</b>						
Rooms	\$12,703	\$12,937	\$15,000	\$19,313.2	\$49,264	\$81,314
GTA Commissions		\$145		51.6	\$7,091	\$7,228
Franchise Fee					\$10,837	\$10,837
Total Department Expenses	\$12,703	\$13,082	\$15,000	\$19,314.8	\$67,192	\$100,379
Gross Profit	-\$12,703	-\$13,082	-\$15,000	-\$19,314.8	\$34,461	\$1,274
<b>Other Operating Expenses</b>						
General	\$25,076	\$23,001	\$25,000	\$8,801.8	\$40,773	\$62,576
Sales	\$13,464	\$23,035	\$20,000	\$18,485.1	\$25,158	\$38,678
Administrative	\$40,235	\$40,503	\$25,000	\$32,567.5	\$34,136	\$107,206
Total Other Operating Expenses	\$78,775	\$76,538	\$70,000	\$59,854.4	\$100,067	\$238,460
PMA Maintenance & Utility Expense	\$28,003	\$28,607	\$35,000	\$15,524.4	\$17,461	\$61,593
PMA Maintenance & Utility Expense	\$15,567	\$16,861	\$18,000	\$12,022.4	\$44,214	\$73,098
Total Maintenance & Utility Expenses	\$43,570	\$45,468	\$53,000	\$27,546.8	\$61,675	\$134,691
Gross Operating Profit	-\$135,049	-\$132,089	-\$138,000	-\$106,716.0	-\$63,071	-\$306,876
MBM Management Fee					\$17,165	\$17,165
Corporate Tax					\$3,004	\$3,004
Net Profit	-\$135,049	-\$132,089	-\$138,000	-\$106,716.0	-\$42,902	-\$286,707
20Q3 Due to Owner Carryforward				\$18,243.0		
Assessments Paid	-\$327,045			\$86,377.0		
Net Due to MBM		-\$2,040		-\$2,096.0	-\$83,241	-\$87,376

# Profit & Loss - Detail

## 4th Quarter

Mahogany Bay Management, Ltd			
RMA Owners Report			
October to December 2020		2020 Total	
Revenue			
400011 Hilton Room Revenue	\$	171,552.89	
Hilton Honors Points	\$	0.00	
Total Revenue	\$	171,552.89	100.0%
Department Expenses			
Rooms			
503011 Housekeeping Labor	\$	7,930.50	
503013 Front Desk Labor	\$	7,143.27	
503012 Reservation Labor	\$	3,870.97	
503014 Hotel Captains Labor	\$	1,092.04	
Total 50301 Labor	\$	30,036.81	
50302 Housekeeping Supplies	\$	7,443.62	
50303-1 Laundry Supplies	\$	610.19	
50303-2 Laundry Expense	\$	3,323.54	
50307 Laundry Amenities	\$	22,516.25	
50308 Room Comprehension	\$	1,397.71	
50309 Front Desk Supplies	\$	2,473.59	
50310 Front Desk Client Services	\$	10.43	
50311 Front Desk Wallet Expense	\$	4,625.00	
50313-1 Room Fee	\$	4,966.16	
50313-2 Hotel Rental	\$	0.00	
50314 Room Guest Extra Charges	\$	7,555.89	
Total Rooms	\$	87,314.44	47.3%
50304-1 OTA Fees	\$	577.61	
50304-3 GDS Fees	\$	736.20	
50304-4 Hilton Points	\$	5,213.77	
50304-2 Hilton Franchise Fees	\$	16,335.02	9.5%
Total Department Expenses	\$	105,170.34	61.4%
Gross Profit	\$	66,374.05	38.5%
Other Operating Expenses			
600021 Hilton Revenue Management	\$	6,137.00	
600051 Active Living Expense	\$	1,848.51	
60052 Signage Expense	\$	1,397.37	
60051 Curbside Advertising	\$	52,800.15	
Total Advertising & Promotion	\$	62,520.73	
Total 60000 Sales Department Expenses	\$	68,677.83	40.1%

61001 Executive Salaries	\$	70,178.6	
61002 Finance Dept. Salaries	\$	9,859.38	
61003 Human Resources Salaries	\$	1,928.57	
61004 IT Salaries Dept	\$	7,218.57	
61005 Owner-Relational Salaries	\$	4,141.51	
Total 61000 salaries	\$	85,464.60	
61202 Training Expense	\$	215.00	
61203 Staff Meals	\$	10,799.50	
61204 IT Expense	\$	0.00	
61205 Staff Recognition	\$	0.00	
Total 61200 HR & Staff Cost	\$	10,454.52	
61301 Legal fees	\$	0.00	
61400 Telecommunication-Manager	\$	4,567.55	
61600 Traveling Expenses	\$	2,719.54	
Total 61000 Administrative Expense	\$	107,206.23	62.46%
62002 IT Equipment & Licenses	\$	155.00	
62005 Postage Expense	\$	184.33	
62006 Entertainment Expense	\$	125.00	
62010 Description Expense	\$	8,267.45	
62018 Equipment & Rental	\$	150.00	
62021 Credit Card Fees	\$	12,484.50	
62020 Bank Service Charge	\$	95.13	
62023 Stationery/Printing Supplies	\$	4,780.94	
62024 Fuel/Gas Expense	\$	27,529.67	
62025 Corporate Governance	\$	1,567.22	
62026 Social Security Expense	\$	7,735.13	4.5%
Total 62000 General expense	\$	62,575.31	36.45%
Total Other Operating Expenses	\$	238,159.63	138.92%
Total Resort Expenses	\$	345,838.15	60.686%
RMA M&M Expenses	\$	55,158.02	32.08%
RMA M&M Expenses	\$	67,120.40	39.40%
Gross Operating Profit	\$	(291,670.03)	-171.8%
Resort Management Fee	\$	17,195.23	10.0%
Adm'n Business Tax	\$	10,039.91	
Net Profit & Loss	\$	(315,139.26)	-183.6%

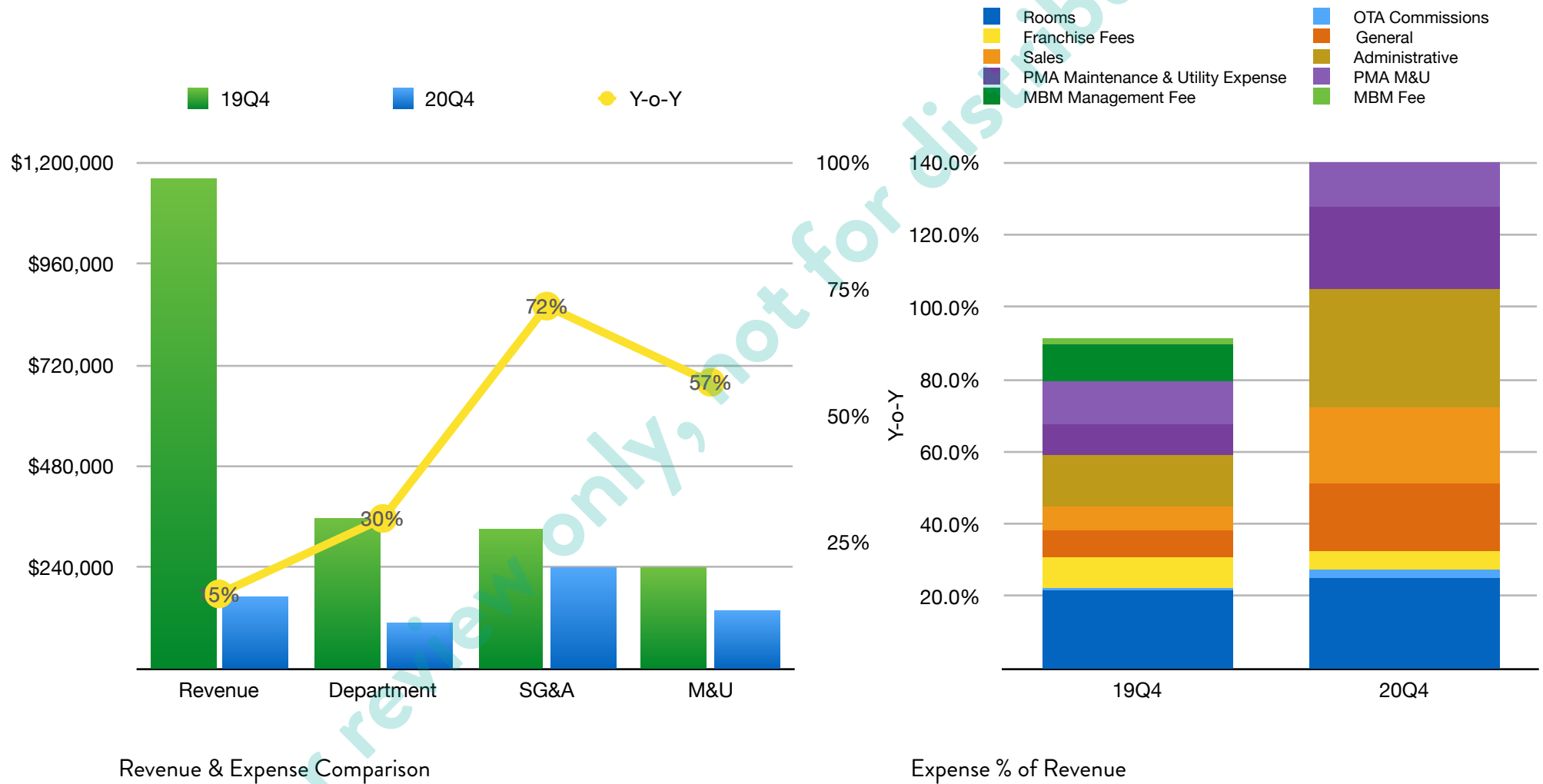
# Profit & Loss - Maintenance & Utility Expenses

## 4th Quarter

	70300 RMA M&U Qtrly						46.96%	32.99%	20.05%	79.9%	
		BZD	USD		Internal	Owner Portion	RMA Hilton \$	RMA CL \$	Street 2		Total
70302	FF&E	BZD 13,399.74	\$6,699.87	100%	\$0.00	\$6,699.87	\$3,146.46	\$2,209.95	\$1,343.46		\$6,699.87
70301-1	BEL	BZD 45,890.62	\$22,945.31			\$22,945.31	\$18,344.31	\$0.00	\$4,601.00		\$22,945.31
70301-2	BWS	BZD 23,811.48	\$11,905.74			\$11,905.74	\$5,591.29	\$3,927.11	\$2,387.34		\$11,905.74
70301-3	Internet	BZD 9,000.00	\$4,500.00	100%	\$0.00	\$4,500.00	\$2,113.33	\$1,484.33	\$902.34		\$4,500.00
70301-4	Sanitation	BZD 210.00	\$105.00	100%	\$0.00	\$105.00	\$49.31	\$34.63	\$21.05		\$105.00
70301-5	Telco	BZD 8,391.15	\$4,195.58	100%	\$0.00	\$4,195.58	\$1,970.37	\$1,383.91	\$841.30		\$4,195.58
70301-6	A/V	BZD 9,413.05	\$4,706.53	100%	\$0.00	\$4,706.53	\$2,210.32	\$1,552.45	\$943.75		\$4,706.53
70301-7	Beach Club Generator	BZD 0.00	\$0.00	100%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
70301-8	Great House Generator	BZD 0.00	\$0.00	100%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
		\$110,116.04	\$55,058.02		\$0.00	\$55,058.02	\$33,425.40	\$10,592.39	\$11,040.24		\$55,058.02
	70200 PMA M&U Qtrly	BZD	USD		Internal	Owner's Portion	PMA Hilton \$	PMA CL \$	Street 2	Not in Rental	Total
							42.18%	30.52%	19.95%	7.35%	
70201-1	BEL	BZD 35,536.20	\$17,768.10	100%	\$0.00	\$17,768.10	\$7,494.27	\$5,422.64	\$3,545.54	\$1,305.64	\$17,768.10
70201-2	BWS	BZD 15,656.27	\$7,828.14	100%	\$0.00	\$7,828.14	\$3,301.77	\$2,389.07	\$1,562.07	\$575.23	\$7,828.13
70202-1	Buildings R&M	BZD 52,622.08	\$26,311.04	100%	\$0.00	\$26,311.04	\$11,097.53	\$8,029.86	\$5,250.25	\$1,933.40	\$26,311.04
70202-2	Equipment R&M	BZD 4,925.11	\$2,462.56	100%	\$0.00	\$2,462.56	\$1,038.66	\$751.55	\$491.39	\$180.95	\$2,462.56
70202-3	Pool	BZD 10,014.44	\$5,007.22	100%	\$0.00	\$5,007.22	\$2,111.96	\$1,528.15	\$999.17	\$367.94	\$5,007.22
70202-4	Elevator	BZD 4,936.46	\$2,468.23	100%	\$0.00	\$2,468.23	\$1,041.06	\$753.28	\$492.52	\$181.37	\$2,468.23
70202-5	R&M Beach Club	BZD 0.00	\$0.00	80%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
70205-1	Pest Control	BZD 1,801.00	\$900.50	100%	\$0.00	\$900.50	\$379.81	\$274.82	\$179.69	\$66.17	\$900.50
70205-2	Landscaping Tools	BZD 846.65	\$423.33	100%	\$0.00	\$423.33	\$178.55	\$129.19	\$84.47	\$31.11	\$423.33
70205-3	Landscape Materials	BZD 10,539.41	\$5,269.71	100%	\$0.00	\$5,269.71	\$2,222.67	\$1,608.26	\$1,051.55	\$387.23	\$5,269.71
70205-4	Equipment Rental	BZD 0.00	\$0.00	100%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
70206	Beach Club Water/Sewer	BZD 0.00	\$0.00	50%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
70207	Repair & Maintenance Boat	BZD 9,318.12	\$4,659.06	100%	\$0.00	\$4,659.06	\$1,965.11	\$1,421.90	\$929.69	\$342.36	\$4,659.06
		\$146,195.74	\$73,097.87		\$0.00	\$73,097.87	\$30,831.39	\$22,308.72	\$14,586.35	\$5,371.42	\$73,097.87

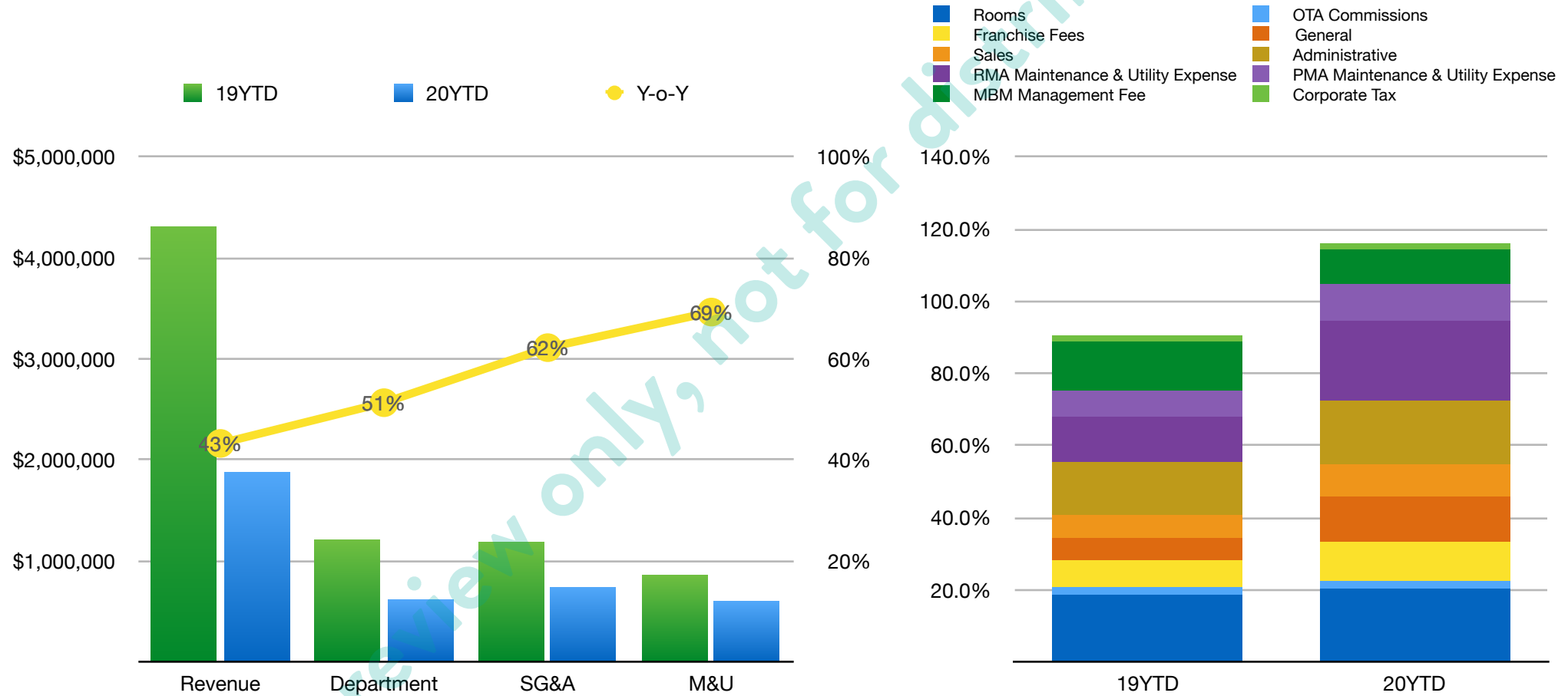
# 20Q4 Statistics

## Revenue & Expenses - Current Quarter

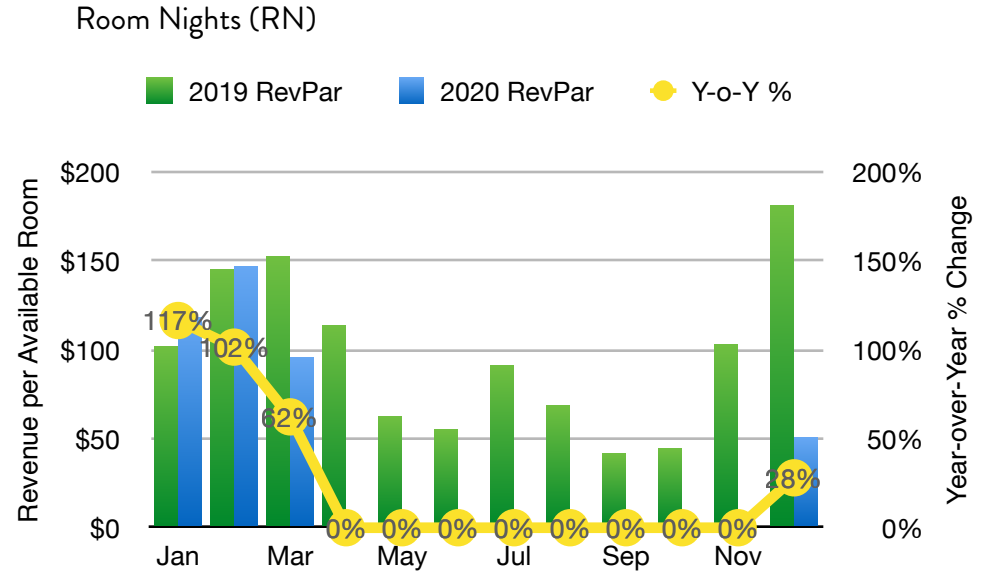
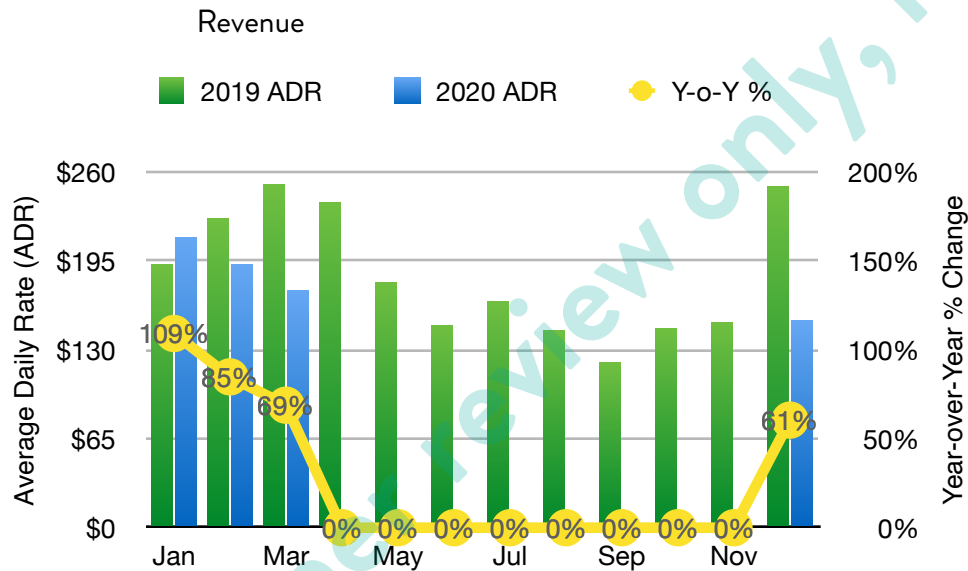
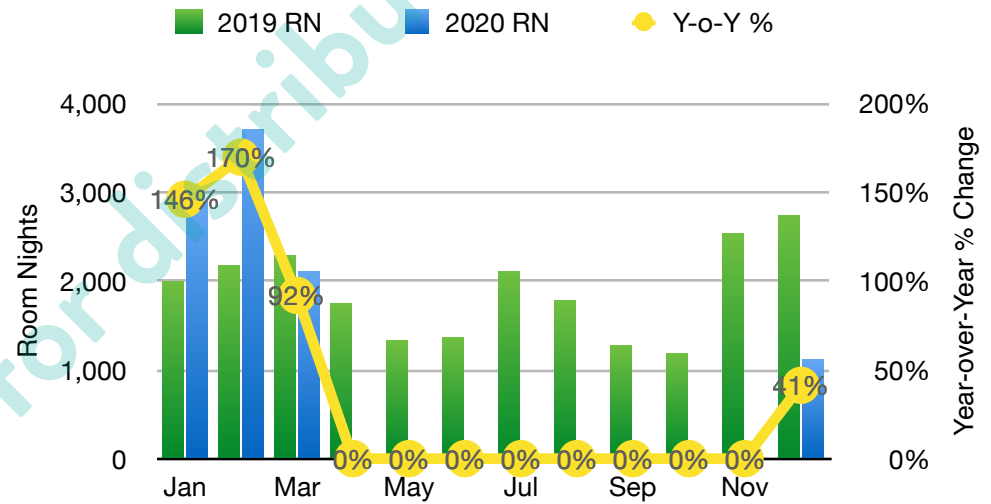
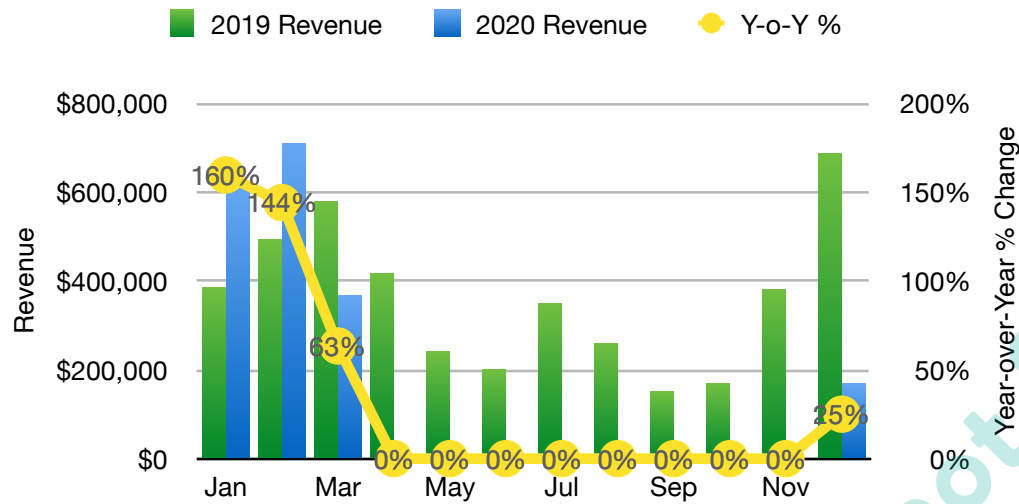




## Revenue & Expenses - YTD



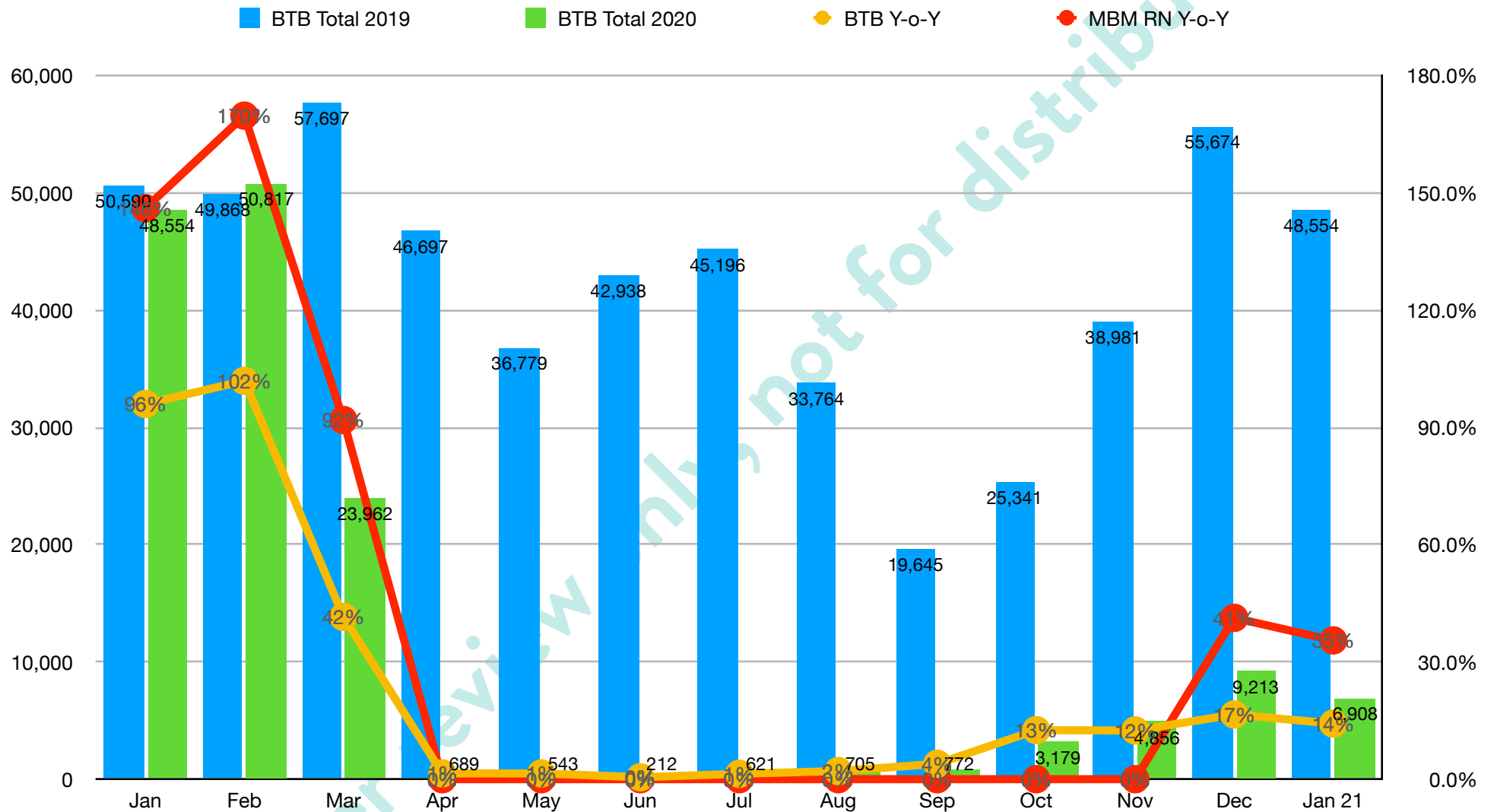
## Performance



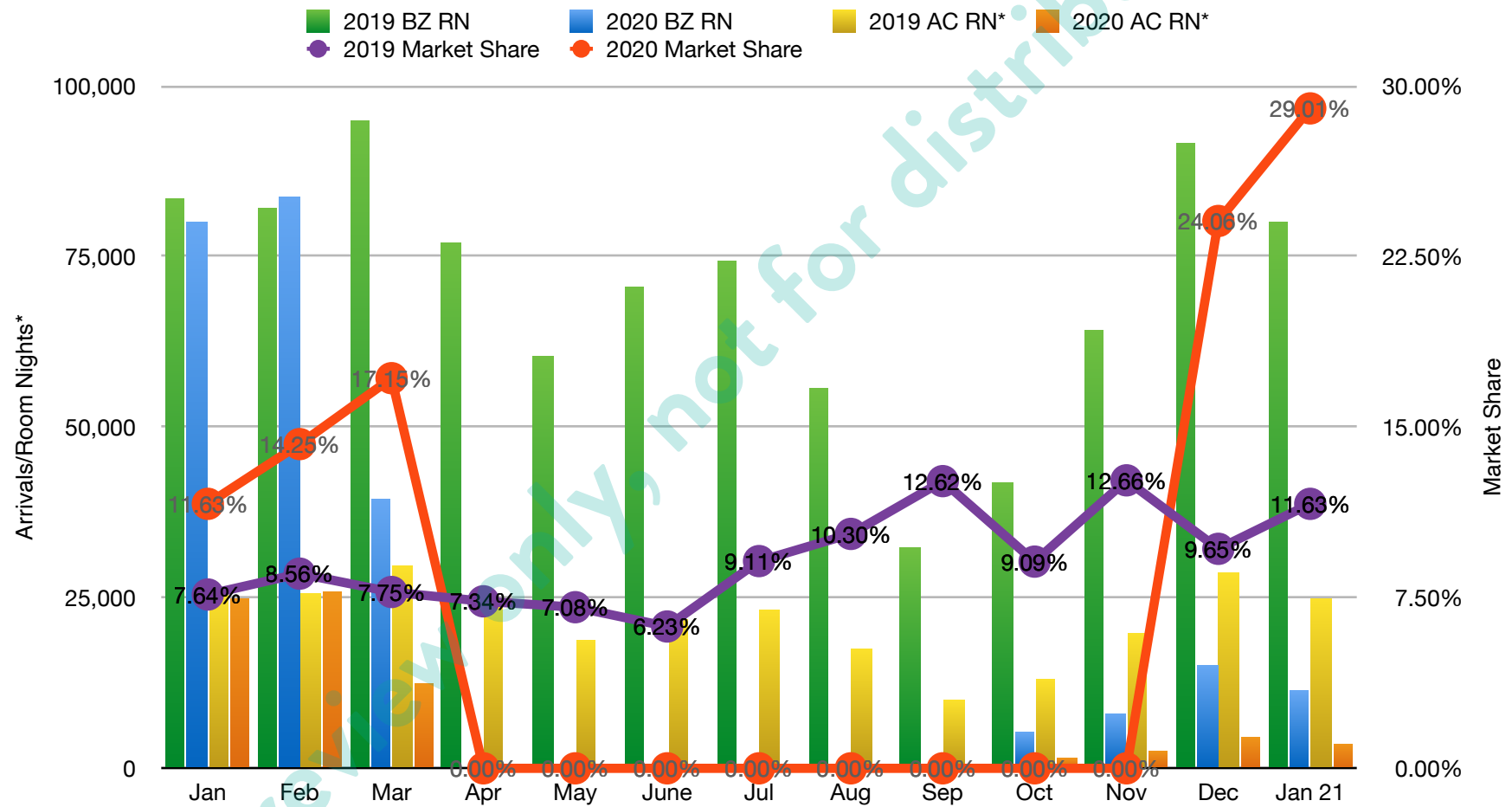
Average Daily Rate (ADR)

Revenue per Available Room (RevPar)

# Belize Tourism Board Arrivals with MBM Year-over-Year Growth



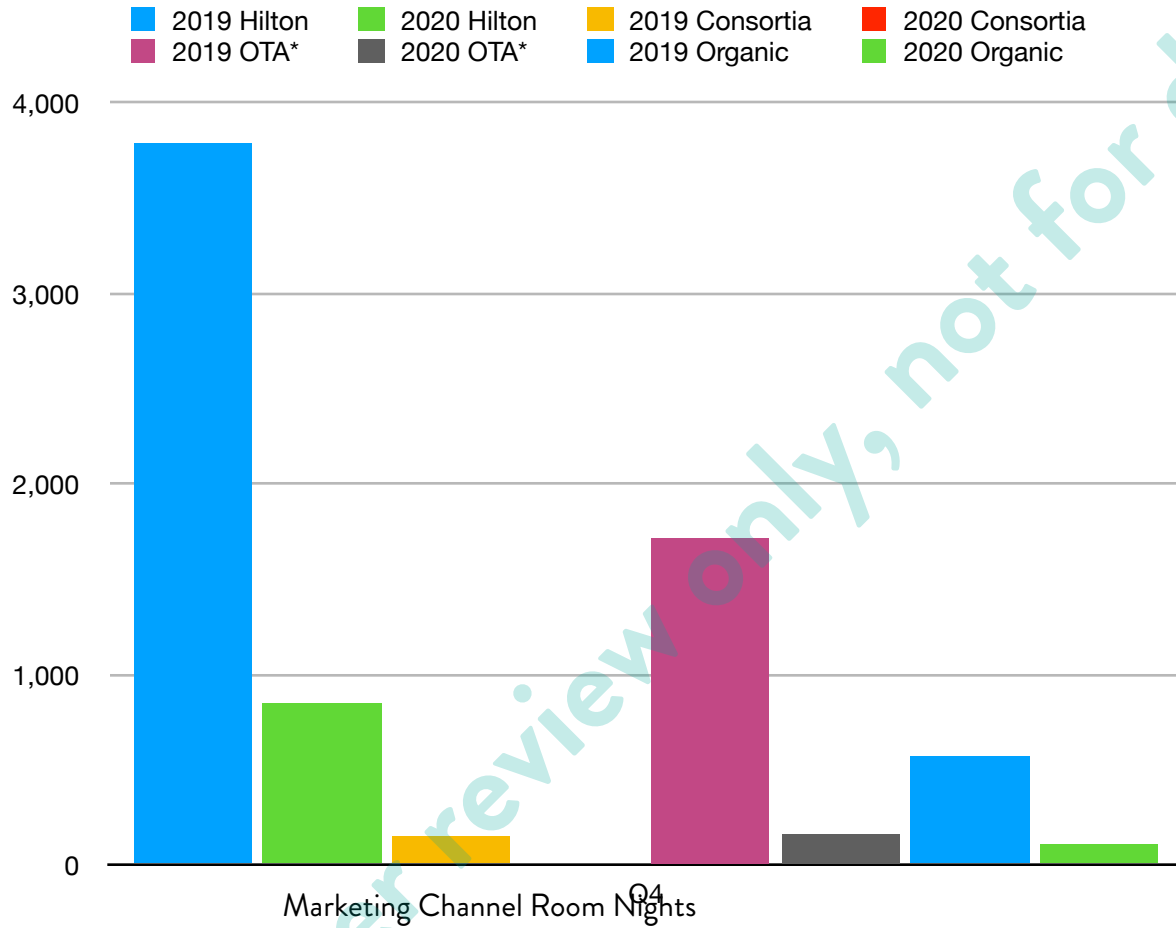
## Market Share (estimate)



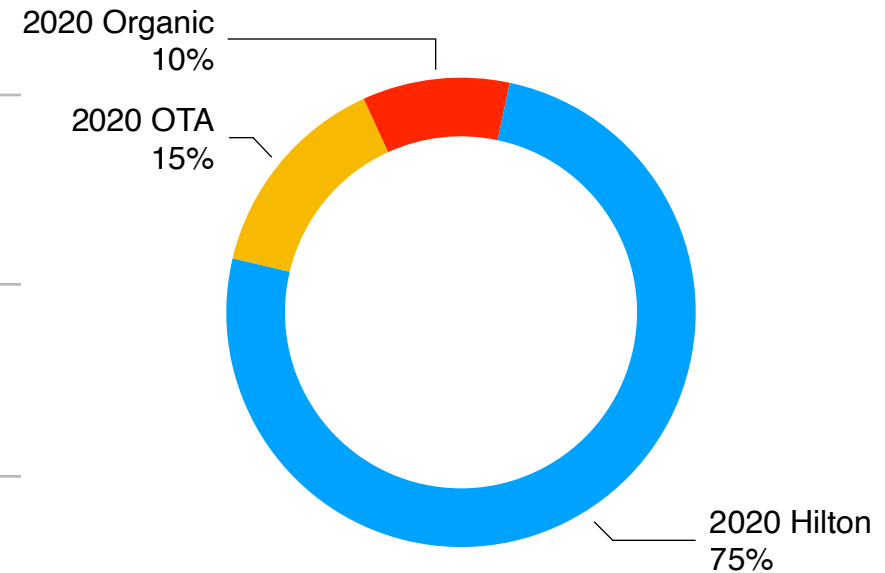
MBR Estimated Market Share of Ambergris Caye Estimated Room Nights

\* Estimate Ambergris Caye (AC) Room Nights (RN): 50% of BZ RN\*(AC Length of Stay (LOS)/BZ LOS)

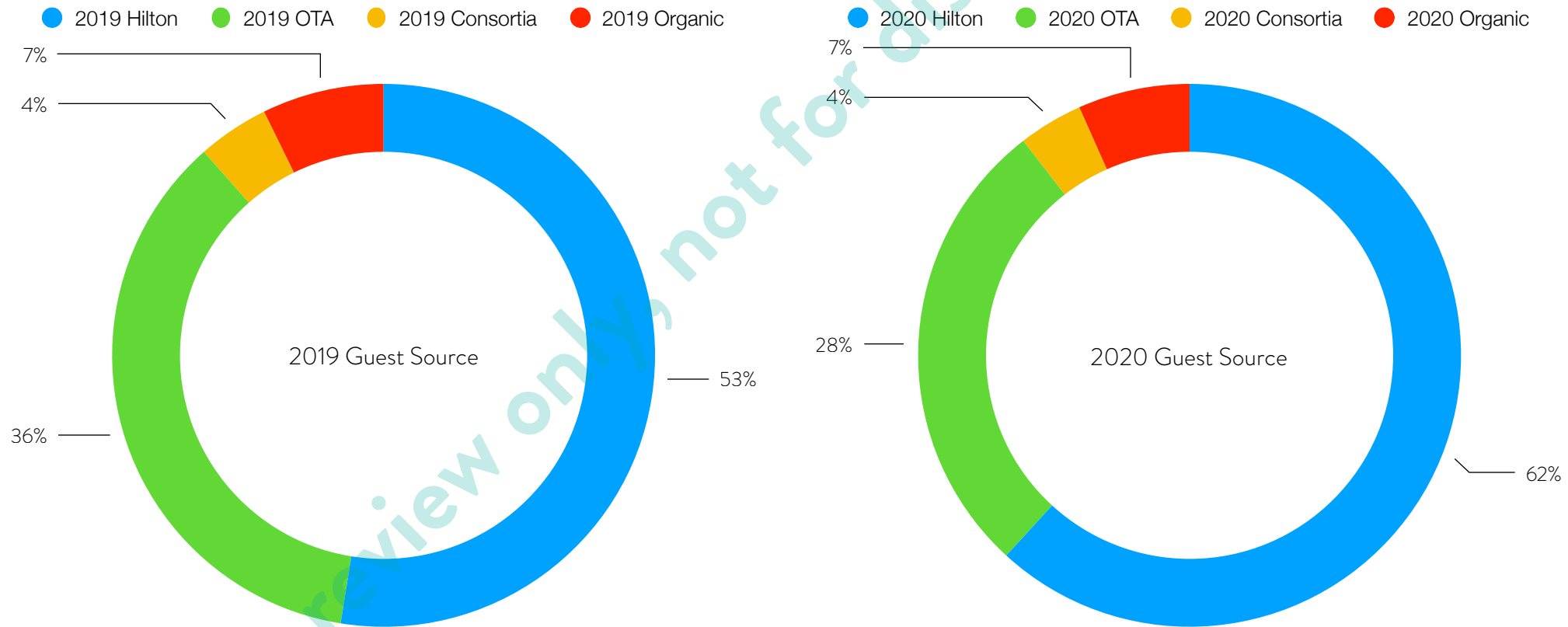
## Channels - Current Quarter



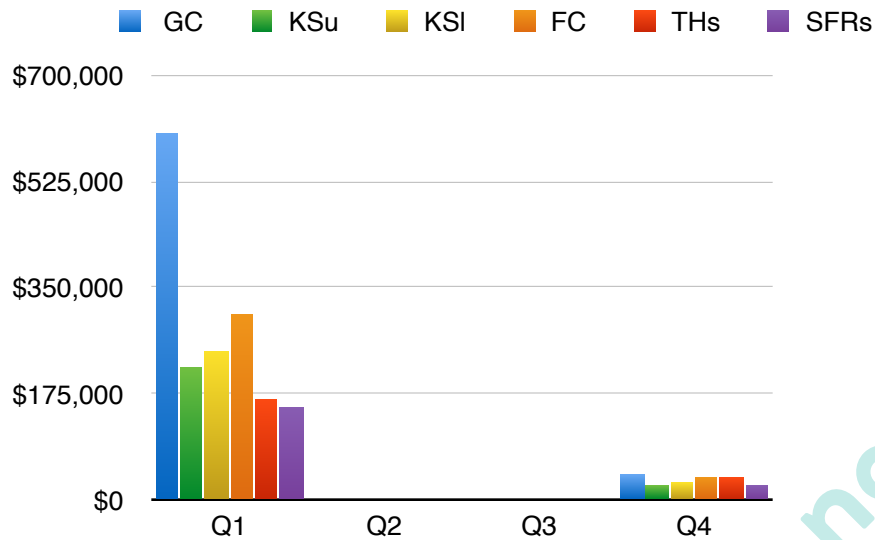
\* On-line Travel Agent (OTA)



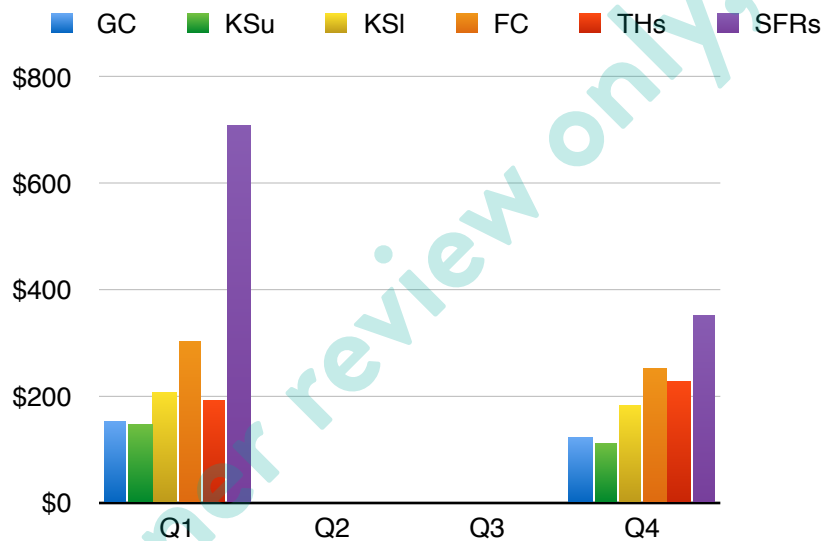
## Guest Source YTD



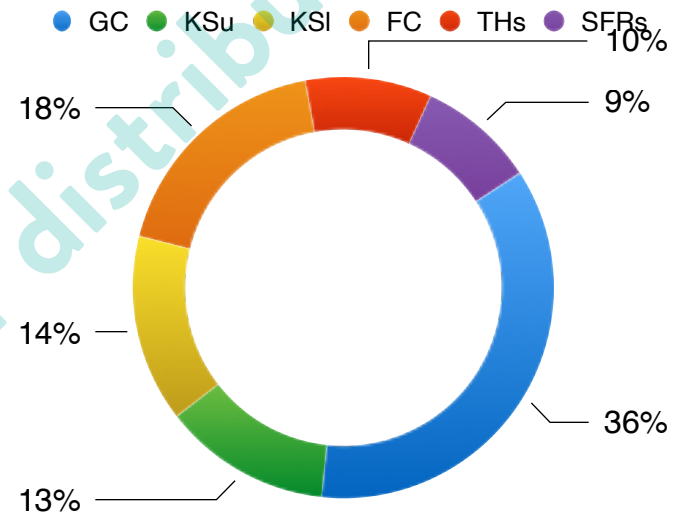
## Room Sales



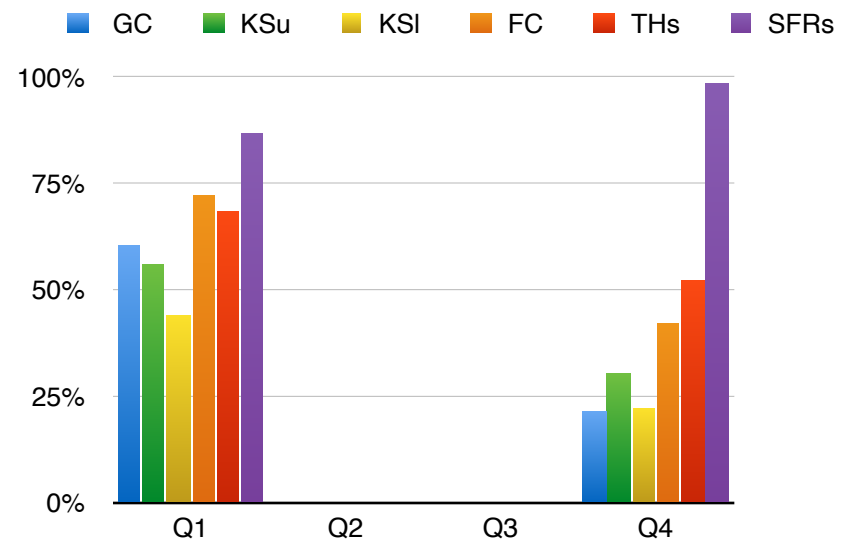
Revenue by Unit Type



ADR by Unit Type

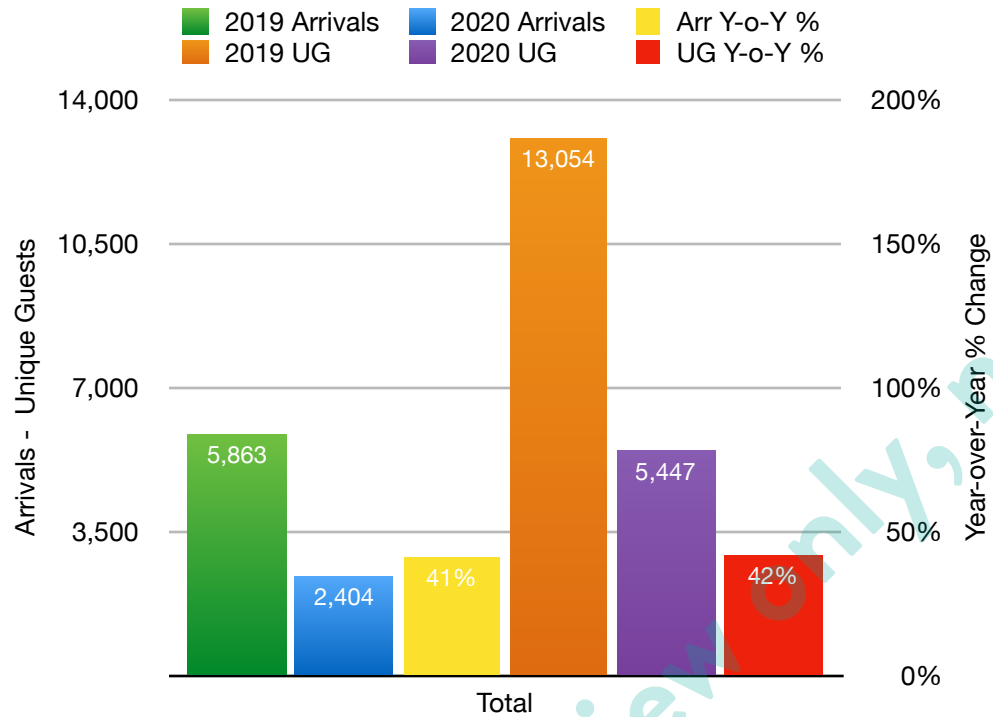


% of Revenue by Unit Type



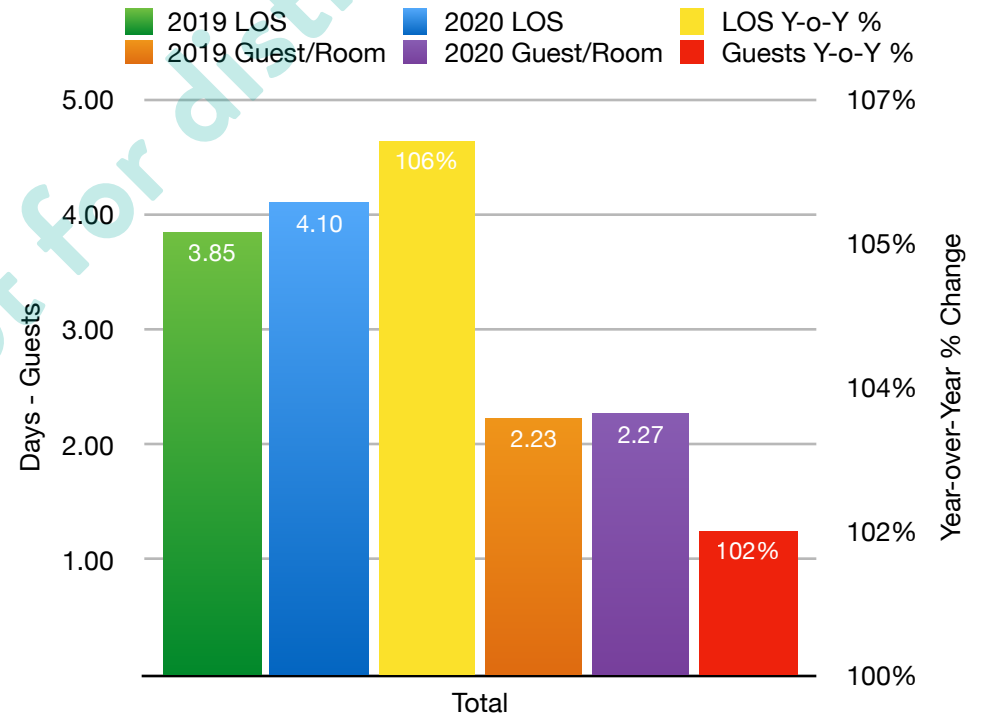
Occupancy by Unit Type

## Guests — Quarterly Analysis



Arrivals\* & Unique Guests (UG)

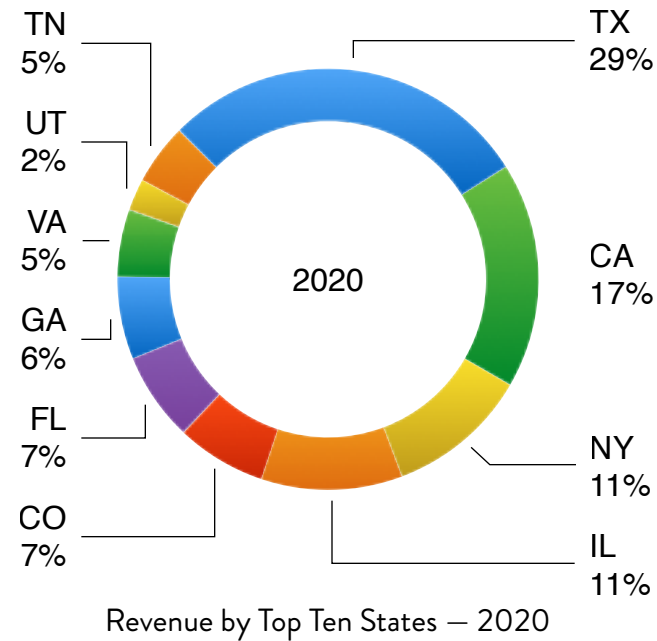
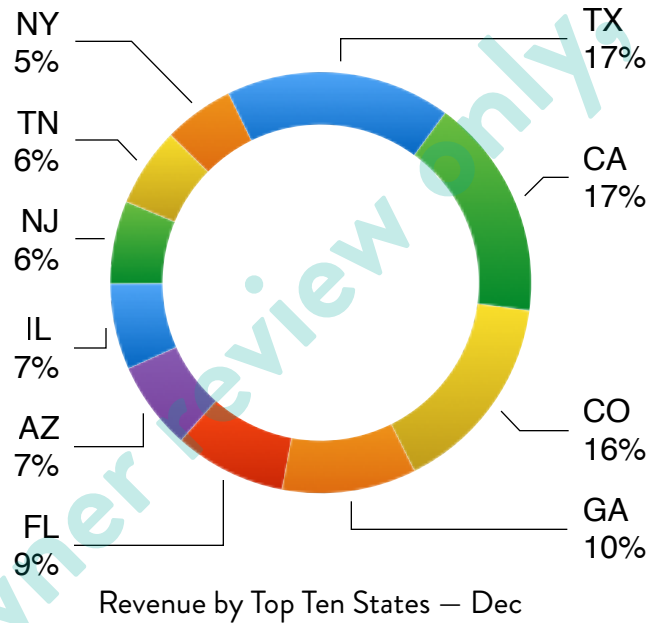
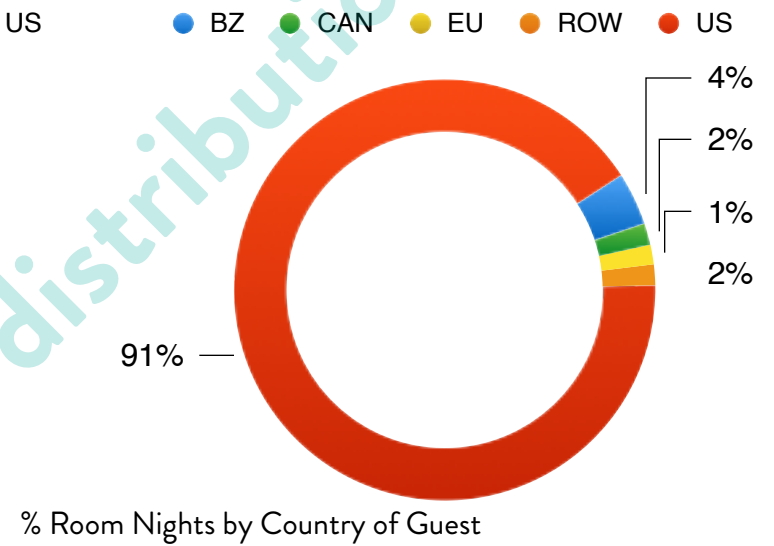
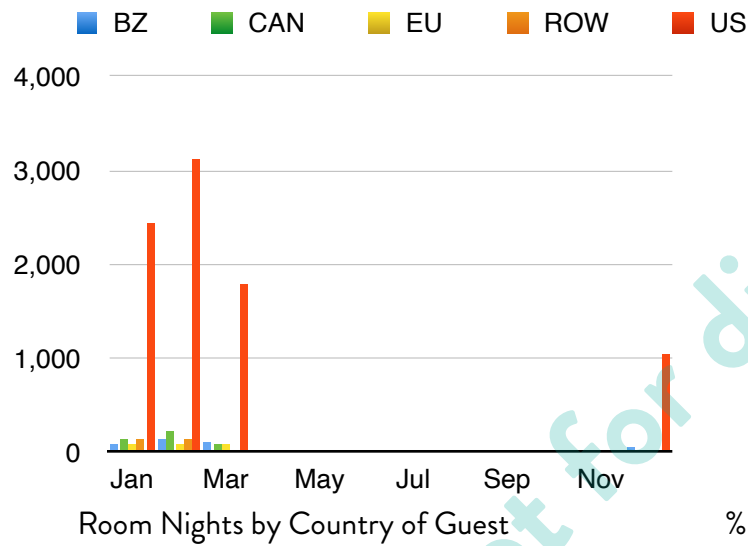
\* Arrivals is synonymous with Reservations



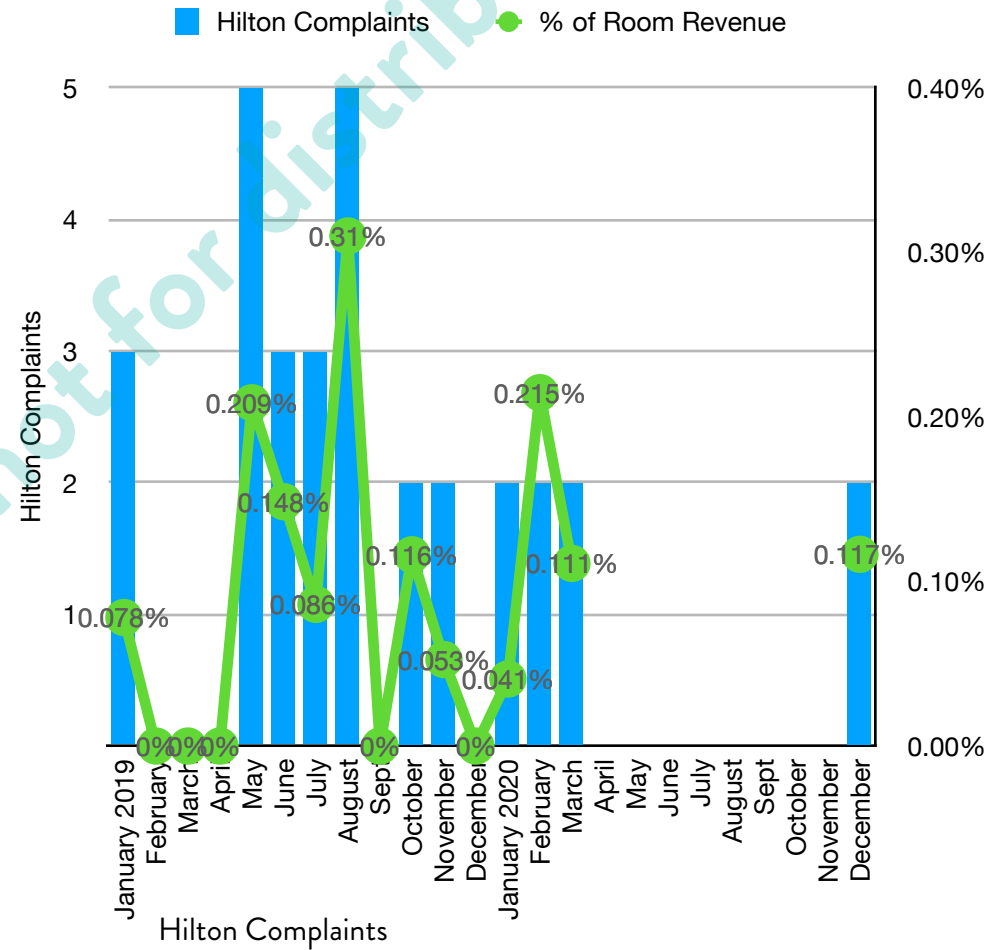
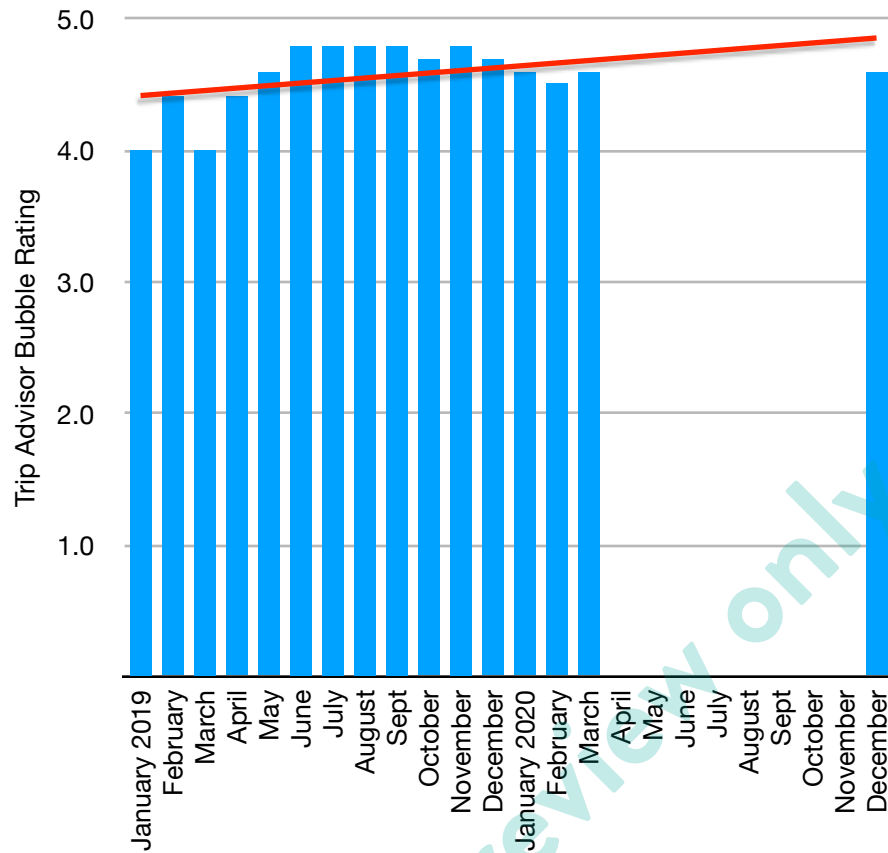
Length of Stay (LOS) & Guests per Room



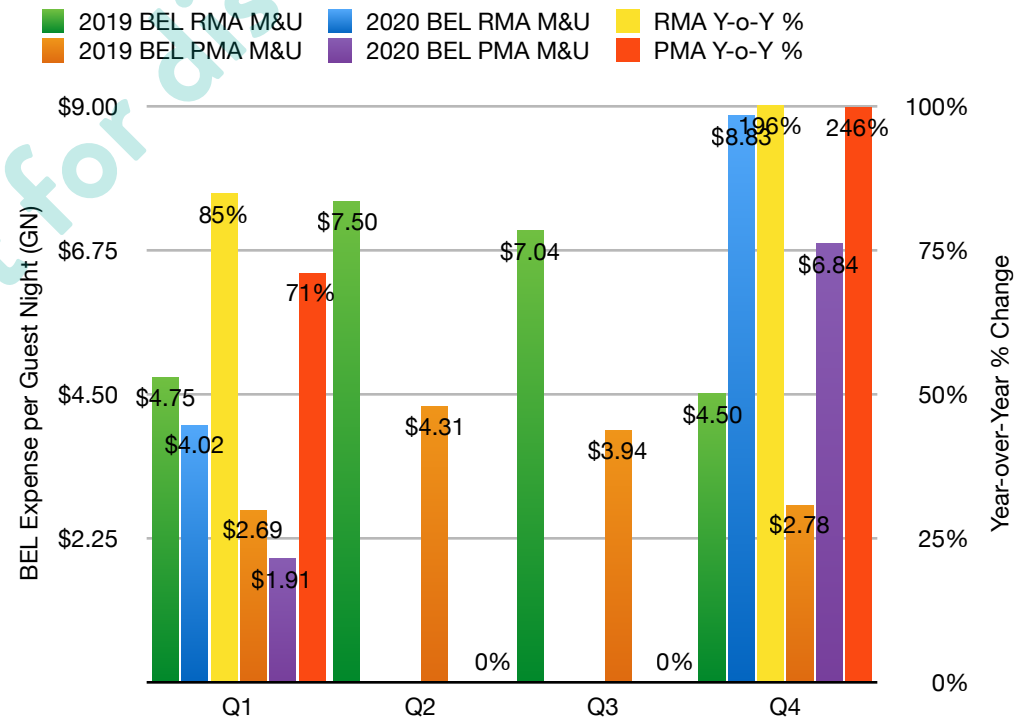
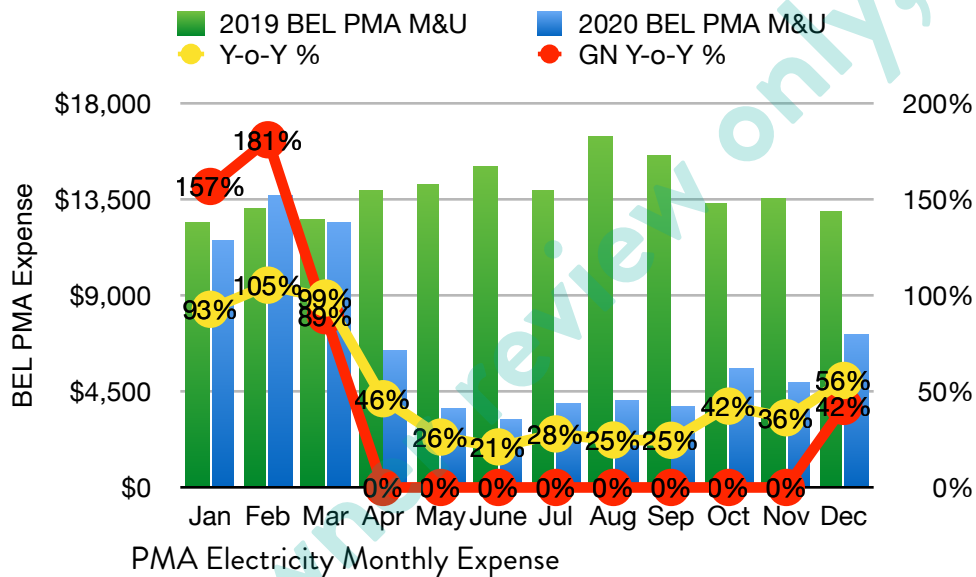
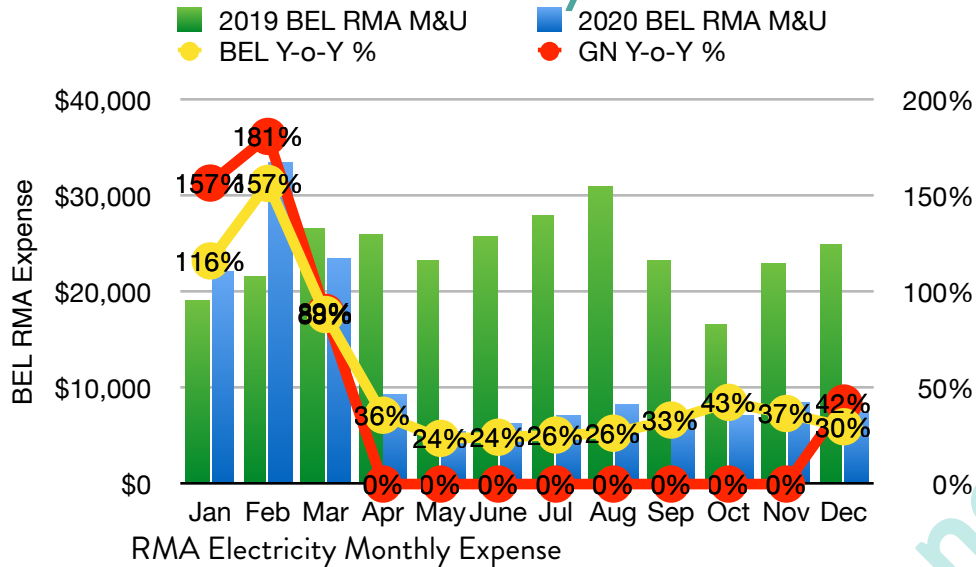
## Guest Profile



## Guest Satisfaction



## Utilities - Electricity\*

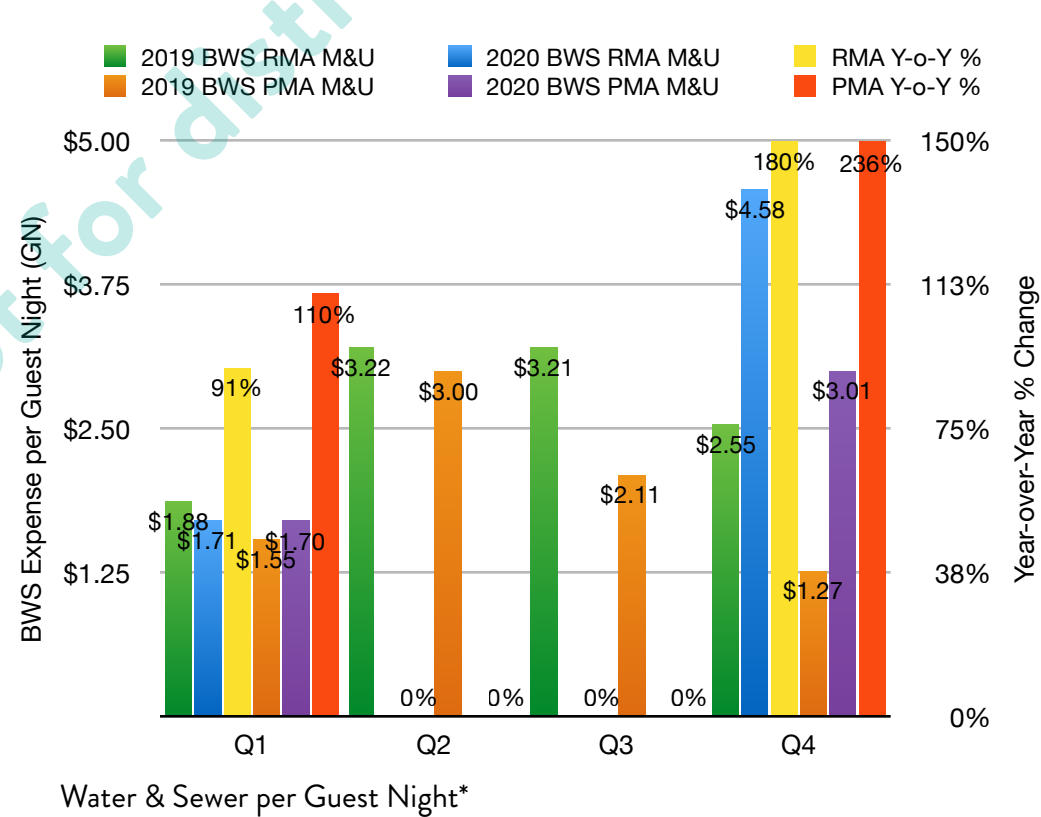
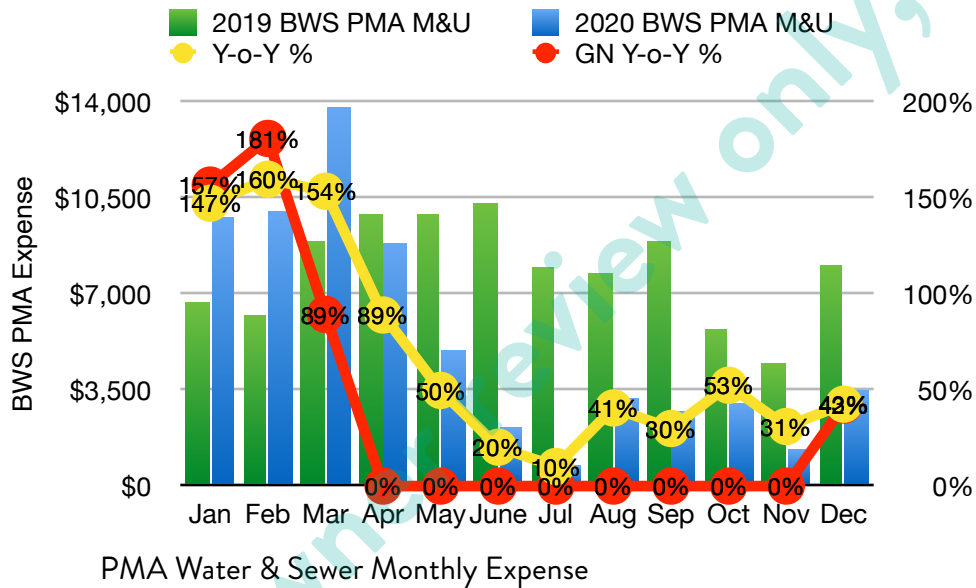
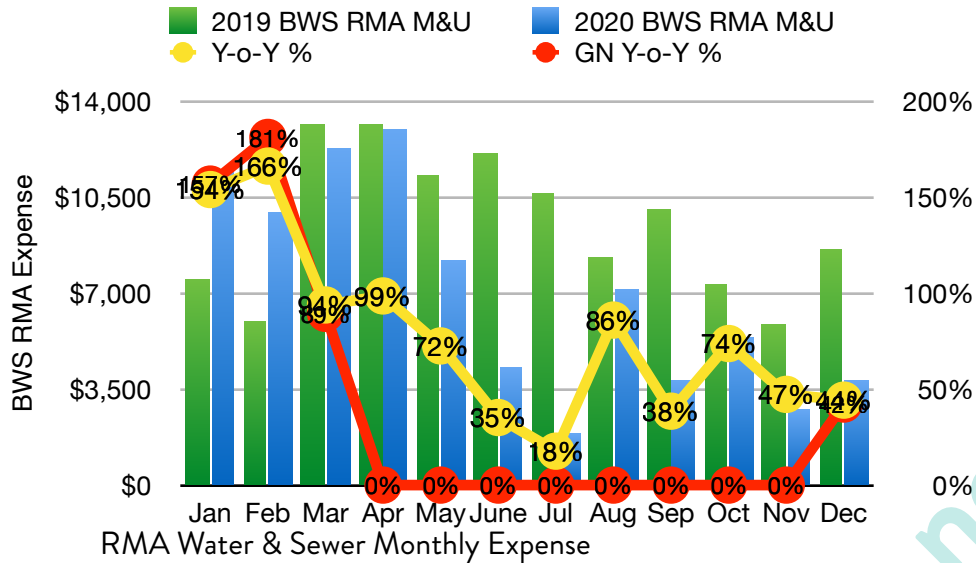


### Electricity per Guest Night\*

\* Guest Night: Room Nights\*Guests per Room

- \* BEL rate increased 10.4%: 2018 - .18495/kWh 2019 - .1931/kWh
- \* BEL has requested future 7.15% increase to \$.2069/kWh

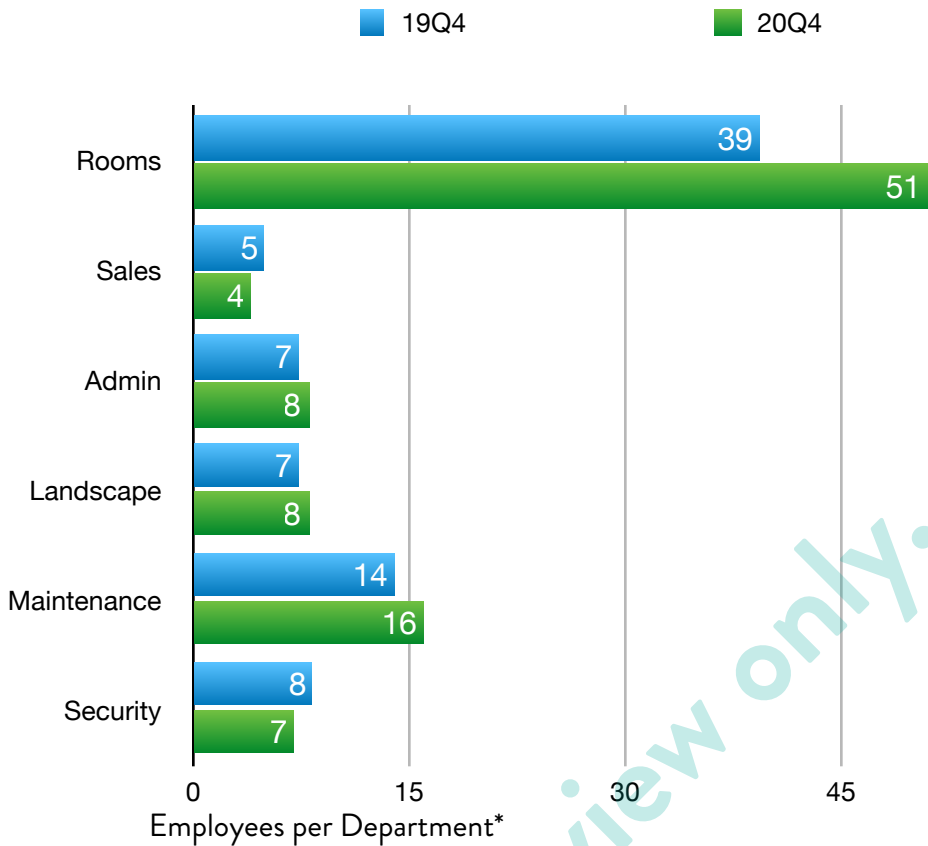
## Utilities - Water & Sewer



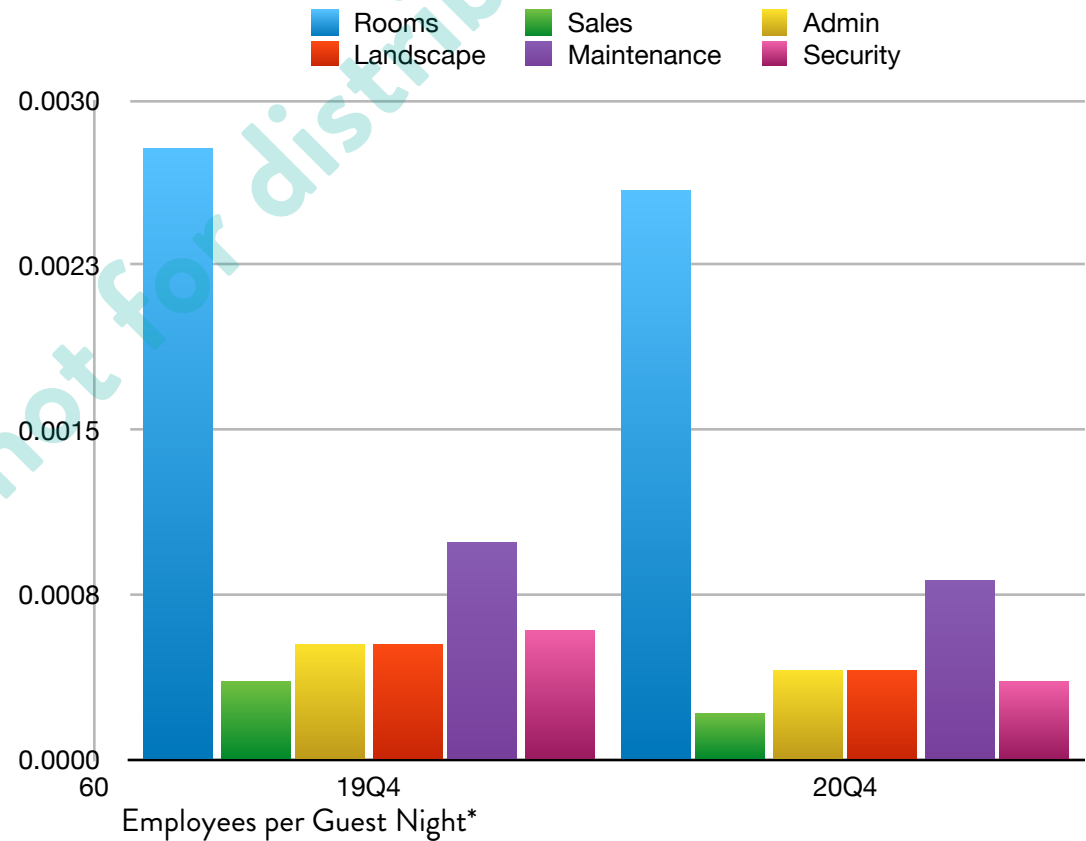
\* Guest Night: Room Night\*Guests per Room

PMA Expense includes the Great House and Back of House meters, so expense will increase with Guest Nights

## Employees



\* Landscape, Maintenance and Security department expenses are part of the Annual PMA Fee, inclusion in this report is for information purposes only.



\* Guest Night: Room Night\*Guests per Room