



# NEWSLETTER

## Christmas 2009



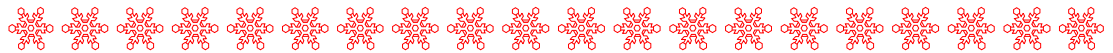
As this newsletter is taking shape, November is almost half-way through and the stiff breezes of the summer have given way to quieter conditions. With our much younger operational team of John and Paul now settling down there has been a considerable level of activity in the yard, with the *installation of stern thrusters and onboard electronics* being added to our list of what can be undertaken on your behalf and with our shipwright Tim Walker's comprehensive *shipwright skills covering fibreglass, timber and steel fabrication*, the truth is that almost anything can be done. With our yard staff, *general boatyard experience and electronics skills*, we are able to offer you a complete service at Neptune Marina.


So, if you are thinking about a skin fitting or a seacock replacement, repairs or reinvestment into new equipment, then just have a word with any one of the team to see what we can do – *and with our competitive hourly rate for all work*, costs can be firmly held down.

You may well be thinking about being lifted out of the water as we pass into the New Year. If so, do make sure that you book your slot with the office in good time to be out of the water when it suits you.

### CHRISTMAS & NEW YEAR HOLIDAY EMERGENCY NUMBER

For the record, our office will be closed from 1200 on Friday 18<sup>th</sup> December until 0800 on Monday 4<sup>th</sup> January 2010, although staff will be visiting the Marina each day during the Christmas break to undertake security rounds and deal with any unexpected eventualities. The usual emergency contact line of **07946 462414** will also be operational.



Security is a very important matter at Neptune Marina and we spend a lot of time keeping our clients boats and cars as secure as possible, but we do rely on you to play your part. 


New 2010 parking permits, complete with self-adhesive windscreen display envelopes, are included with this mailing and if you need any additional permits then merely speak to Jill. When you have visitors joining you for sailing trips then a temporary permit is available from the office.

We are continuously randomly changing the access code for the Marina gateway for obvious security reasons but, again, we do rely on our permanent customers to be watchful and if any situation just doesn't seem to stack up then do make a point of contacting us.

As a permanent customer your fob reader lets you through our pass gates at will and is the very best method to gain access. Additional fobs may be purchased from Jill in the Marina office for a modest refundable deposit so "to avoid the number change lottery get an extra fob".



### INSURANCE CERTIFICATES

 We do spend quite a lot of administrative effort ensuring that copies of up-to-date client boat insurance certificates are kept with berthing application forms. It is a requirement that all vessels at Neptune Marina are fully insured with a minimum of £3 million liability cover. When renewing your insurance can you please check that you have sufficient liability cover in place and bring your certificate into the office for copying or e-mail/fax us a copy.

