



## 2023 Winnisquam Marine Welcome Packet

### *Welcome to our Winnisquam Valet Program for 2023 !!*

Welcome !! For 2023 the Winnisquam Marine Valet program continues to be one of the most convenient methods to boat on Lake Winnisquam. Last year's program went very well and there were lots of happy families out on the Lake enjoying sunny days with friends and family.

### *Requesting a Launch:*

Valet requests MUST be made through our valet app. During peak valet times there may be delays to launch customers' boats. Valet customers are allowed one launch per day. We require 2 business hours' notice for each launch no matter what time the request is made (For Example, a request made at 4:00 PM would launch at 9:00 AM the next day or a request made at 8am would launch that day at 10am). If a valet customer's valet boat is launched on time and the valet customer is not present within one-half (1/2) hour the boat may be set back into storage and not relaunched till the next available launch time.

### **Valet App Directions:**

**Existing Valet Customers:** The app has many new updates from boat cloud to better serve our customers. You can make reservations 14 days from the current date. This allows you to plan ahead 2 weeks for your launch times. We highly recommend that you plan ahead and schedule your launches. This allows us to see what days are the highest demand and have the most staffing to serve our customers faster. Remember you are sent a reminder text 24 hours before your launch and can cancel at that time if the launch is not needed.

**New Valet Customers:** You will be emailed an invite from BoatCloud.com to make an account. You can login into the system from your computer or download the app for your Apple or Android Phone.

Download & Video with Directions App : <http://www.boatcloud.com/boater.htm>

### **App Features:**

- Make & Edit Reservations
- Alerts you when boat is launched
- Alerts you of upcoming launches
- Add Additional Authorized Users
- Alert service boat ok to stow

Dashboard	Scheduled Activities
<p><b>Make a New Reservation</b></p> <p>Winnisquam Marine On Winnisquam <a href="http://Winnisquammarine.com">Http://Winnisquammarine.com</a> 96 Channel Lane, Laconia, NH 03246 Phone: (603) 366-4801 Email: <a href="mailto:wowvalet@winnisquammarine.com">wowvalet@winnisquammarine.com</a></p> <p><b>WINNISQUAM MARINE</b> "Making Waves" Since 1977 Lake Winnisquam, Belmont, NH Lake Winnepesaukee, Laconia, NH</p>	<p>*StackTrack Boat: Get My Boat in the Water (ID: NH5555BH) Slot: 10</p> <p><b>Ok to Stow</b> <b>Boat Launched!</b> Launch Date: <a href="#">Sat May-19 @ 9:00a</a> <b>View</b> Leave on Dock Status: Launched</p> <p>StackTrack Boat: Get My Boat in the Water (ID: NH5555BH) Slot: 10</p> <p><b>Edit</b> Launch Date: <a href="#">Thu May-9 @ 9:00a</a> Status: Not Launched</p> <p>Refreshing in 21 seconds</p>

### ***Kids Lifejacket Policy on Dock:***

It is Winnisquam Marine's policy that all kids under 13 years of age need to put on a life jacket before stepping onto our dock system. This is for the safety of the child.

### ***Car Parking:***

It's very important that you park in a correct parking spot. Parking spots are out front of our main showroom. Please park without excessive space between cars. No parallel parking allowed. If front parking lot is full please see front reception for more parking spaces. It is imperative that you park correctly so that we can accommodate everyone that wants to get out on the water boating.

### ***Boat Parking:***

When you arrive will find your boat parked in a designated valet spot. Please refer to attached dock map to see parking spot. We have dock staff during peak times to assist you docking. If your boat is in a spot that you do not feel comfortable moving please notify dock staff. We would be happy to assist you. At the end of the day the valet customer must properly tie-up and park their boat in indicated slips unless otherwise directed by Winnisquam Marine Inc employees. During business hours please cover your boat to the helm and leave keys in the ignition. If you return after hours please cover boat entirely with canvas poles up and place keys in the valet key bin located on the dock house.

## **FAQs**

### **How do I cancel a valet launch?**

A very important question! You will definitely earn brownie points when you notify us of a valet launch cancelation up to 2 hours before the scheduled launch time. If less than two hours please call 603-524-8380 and let the front desk know you need to cancel. The app will not allow any changes within 2 hours of a scheduled launch.

### **Can I return my boat after regular business hours?**

Yes, our valet staff does not leave until there are enough open spots at the dock for valet customers to return.

### **What if I've requested valet launch for two consecutive days?**

Please make sure that you have the scheduled launches the days you need your boat in the water. It is up to the valet staff to determine if there is enough space in water to keep the boat there overnight. During busy periods it is not possible to leave boats in the water overnight.

### **My boat is parked in a difficult slip to exit the dock complex, how do I get it out safely?**

If your boat is in a spot that you do not feel comfortable navigating, please inform the valet staff that you need assistance. That's why they are there, and are happy to assist you. They like boats too !!

### **Do I cover my boat?**

During business hours please cover your boat to the helm and leave keys in the ignition. If you return after hours please cover boat entirely with canvas poles up and place keys in the valet key bin located on the dock house. **Do NOT LEAVE KEYS IN MAIL BOX.**

### **What do I do with this keys?**

During business hours please leave your keys in the ignition of your boat. After hours keys should be put in the valet key bin located on the dock house. **Do NOT LEAVE IN MAIL BOX.**

### **How do I leave the boat when I'm done?**

At the end of the day the valet customer must properly tie-up and park their boat in indicated slips unless otherwise directed by Winnisquam Marine Inc employees. During business hours please cover your boat to the helm and leave keys in the ignition. If you return after hours please cover boat entirely with canvas poles up and place keys in the valet key bin located on the dock house.

### **Can I come back, leave the boat, and use the boat later that day?**

Valet is a convenient service to use. We may not be able to accommodate you leaving the boat to use later in that day. Please plan ahead. You are welcome to come back and temporarily park to pick-up guest. Please talk with dock staff to coordinate.

### **What hours are you open?**

We are open 8am to 5pm, 7 days a week. Our gas dock does have extended hours throughout the season. You can check our website for current gas dock hours.

### **Are there hours I should avoid?**

Yes, rental boat return is from 4pm to 5pm. Please try to avoid coming back during rental return which is a very busy and congested time at the docks. Remember Friday and Saturday staff are at the docks until 7pm.

### **Can I take my boat away to go to a different lake?**

Yes, you can request to pick up your boat on your trailer to take to a different a lake. Please call service and arrange with them 5 days prior to your departure.

### **Do you fill my gas up automatically?**

We do not automatically fill up your gas. You can pull up to our gas dock before you head out to the lake or after.