



100 Bayshore Drive,
Bath, ON K0H 1G0
Telephone: 613-352-3478
Email: info@loyalistcovemarina.com
www.loyalistcovemarina.com

Loyalist Cove Marina Newsletter – January 2020

Dear Customer,

Happy New Year! We would like to thank you for your business and continued support!

We hope you had a great holiday season. We wish to welcome Zachary Hinton, assistant Operations Manager and Jeremy Davis, our new Service Manager

We are pleased to announce:

- Zach, Jon, Josh and Mark have obtained their ABYC Marine Systems Certification.
- Zach, Jon, Josh, and Jeremy obtained their Marine Composite & Gelcoat Repair Certification
- Zach obtained his Intermediate Marina Manager Certification

Winter Hours effective to April 2020:

Marina Facility:	Monday – Friday	8:00 am – 4:30 pm
	Saturday – Sunday	Closed
Repair/Storage Facility:	Monday – Friday	8:00 am – 4:30 pm
	Saturday – Sunday	Closed

Appointments outside these hours may be scheduled at the LCM office.

LCM Customer Handbook is on our website with link below:

We are proud to announce that we will have a Customer Handbook that we highly encourage you to read. We hope you understand that this handbook will set out clear expectations to the Boater by the Marina to better service you. Link is located on front page of our Website:

<https://loyalistcovemarina.com/>

For 2020 Slip Rental, **the non-refundable deposit of \$350.00 is required prior to January 31, 2020.** For your convenience, we can process MasterCard and Visa payments over the phone or you can send us an Interac e-Transfer for the slip deposit.

We do have a waiting list and we will rent unreserved slips after the January 31, 2020 deadline. The balance of your slip and launch fees are due no later than May 1, 2020.

If you are planning not to launch in 2020, please let us know.

Environmental:

We appreciate your diligence to adhering to our Clean Marine and Blue Flag Policy! We strive to keep our marina, our neighbours, and local inhabitants; turtles, otters, birds and fish in an environmentally healthy surrounding.

Please update yourself to our Clean Marine Policy you will sign again this spring.

Note in particular:

- Check that your bilges are clean and replace your bilge sock. Oil or Fuel spills are not acceptable and could be costly to you.
- Customers in the marina sanding their bottoms must do so with a dust collection bag.
- Loyalist Township has asked that we make sure you do not use any non-environmentally friendly products in your holding tanks. They do not want these products getting into the sewage treatment plant. We do sell Super-Enzo at the office.



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Garbage dumpsters are provided on the LCM site with the following **restrictions:**

- No anti-foul paint, paint cans or paint trays.
- No shrink wrap or tarps.
- No oil, oil filters, empty oil jugs or antifreeze jugs.
- No propane tanks – large or small.
- Hazardous waste can be taken to 196 Lappan's Lane in Kingston, Thursdays 8:00 am – 4:00 pm & Saturdays 8:00 am – 5:00 pm.
- Leftover or old paint can be taken to Lowes, 1035 Gardiner's Road, Kingston and you can leave it at the customer service desk or paint desk.
- Oil, Oil filters, Oil jugs & antifreeze should be delivered directly to the marina office for proper disposal. There will be a disposal fee to cover our costs.

Launch:

- Basic Launch Fees are Due 3 days prior to your Launch date.
- Slip Rental/Dockage Agreements along with Checklists must be signed and proof of Insurance is required.
- **Avoid extra charges! Be prepared at launch and haulout by reviewing the required "Checklists".**
- Review Mast Stepping procedures – read carefully and ask questions if you have any.
- Ladders are not to be locked to cradles unless LCM staff have keys/combo else the lock will be cut off in order to move the cradle to final storage destination.
- Don't forget to take your cradle pads home after launch.
- It is mandatory for all our slip customers to leave a key or combination for your companionway entrance in case of an emergency so we can get on board.
- Boats that do not have summer slip with us and are not launched by June 15th, will be charged monthly for storage fees commencing for month of June.

Boat Repair/Maintenance Requests:

- Please contact Jeremy at the office to fill out a **Work Order** for any spring work so that we can schedule it in a timely fashion.
- Our Labour rate has increased to \$98.00/hour (Regular) for 2020.

Invoices:

- Reminder that **Invoices are due upon receipt.**
- **2% interest pro-rated monthly on any outstanding fees will be strictly enforced.**
- We wish to thank our customers for their cooperation in this matter.

Other:

- Email or call the office with your requests or questions: info@loyalistcovemarina.com
- Check our website (www.loyalistcovemarina.com) and Facebook page for:
 - Marina updates
 - Boaters Checklists and Handbook

We hope you enjoy the upcoming boating season!

Sincerely,



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The Gang at LCM!