

August 2019

HOLIDAY HARBOR MARINA

Dear Captain,

This has been a very challenging year for the crew at HHM, with the loss of Matt, the spring rains, the rising lake level, and the retirement of Tony, 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 will continue to truck in stone on each pier and 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.

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.

Now is the **ONLY** time to qualify for the **Captains Club Membership Program** for the 2019 winter and 2020 boating season. The program is designed to reward our customers who maintain a zero balance on their HOLIDAY HARBOR 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 dockage.

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

1. Pre-pay in full winter storage & next season's summer dockage by September 10<sup>th</sup> for the primary boat.
2. Provide HHM 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 10th 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 10th 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 dockage by September 10th for the primary boat.
2. Provide HHM 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 dockage paid in full by September 10th with cash or check or **7% discount** (instead of 5%) when paid in full with credit card.
- 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 agreements, please read through completely.**

You only need a \$100.00 deposit with a signed Dockage Agreement to reserve your dock for 2020.

**NOTE: All docks 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.

**There are 3 payment options for summer dockage:**

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

**#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.

**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 HHM will require bottom washing at time of haul out.

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

**Last year's 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@holidayharbor.com](mailto:sales@holidayharbor.com) with last name and boat description or call the office 419-433-2140

**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.**

**Don't lose your slip for 2020; send in a \$100.00 deposit along with the completed Dockage 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 HHM** 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 HHM**, but would like to, you can refer yourself! Referrals made between April and August are flat rated depending on dock size.

Over the summer we trucked in more stone to raise the marina out of the high water and added new floating docks and jet ski docks to meet the demand. 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 HHM 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

## Holiday Harbor 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 HHM if my account information changes for any reason. This authorization shall remain in effect for one year. To cancel contact HHM 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 Holiday Harbor Marina (HLM) to keep my Credit Card information on file through their merchant services provider for payment on my HHM account for charges accrued and to be applied to my credit card on Monday mornings.

I further authorize HHM or HHM's agent to email me receipts or other information related to my recurring transactions with HHM. 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