

REX MARINE CENTER VALET RACK STORAGE INFORMATION - 2008

**** 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 Operation:

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 831-5239 and every effort will be made 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. Upon arrival, you may check in with the lift staff to confirm boat location, or if you did not phone-in an advance request, simply let lift staff know once you have arrived and your boat will be launched immediately.

For weekday use after operating hours or before 8am the next day, please call 831-5239 and specify an “end of day” launch .

Launch request procedure for Saturday, Sunday, and Holidays: During most weekend/holiday operating hours, in-water space is limited, with **launching performed ONLY upon your request upon your arrival.** Upon arrival, if you drive down to the lift area and have someone with you make a launch request with the lift crew, the boat will normally be in-water by the time you park and walk down to the dock.

For weekend use after-hours or before 8am the next day, please call 984.0044 by 4 pm and **SPECIFY** an **END-OF-DAY launch** (or haul), and include your full name, boat name or description, and date and time of your arrival.

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 board on the huge rolling door. Or, if you will **definitely** be returning on **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 allow the Rack crew 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 on Saturday, Sunday, and Holidays.

-While boats are hauled ASAP in absence of your request to “Leave In”, **PLEASE** write your name on the board specifying: **haul out or leave in.** Making us guess your intentions often causes unnecessary delays for your boating.

-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 launch or haul request and your plans have changed.

-In-person launch requests always have priority over any other type of request.

Security entry gate: Between April 1 and October 15, gate will be closed 10PM until 7AM, and opens 8AM Sunday. If you may require access during these hours, please request your personal passcode and gate operating instructions to wgardellajr@rexmarine.com and this information will be emailed, or call 866.5555. FYI, Rex also maintains after-hours security guard presence year-around to supplement out full perimeter fencing and recording security cameras.

Other Rack Service Information:

1. **If you want your boat in the water after Rex closes for the day, you MUST call by 4pm.**
2. **If you want your boat in the water before Rex opens in the morning, you MUST call by 4pm the day before .**
Your boat will be left in the water overnight, so be sure personal items are safely secured.
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 or costs resulting from non-compliance will be owner's responsibility.**
1. More than one "in" and "out" per day, subject to additional \$25.00 charge. \$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 if you need 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.** It is the nature of rack storage.
 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 be prepared to use 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-powered 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. (Please direct other people inquiring to Rex staff).