



REX MARINE CENTER VALET RACK SERVICE & BOATCLOUD USER GUIDE

Launch and Haul Operating Hours

- Our Valet Rack Service (VRS) season runs from April 18th thru October 17th (closed Easter Sunday) for 2022 season.
- Extended Service is optional for a nominal fee October 18th thru October 31st.
- **Extended hours** offered on July 3rd for Norwalk's annual firework show from the water.

Peak Season Operating Hours

Memorial Day Weekend thru Labor Day
Monday – Friday 8 to 5 pm
Saturday, Sunday & Holidays 8 to 6:30 pm

Off Peak Season Operating Hours

April 18th thru Friday preceding Memorial
Tuesday after Labor Day thru October 17th
Monday – Friday 8 to 4:30 pm
Saturday, Sunday 8 to 6 pm

Rex Marine Valet Rack Service Usage Policy

- The intent of the usage policy is to allow all Valet Rack Service customers identical access to our launch capabilities and dockage facilities. We rely on our customers to recognize and honor these policies, so all have fast, delay-free access to Rex Marine Valet Rack Service. Thanks in advance for your cooperation. Please let any crew member know of any questions, concerns and comments to improve the Valet Rack Service and BoatCloud.
- BoatCloud launch requests will make it easier to have your boat in the water at your stated arrival time. However, that may not always be possible due to unforeseen circumstances such as limited dock space, high winds, in-person launch requests, etc.
- Due to limited dock space, your launch *request* time should always be the same as your expected *arrival* time.
- In-person launch requests retain priority launch status.
- Only BoatCloud users have the ability to make launch requests up to 3 days in advance.
- On the morning of your scheduled launch, you will receive a reminder email or text of launch time.

Late Arrival, Cancellation & No-Show Policy

- If your plans change and your launch request needs to be cancelled or rescheduled, you are required to do so at least 1 hour before your originally requested launch time using the BoatCloud service, in person or phone call to 203-866-5555.

If you do not notify us and the boat has already been launched, our response will be as follows:

- A courtesy policy reminder email will be sent to notify you of your first launch policy lapse.
- *Late Arrival*: Not arriving within **1 hour** of requested launch request time. A \$50 fee per incident may be assessed after your first courtesy policy reminder email. Does not apply to "End of Day Launch" requests.
- *Late Cancellation/No Show*: Defined as, not notifying Rex Marine at least **1 hour** before your requested launch time of your cancellation or reschedule request. A \$50 fee per incident will be assessed after your first courtesy policy reminder email. Fee waived if the boat has not been launched.
- One-Half of the \$50 fee will be donated to local non-profit organizations.

Contact Information to Request Boat Launch/Haul (3 options)

1. **BoatCloud App** www.boatcloud.com
BoatCloud is an interactive online solution for scheduling and confirming your Valet Rack Service launches and haul requests. The application can be downloaded to any Apple or Android device. BoatCloud is free and user-friendly. Login to your personalized BoatCloud account to schedule launch requests, receive launch confirmation and update boat status.
2. **Phone**
Monday - Friday only for same-day launches 203-866-5555
3. **In-person**
Walk in during the operating hours above to request your boat launched, typically 5 minutes to launch.

END OF DAY LAUNCH requests must be made by 4 pm on BoatCloud, chose “End-Of-Day Launch”. Requests after 4 pm may be made in-person until closing time.

Launch and Haul Procedures

BoatCloud Launch Requests: When requesting a time for a launch that will be performed during operating hours, launch request time should be identical to the time you plan to arrive. If your intended arrival time/launch request time is taken on BoatCloud, please select the closest available time prior to your arrival time. And in the NOTES section at the bottom, add your intended arrival time so we can be better informed to launch before you arrive.

- In-person requests always have priority launch status, simply inform crew upon arrival.
- BoatCloud users may schedule launches 24/7 and up to three days in advance.
- To better handle special requests, BoatCloud users can utilize the “Notes” field. Doing so will provide us with additional information to help us enhance your boating experiences.
- For a launch to be performed during **Weekend operating hours**, **only** requests made thru BoatCloud will enable us to launch prior to your stated arrival time.
- You may phone-in **weekday launch requests**, but only for the same day-of-use. When Voice Mail is necessary, leave a message with your name, boat name/information and your intended arrival time. Phone ahead scheduling is NOT an option for **weekend** launches.
- **Reminder:** Check in with the Operator/Ground crew upon arrival if you do not see your boat in-water, as launches are often delayed until you arrive due to lack of dock space.
- **‘End-of-Day’/After Hours Use:** For boat use after operating hours or for use prior to 8 am the next day, use BoatCloud. **Be sure to specify “End-of-Day Launch”.**
- **Reminder:** Owners of all large boats have been informed as part of their VRS application process that their boats have towing & docking limitations due to their size. **There is a “Never-Tow” policy for a few of our largest VRS boats;** these owners have been informed they must be present at launch or have their boats hauled, to be prepared to operate their boats away from and into our launch/haul area, these boats are not eligible for end-of-day launches.
- **Limited Towing:** Policies & Procedures apply to VRS boats 28’ and up that are **not** classified as “Never Tow”. Plus, periods of elevated winds **will** affect our launch and haul procedures when winds are high especially for End-of-Day launches.

While a posted Small Craft Advisory officially shuts down all towing and end-of-day launches, safe towing thresholds vary primarily by wind speed and direction, boat LOA, the mass/wind profile/’sail effect’ of the boat, the distance the boat needs to be moved, and precipitation/visibility. Conditions towable for an 18’ boat being towed or pushed a short distance are often unsafe for a 28’ boat being towed a similar distance, for example. **Decisions regarding safe vs unsafe towing, Tow vs No Tow, are made by the lift operator on duty.**

- Therefore, there will be times when owners will be required being present at launch and for owner to then operate boat away from launch area, including for end-of-day launch requests. We endeavor to post to BoatCloud Small Craft Advisories and Elevated wind conditions, to include information regarding “No-Tow” and “limited” tow periods. Check-in with us if unsure how such periods will affect end-of-day launches, towing and your boating.
- **Our detailed Large Boat (28’ and over) and General Policies & Procedures during elevated winds and concerning dockage limitations are highly recommended for review and are posted at www.rexmarine.com with copies in our office.**

Loading and unloading passengers and equipment should not occur on the launch dock both for safety and in consideration of waiting customers. Only the boat operator should use the launch dock unless otherwise requested or specifically authorized by lift crew.

- **Open Slips:** Upon VRS boater request, we will inform owners of VRS boats over 28’ of temporarily unassigned boat slips as a courtesy for use that same day only. Should we offer a free slip, **these slips are not for exclusive use of any particular VRS boater**, so if you start out in one, it may well be taken by another VRS boater upon your return, and that is normal.
- **One way to avoid the “where to tie up” question is to return early enough to be hauled before lift crew is done for the day.** If you do return after lift operating hours and all VRS tie-up locations and slips are taken, ‘creative’ tie-up such as “rafting-up” to parallel boats is necessary, or you may elect to use the Town dock ¼ mile north of Rex Marine, or even the fuel dock at Norwalk Cove once fuel dock is closed **and if you remove boat prior to 8am the next morning.** Trying to avoid these inconvenient scenarios is why we are modifying our longstanding operating procedures in midst of extremely heavy daily VRS boater use, as we attempt to leave more in-water space.
- **Haul requests:** When you return within 30 minutes of closing time, you may request a haul for the same day. For launch requests made in person, please write your name under the “HAUL” or “LEAVE-IN” (**only for next day use**) column on the chalkboard on the giant rolling VRS building doors. BoatCloud users are asked to update their boat status on BoatCloud by selecting “OK to STOW”. There is not a “Leave In” option on BoatCloud, please use the chalkboard.

Important: "LEAVE IN" instructions. Upon returning to Rex Marine your boat can either be hauled or remain in the water. There is not a "LEAVE IN" option for BoatCloud. If you have returned from a cruise and are boating later in the same day, or if you have returned and are boating earlier than 9 am the next day, you may enter your "LEAVE IN" request "old-school" using the chalkboard on the giant rolling VRS building doors. ALSO, please include the time you plan to return to go boating so we do not haul your boat before your arrival. Letting us know what time you are boating again allows the crew how best to accommodate your "LEAVE IN" request. Boats will be hauled ASAP in absence of your request to "LEAVE IN". Failing to request "OK TO STOW" on BoatCloud or "HAUL" or "LEAVE IN" on the chalkboard may cause delays or even a missed boat ride for you and your guests. Each daily "LEAVE IN" request is honored for one overnight period -- 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 are wise to verify that your boat is still in the water if this situation exists, and you plan to return for boating after operating hours

- **Haul Preparation:** You must prepare your boat to be hauled. **Damage resulting from non-compliance will be owner's responsibility.**
 - Outboards and drive units should be left DOWN,
 - Antennas and canvas tops higher than your windshield must be LOWERED,
 - Trim tabs must be moved to the UP position.
 - Battery switches to the OFF position (fire prevention).
 - Deploy 2 fenders to each side of the boat.
 - "Stern-to" tie up protection for outboard powered boats. Outboard boat owners can pick-up a free cushion for the back of your engine in the Rex Marine Store for "Stern-to" tie up protection. Please make sure your name is on the cushion so we can return it to your boat if necessary. You will need to pay for a replacement after you have received the complimentary one.
Click [here](#) for stern-to docking information or on rexmarine.com.

Valet Rack Service Best Practices

Boat Equipment: Each rack-stored boat must have the following equipment and documentation:

- A battery switch. The owner must select the switch to the OFF position before the requesting boat be hauled- a fire prevention measure.
- Adequate lines and four fenders readily available for launch crew use at all times. In peak usage periods, returning boats will be tied along side other boats while our crew hauls boats.
- A drain plug that can be removed from the outside of the boat unless the boat is self-bailing.
- Proof of Hull and Liability Insurance naming Rex Marine Center, Inc and Rex Reality LLC as additional insured.
- An automatic discharge fire extinguisher is highly recommended for sterndrive boats.

**Please tie up as close as possible to the lift dock to facilitate quick hauls.
Expect rack boats to be dripped on by water from boats.**

Multiple daily launches: An additional \$25 fee may be charged if you require more than one launch per day.

Work Racks: Boat owners may use work racks once weekly on an **in-person, as-available basis**. Additional relocation to a work rack is subject to a \$25.00 charge per request. Also, a \$25 charge will be made for movements requested by prior approved outside contractors/outside labor.

Trailers: Rex Marine lift crew can move your boat on or off a trailer. This work is done only during weekday operating hours and requires advanced scheduling. The discounted fee to load or unload a boat on/off a trailer is \$5.00 per foot. Rex Marine cannot assume responsibility for trailers damaged while loading or unloading, nor can Rex Marine assume responsibility for trailers stolen or damaged while in the yard. Please make advance arrangements, preferably for while-you-wait loading or unloading and be sure to remove the trailer from the yard immediately. Inquire about price and availability for limited storage for empty trailers.

Fueling Operations and Waste Pumpout: No owner transfer of fuel from cans or tanks is permitted anywhere in the Rex Marine yard or docks. Rex Marine Service Department can provide Valvtect Marine gas and waste pumpout upon advance request. Owners can use the Rex Marine porta-potty dump station at no charge. Fuel dock and free waste pumpout services are available at Norwalk Cove Marina.

Bathrooms and Showers: Facilities are for use only by Rex Marine customers, tenants and their guests. Please do not give out the combination to anyone else. (Refer others to the Rex Marine staff.)

Security Entry Gate: Between April 1st and October 15th the yard gate will be closed from 9 pm until 7:30 am. Email denise@rexmarine.com to request gate operating instructions and a passcode or for other questions.

Thank you for being a Valet Rack Service boater at Rex Marine Center. V.032922