

## HURON LAGOONS MARINA

August 2019

**Dear Captain,**

This has been a very challenging year for the crew at HLM, with the loss of Matt, the spring rains and the rising lake level, we have been pushed to our limits. We have done our best to fight mother nature and we will continue throughout the season until winter haul out starts.

We have raised the road and our plans of asphaltting will not be until next summer when we know we have reached the peak of high water. Many of the floating dock pivot points have been raised and several more still need raised but we will not be able to do this until winter when the water level is lower so we can weld additional pipe to existing structure.

The crew is currently building a stone dyke in front of the sea wall so we can truck in dirt to raise the picnic table area and plant new grass. We will attempt to do a section of docks each week and try to get as much done until the fall haul out begins. We will begin with all of B-slip, the low sections of A, C, D and E slips.

Our goal is to replace all of the fiberglass 40' docks in C-slip with new fixed docks which will be higher than the existing by more than a foot. That project will be coordinated with an outside contractor over the winter months.

Our entire crew would like to thank all of you who have been considerate and understanding of the challenges we have been facing. We have never had a year where so many people have thanked us for doing what we do.

We are ending the season at over 90% occupancy, with many customers coming from Vermilion where they are unable to pass under the bridges. Because of the demand for docks, racks and jet ski drive on slips, we will be enforcing the September 10<sup>th</sup> deadline date for deposit to hold a slip for next season. You only need a \$100.00 deposit with a signed Dockage/Rack Storage Agreement to reserve your dock or rack slot for the 2020 season.

**All docks & rack slots without deposits will be considered open and available to rent for the 2020 season after September 10, 2019.**

Anyone looking to change docks within the marina can do so after the September 10<sup>th</sup> deposit deadline. Customers with dockage deposits have first option for changing dock slips.

**NOTICE ALL DOCKING CUSTOMERS IN A, B, C, D, E & ER SLIPS:** At time of haul out no items should be in parking lot area in front of boat slip including kayaks & golf carts, all grills and dock boxes should be on grassed area, nothing on graveled area in parking lot. If HLM employees have to move items you will be charged a minimum of \$25.00.

Now is the **ONLY** time to qualify for the **Captains Club Membership Program** for the 2020 winter and 2020 boating season. The program is designed to reward our customers who maintain a zero balance on their Huron Lagoons Marina house account throughout the year and prepay winter storage in full by September 10<sup>th</sup> and or prepay in full their summer/rack dockage.

**To qualify for the Gold Card, you must:**

1. Pre-pay in full winter storage & next season's summer rack/dockage by September 10<sup>th</sup> for the primary boat.
2. Provide HLM with credit card on file so that your account balance is zero every Monday.

**The Gold Benefits include:**

- a. **5% discount** on winter storage paid in full by September 10<sup>th</sup> with cash or personal check or **3% discount** (instead of 2%) when paid with credit card on file.
- b. **10% discount** on summer dockage paid in full by September 10<sup>th</sup> with cash or personal check or **7% discount** (instead of 5%) when paid in full with credit card on file.
- c. **10% discount** on labor on invoices totaling \$1,000 or more including costs of materials that is performed on the boat during the winter months of December through March and paid in full with credit card on file when invoiced.
- d. **10 cents** per gallon discount for fuel paid at time of purchase with cash or personal check or **5 cents** per gallon discount on fuel purchases paid with credit card on file.
- e. **Free pump out with fuel purchase.**

**To qualify for the Silver Card, you must:**

1. Pre-pay in full next season's summer rack/dockage by September 10<sup>th</sup> for the primary boat.
2. Provide HLM with credit card on file so that your account balance is zero every Monday throughout the year.

**The Silver Benefits include:**

- a. **10% discount** on summer rack/dockage paid in full by September 10<sup>th</sup> with cash or check or **7% discount** (instead of 5%) when paid in full with credit card. **C, D & E slip customers who do not winter store will qualify for 3% cash/check or 2% credit card discount** (instead of no discount offered).
- b. **5 cents** per gallon discount for fuel paid at time of purchase with cash or personal check or **3 cents** per gallon discount on fuel purchases paid with credit card on file.
- c. **Free pump out with fuel purchase.**

The office personnel and fuel attendants will have a list of qualifying Captain Club Members, it will be **your responsibility** to remind them of your discount at time of purchase.

**Enclosed are winter storage and summer dockage/rack agreements, please read through completely.**

**There are 3 payment options for summer dockage and summer rack storage:**

**#1 \$100.00** Deposit balance due March 15<sup>th</sup>

**NOTE: 25% deposit (if renting C, D or E slip with \* and boat is not winter storing at HLM).**

**#2 Payment Plan:** Complete Payment Authorization Form on back, your credit card will be billed equal monthly payments the 15<sup>th</sup> of each month and ending no later than March 15<sup>th</sup> of contract season.

**#3 Take 10% discount** off total with payment in full by cash or check by Sept. 10<sup>th</sup> or **5% discount** if paid by credit card.

**Note: if renting C, D or E slip with \* and boat is not winter storing at HLM there are no discounts offered.**

**There are 2 payment options for winter storage:** NOTE winter storage is due in full at time of haul-out.

**#1 Payment Plan:**

Complete Payment Authorization Form on back, your credit card will be billed equal monthly payments the 15<sup>th</sup> of each month and ending no later than March 15<sup>th</sup> of contract season. Winterizing materials will be charged to credit card at time of invoice.

**#2 Take 5% discount** off total with payment in full by cash or check by Sept. 10<sup>th</sup> or **2% discount** if paid by credit card.

Call the office if you have any questions about winterizing services.

**Note: We will not haul out any boat without signed winter storage agreement.**

**Notice to all winter storage customers. Due to EPA Permit Requirements,** boat bottom power washing will no longer be permitted in the parking lot area of the marina, therefore all boats winter storing at HLM will require bottom washing at time of haul out.

**Inside Winter Storage customers:**

we need a verbal commitment by **August 25<sup>th</sup>** that you are returning for inside winter storage. Send an email to: [sales@huronlagoons.com](mailto:sales@huronlagoons.com) with last name and boat description or call the office 419-433-3200 leave voice mail at ext.123.

**We will require a signed winter storage agreement with deposit by September 10, 2019, in order to reserve your inside spot, otherwise your spot will be released to the waiting list.**

**NOTICE:** There will be a \$50 charge per Golf Cart, Kayak or Jet Ski (on trailer) left on HLM premises for winter, **no exceptions. DO NOT LEAVE golf cart, kayaks, dingy or jet ski by dock area,** they interfere with winter yard maintenance and boat storage. **Only a gazebo, picnic table & chairs, grill and dock box can remain in dock area.** Starting October 1<sup>st</sup> the Jet Ski can be stored along the pool fence on blacktop and Golf Carts can be stored on the basketball court. **We recommend that you remove the batteries.** Kayaks can be stored inside the Pool House from November 1<sup>st</sup> to April 15<sup>th</sup> for \$125 each. Call office to make arrangements, we will take from current location in marina to pool house in November and return in April.

**Don't lose your slip for 2020;** send in a \$100.00 deposit along with the completed Dockage/Rack Storage Agreement before the deposit deadline date of September 10, 2019! Don't forget to fill in email address (highly used for last minute information).

**For every NEW customer, you refer to HLM** for 2020 summer dockage, or winter storage between now and March 31st, you will receive a 10% store credit in the amount of the summer dockage and or winter storage fee (not including labor, materials or taxes) that they pay when they have paid in full. Make sure the new customer fills out the referral section of the dockage or winter storage agreement so that you receive the referral credit. If you are a **service customer only** and **never docked or winter stored at HLM**, but would like to, you can refer yourself! Referrals made between April and August are flat rated depending on dock size.

Because of our high occupancy level, it is very important that you renew your dock slip with a **deposit by September 10, 2019 to avoid losing your current dock slip for the 2020 boating season.** That includes Jet Ski drive on docks and inside & outside rack storage and Kayak racks which all were full for the past two seasons.

**The marina fall haul out party "Pig Roast" will be Saturday September 7<sup>th</sup>** Only HLM slip holders, rack storage customers, ramp pass customers and your limited guests are invited. **EVERYONE BRING A COVERED DISH.** There will be an appetizer table by the beer wagon which we will tap at 6:00 pm. The pig will be carved and served at 7:00 pm. D J Brandon Stone will provide a wide variety of dancing music and will take request throughout the evening.

Thanks to every one of you for your support as we continue to reinvest in the marina facilities making improvements where and when we can as part of our never-ending quest to serve you better and assure you that boating is one of the most enjoyable times of your life.

Sincerely,

The HLM Crew

**NOTE: A new form must be signed each season. You cannot have an open house account without signing a credit card authorization form. Without it you must pay by cash, check or credit card at time of purchase.**  
Any questions regarding house accounts contact Lisa [lisa@huronlagoons.com](mailto:lisa@huronlagoons.com) or call 419-433-3200 ext130

**Huron Lagoons Marina Payment Authorization Agreement for Monday Morning Charges**

In order to have **CHARGING PRIVILEGES** for store purchases, fuel, carry out, marine accessories, service work orders, and etc. complete the form below.

NAME ON CREDIT CARD {Please Print} \_\_\_\_\_

\_\_\_\_\_  
3 DIGIT CODE  
BACK OF CREDIT CARD

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ST. \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_

I agree to notify HLM if my account information changes for any reason.  
This authorization shall remain in effect for one year. To cancel contact HLM by mail, email [lisa@huronlagoons.com](mailto:lisa@huronlagoons.com) or call 419-433-3200 ext 130

**All credit card information is stored through our merchant services provider to meet PCI Compliance.**  
I hereby authorize Huron Lagoons Marina (HLM) to keep my Credit Card information on file through their merchant services provider for payment on my HLM account for charges accrued and to be applied to my credit card on Monday mornings.

I further authorize HLM or HLM's agent to email me receipts or other information related to my recurring transactions with HLM. For first time users, we will contact you for your credit card information when your first charge is incurred.

Authorized Signature X \_\_\_\_\_ Date \_\_\_\_\_

Revised 4/10/19