



## 2024 Winnipiesaukee Valet Welcome Packet

**Contact Valet Coordinator:**

**Parker Spinney**

**[wowvalet@winnisquammarine.com](mailto:wowvalet@winnisquammarine.com)**

### *Welcome to our Winnipiesaukee Valet Program for 2024 !!*

Welcome Back!! For 2024 the Winni Marine Valet program continues to be the best run, most convenient method to boat on Lake Winnipiesaukee. Last year's program went very well and there were lots of happy families out on the BIG Lake enjoying sunny days with friends and family. This year will be even better as we've added several enhancements to the Valet program for 2024.

- Valet services are now managed directly from the ship store! We are pleased to introduce Parker Spinney, who brings years of experience in valet operations to elevate the customer experience. Parker is your designated contact person for any questions or concerns. The most efficient way to reach him is via email at [wowvalet@winnisquammarine.com](mailto:wowvalet@winnisquammarine.com), or you can simply stop by the ship store and ask for Parker.
- The golf cart will be running to assist everyone, and we will be running a second golf cart on a regular basis.

### **Requesting a Launch:**

Valet launch requests MUST be made through our BoatCloud valet application. This smart phone or computer-based program has been a HUGE tool to organize our valet system. The program will allow you to select available launch times. The program requires 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). Plan ahead as popular launch times will fill up during holidays or real hot weekends. You can make a launch request up to two weeks before your desired launch date. 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 the valet racks and cannot be relaunched till the next available launch time.

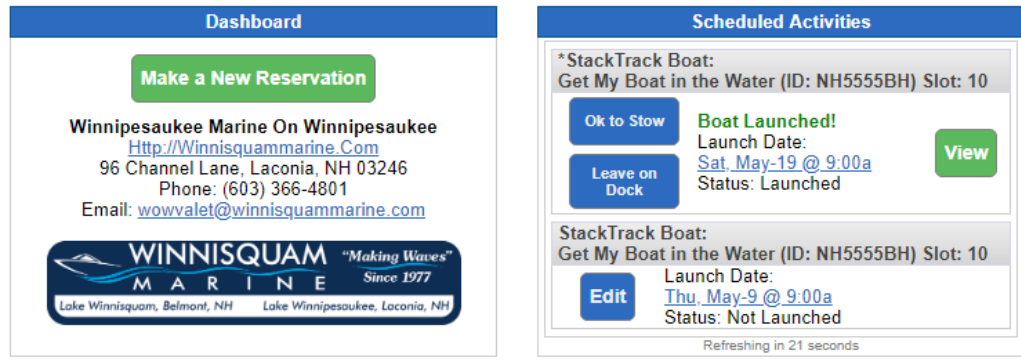
### **Valet App Directions**

You will be emailed an invite from BoatCloud to create 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 Authorizes Users
- Alert Service ok to stow boat



### ***Children's Lifejacket Policy on our Docks:***

For the safety of our young boaters- It is Winnisquam Marine policy that all children under 13 years of age need to wear a PFD (personal flotation device) life jacket before stepping onto our dock system. We all want our children to be enjoying the lake life safely. It is also NH State law once the child is in a boat.

### ***Unloading Zone:***

When you arrive at the marina there is an unloading zone by the Ship's Store for your convenience. This will be convenient especially if you have a large amount of gear. You can park there while unloading gear and passengers. Once you are done unloading please park your car in an appropriate parking spot.

### ***Golf Carts:***

We have purchased additional golf carts and hired additional drivers. Whether you choose to unload gear first or park, we will have the carts assisting you in getting down to the valet docks. Please be reasonable with the amount of gear you want to transport down from the parking areas.

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

Please try to car pool when possible as there is limited parking on busy weekends. For the early birds there is some limited parking along boathouse #9 by the Ship's Store waterfront. There is signage for four temporary parking spots reserved for drop-offs and Ship's Store patrons. The next parking area is slightly up the hill in the covered steel building #13 and the area across from it alongside the railroad tracks. The parking spots inside the building stay nice and cool on those hot, sunny days. Next up is to head over the railroad track crossing and park alongside the woods across from the new boat storage/valet building #11. We have regraded and finished off this area for overflow parking. This is where you'll catch the golf carts patrolling to pick up valet customers. Please don't ever obstruct the paved road as that is the runway we use all day to launch and retrieve your valet boat.

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

Your boat will be launched and tied up in one of the valet slips. We have added several additional valet slips this year. They are all well marked from the dock and water side. We request that you head out and enjoy the lake as soon as is reasonably possible once your boat is launched. During peak times our fork

truck drivers are launching customer's boats as fast as they can and dock spaces are needed for the next valet customer. We have additional valet personnel to assist you in disembarking and returning to port. If you are in a tight spot and nervous about navigating, please let the valet personnel assist you. They are awesome !! Once you are sunburnt, dehydrated and totally exhausted from having so much fun out on the lake the time has come to return your boat properly to the valet slips. During regular business hours the valet personnel will direct you where to park. Tie your boat up securely, trim the drive all the way up, leave the keys in the ignition (in the OFF position) and cover up your boat completely without using the canvas poles. If you are returning to port after regular business hours- please be sure to park in a slip marked, "Valet Slip" and place your ignition keys in the drop box by the Parts & Service entrance.

## 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 cancellation up to 2 hours before the scheduled launch time. If less than two hours please call 603-366-4801 X Ship Store and let the Valet Coordinator know you need to cancel. The app will not allow any changes within 2 hours of a scheduled launch.

### **What about Valet "No Shows" and "Late Pick-ups"?**

Both Very Bad !! Per our signed valet contract these are both counted as "strikes" in our 3 strike rules. It is always best to cancel a launch by the app or call. Your boat ends up being handled twice in returning to the boat racks. And all water space is at a premium these days.

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

Absolutely- some of our valet staff does not leave until there are enough vacant valet parking spots at the dock for all the valet boats out on the lake to return and tie-up. Please make sure you put into the app your return date to port. That way staff can accurately account for how many boats coming back each night.

### **What if I've requested valet launch for two consecutive days? Do you just leave the boat in the water?**

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?**

Yes, at the end of the day please cover your boat entirely without the canvas poles up. There is a \$50 fee to cover your boat per our signed valet contract.

### **What do I do with my ignition keys?**

Leave them in the off position in the boat during regular business hours. Place them in the drop box by the Parts & Service entrance after hours.

### **Can I return to the valet docks, leave the boat, and use the boat later that day?**

We may not be able to accommodate you leaving the boat to use later during the day. During peak periods there are not enough open slips at the marina. Please plan ahead. You are welcome to come back and temporarily park to pick-up guests. Please ask valet coordinator in ship store for options.

### **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. We have the best prices on the lake, newest gas, and it has Valvtect gas!

### **Can I add Authorized User to my Valet App?**

Want to add an additional authorized user to your valet boat ie spouse or family members. No problem, simple fill out this form 'Add Authorized User' and they will be add to the valet app.

### **What hours are the marina open?**

We are open 8am to 5pm, 7 days a week during the peak summer months. The gas dock is open 8-7 Fridays, Saturdays and holidays during the summer months.

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