

REX MARINE CENTER VALET RACK STORAGE INFORMATION - 2011

**** Very Important To Your Full Enjoyment Of Our Facility ****

Phone numbers: Monday-Friday (203)831-5239 (This is ext. 55) Saturday, Sunday, Holidays (203)984-0044

Hours Of Launch and Retrieval:

April 15 through Friday preceding Memorial Day, and from Tuesday following Labor Day until October 15:

8:00 a.m. - 4:30 p.m.	Monday - Friday	Phone-in request deadline: 4:00 p.m.
8:00 a.m. - 6:00 p.m.	Saturday and Sunday	Phone-in request deadline: 4:00 p.m.

Saturday of Memorial Day weekend through Labor Day:

8:00 a.m. - 5:00 p.m.	Monday - Friday	Phone-in request deadline: 4:00 p.m.
8:00 a.m. - 6:30 p.m.	Saturday, Sunday, & Holidays	Phone-in request deadline: 4:00 p.m.

Also, adequate staffing to accommodate the Norwalk fireworks on night of July 3 will be in place.

CLOSED EASTER SUNDAY. Extended season 10/16 – 10/31 available. Please inquire if interested.

Launch request procedure for non-Holiday weekdays (Monday-Friday): For use during normal operating hours, you may call 831-5234 and every effort will be made to meet our goal to launch your boat prior to your arrival. Should you reach our recording at ext.55, please leave your name, boat name/boat info, and your arrival time.

Then, upon arrival, check in with the lift staff to confirm boat was launched.

If you did not phone-in an advance request, simply let lift staff know once you have arrived for an immediate launch.

For use after operating hours or for use prior to 8AM the next day, please call 831-5234 and specify an “end of day” launch .

Launch request procedure for Saturday, Sunday, and Holidays: Due to limited in-water space, launching is performed only upon your arrival during normal operating hours.

Upon arrival, drive down to the water area and have someone with you request your launch- by the time you park and transport your gear to the docks, the boat will usually be waiting for you. **DO NOT** call **except** to specify an **end-of-day** launch (or haul) at 203.984.0044 : please include your name, boat name/boat info, and date/time.

Haul requests, all days: When you return within 30 minutes of closing time, you may request a haul for the same day. Regardless of what time you return, please write your name under the “Haul” column on the whiteboard on the huge rolling door.

Or, if you will **definitely** be returning later the same day, or in the **MORNING** of the next day, write your name under the “Leave In” column to suspend hauling.

This is critical to helping maintain adequate dockspace for all of our boaters.

Important: -Please note above hours of operation, which vary seasonally, and also are one-half hour longer than midweek on Saturday, Sunday, and Holidays.

-While boats are hauled ASAP in absence of your request to “Leave In”, **PLEASE** write your name on the whiteboard specifying your request. Making us guess your intentions may cause unnecessary delays for you and your guests.

-Each “ Leave-In” request is honored for 24 hours maximum- **never for a series of days.**

-Boats in-water and inactive for over 24 hours will be hauled despite a “Leave In” request, so you must verify that your boat remains in the water in this situation if you plan to return after operating hours.

-Please call ASAP if you have made a request in writing or by phone and your plans have changed.

-In-person launch requests always have priority over any type of phone-in requests.

Security entry gate: Between April 1 and October 15, gate will be closed 10PM until 7AM, and until 8AM Sundays. If you may require access during these hours, please request your personal passcode and gate operating instructions to wgardellajr@rexmarine.com, or at 866.5555.

Other Rack Service Information:

1. **If you want your boat in the water after Rex closes for the day, you MUST call by above deadlines.**
2. **If you want your boat in the water before Rex opens in the morning, you MUST call by above deadlines the day before . Your boat will be left in the water overnight.**
3. Owners present at launching should be prepared to operate their boat away from the launch areas, as requested by lift operator. Towing is a courtesy, at the lift operator's discretion. There will be times when the lift operator is insistent on one or the other, and your cooperation is appreciated. Crew will not tow in high winds.
4. For safety consideration of our customers, loading and unloading of passengers and equipment should not occur on the launch dock. Walkway to launch dock places people too close to moving, heavy equipment. Only the boat operator should use the launch dock, unless otherwise directed by lift crew.

Additional Fees and Additional Information:

- **Please remember:** Outboards and drive units are left down, antennas and canvas higher than your windshield are lowered, trim tabs returned to "up" position, and battery switches to "off" position (fire prevention). Thank you for complying with this owner responsibility. **Damage resulting from non compliance will be owner's responsibility.**
1. If more than one "in" and "out" per day, an additional \$25.00 may be charged . \$25.00 charge also applies if requested by person other than contracted owner(i.e., outside service provider/contractor has specific rules).
Boatowner may use work racks ONCE weekly on an in-person, as-available basis. Additional trips to work rack are subject to a \$25.00 charge per request, as is any request by an outside contractor.
 2. There is a \$4.00 per foot fee to unload or load a boat on or off a trailer. This is done only by advance arrangement, Monday through Friday, as a rule. The fee is to compensate for the much riskier and time-consuming procedure of trailer loading/unloading versus launching or hauling from the water.
Free transport to or from Norwalk Public boat ramp available upon request.
 3. Rex Marine assumes No Responsibility for trailers that are stolen, or damaged while loading or unloading. Avoid possible trouble by immediately removing empty trailers and making advance arrangement for "while you wait" loading or unloading. Ask service office for offsite trailer storage provider info.
 4. Restrooms/showers are combination accessed. Please inquire for new combo if lock doesn't open as usual. Periodic combination changes help ensure a safe, clean facility for you, your family and your guests.
 5. Expect rack boats to be dripped on by water from boat above from time to time.
 6. No fueling or fuel transfer anywhere at Rex is permitted. Valvtect gasoline, diesel fuel, and head pump-out facilities are available enroute to the Sound at the new Rex Store and Fuel Dock at Norwalk Cove Marina.
 7. When you're done boating, tie-up boat as near to launch/retrieval area as possible to minimize distance your boat will need to be towed or moved. **Let lift operator know your intentions** Use haul/leave-in board on rolling door for this purpose. For questions or special requests, **it is best to talk to the lift operator or crew.**
 8. Lift operator understands that adequate in-water space must exist for all boaters still enjoying after we shut down, so don't rush back only to find a place to tie-up. However, dock space can be in short supply at times of peak usage, so have adequate lines & fenders on board for tie-up alongside other boats.
 9. Please ask if you need instruction operating Rex's "do-it-yourself" waste pump-out station.
 10. Feedback, questions and concerns are always welcome. Please share your ideas or comments to enhance your boating experiences, & return your customer survey cards. Your complete enjoyment is important to us.

REQUIREMENTS:

1. Each boat must have a battery turn-off switch, to "off" position before hauling by owner.
2. Each boat must have Hull & Liability Insurance naming Rex Marine as additional insured..
3. Automatic discharge fire extinguisher is **highly recommended** for sterndrive boats.
4. Adequate lines and fenders must be available on the boat at all times.
5. A drain plug which can be removed from the outside of the boat unless the boat is self-bailing.

Rex Marine's Bathrooms and Showers:

The restrooms are for Rex Marine customers, tenants, and their guests ONLY. Please do not give out the combination to anyone else. (Refer others inquiring to Rex staff).