

# QUICK LAUNCH

## QUESTIONS & ANSWERS

### WHAT IF I HAVE A BOAT TRAILER?

We are happy to store your boat trailer off-site at an additional fee per year. You are welcome to take your boat out of our Quick Launch Facility for day(s) use with your trailer for an added fee - contact us for details.

### DOES MY QUICK LAUNCH MEMBERSHIP INCLUDE PUMP-OUTS?

While pump-outs are not included as a Quick Launch Amenity, pump-outs are free of charge at all three Hagadone Marinas (Blackwell Island Marina, Silver Beach Marina and The Boardwalk Marina).

### CAN GUESTS JOIN ME IN THE QUICK LAUNCH CLUBHOUSE?

Absolutely! As long as your guests are with you, the Quick Launch Member, they are allowed within the Clubhouse.

### ANY SERVICE SPECIFICATIONS?

All Quick Launch Members are required to service their boat with Hagadone Service Center at Hagadone Marine Group.

### WHAT AMENITIES ARE NOT OFFERED AT THE QUICK LAUNCH CLUBHOUSE?

We do not offer the following: showers, rinse stations, laundry, exercise equipment, or fish-cleaning stations.

### IS THERE A WAIT-LIST IF MY SPECIFIED LAUNCH DATE/TIME IS UNAVAILABLE?

No - we suggest you keep an eye on the SpeedyDock App for launch openings.

### WHAT AMOUNT OF LEAD TIME IS NEEDED TO BOOK LAUNCHES?

We require 1-hour lead time Monday through Thursday, and 2-hour lead time Friday through Sunday (and holidays/holiday weekends).

### HOW FAR OUT CAN I MAKE RESERVATIONS?

10 days is the furthest out you can make a reservation.

### IS QUICK LAUNCH WEATHER DEPENDENT?

No - rain or shine we will pull your boat out for you!

### AM I ABLE TO MAKE MULTIPLE DAY RESERVATIONS?

#### (CAN I DOCK MY BOAT ELSEWHERE FOR THE NIGHT AND RETURN THE BOAT THE NEXT DAY?)

Yes! Just be sure to check your boat back (via the SpeedyDock App) into the Quick Launch Valet Slips once you return.

### HOW DOES MY BOAT GET REMOVED FROM THE DRY STACK FACILITY?

Two specially designed forklifts, each weighing 80,000 pounds, have the ability to remove and launch, or replace and restack, a boat at a rate of every 5 minutes.

### IS THERE A FEE IF I BOOK A LAUNCH AND NO-SHOW OR CAN'T MAKE IT?

There will not be a cancellation fee, but if a customer has not arrived within 30-minutes of their launch time, the boat will be pulled back out and another reservation time will be made in its place. Relaunches can be made at the next available appointment on the SpeedyDock App.

### IS OVERNIGHT MOORAGE AVAILABLE?

Our Quick Launch Valet Docks are for launch and retrieval only. Overnight moorage or staying on the vessel is not permitted within the Quick Launch Docks, but there may be availability at The Boardwalk Marina or Silver Beach Marina. Email Lindsey Olmstead (Marina Manager) at lolmstead@hagadonemarine.com for rates and availability.

### CAN I ONLY MAKE A LAUNCH APPOINTMENT VIA THE APP, OR CAN I CALL?

We ask all appointments be made via the SpeedyDock App.

### WHAT IF MY BOAT IS SMALLER THAN 18 FEET, OR LARGER THAN 30 FEET?

Unfortunately we will only accept boats between 18 feet and 30 feet.

### CAN I USE MY OWN LOCK ON THE STORAGE LOCKERS?

No - you will be given a lock provided to you by Hagadone Marine Group. This also gives our Valet Team access to your locker to pull items out for you (if requested within the SpeedyDock App).

### CAN I RENT A STORAGE LOCKER IF I'M NOT A QUICK LAUNCH MEMBER?

No - these lockers are for Quick Launch Members only.

### CAN I RETURN MY BOAT TO ANY SLIP WHEN I AM DONE?

Yes - you can return your boat to any of the 36 Quick Launch Valet Slips - it does not have to be the same one you picked your boat up from. Simply log the slip number into SpeedyDock upon your return.

### ARE THE PARKING LOTS ACCESSIBLE WITH A CODE OR A GATE KEY?

Gate keys only.

### WILL THERE BE RENTALS AVAILABLE AT THE CLUBHOUSE, SUCH AS PADDLEBOARDS OR TUBES?

No - we will not have rentals available at The Clubhouse. Rentals are available at Resort Boat Rentals at The Boardwalk Marina (resortboatrentals.com).

### CAN I LEAVE ITEMS IN MY BOAT PRIOR TO IT BEING PUT BACK INTO THE QUICK LAUNCH VERTICAL FACILITY?

Yes you can, as long as the items are completely enclosed within the boat itself. There cannot be items sticking out of the boat.