

Marathon Yacht Club
Policies and Procedures Manual

Responsible Unit: Port Captain, Office

Procedure: Marina Guest Documents

Number: P20150410 Revised: June 14, 2021

Applicable Area(s): Port Captain, Membership, Club Manager, Office

I. Introduction

This procedure defines the documents that shall be given to each Member or Guest arriving at the Marina.

The club Manager is responsible for ensuring this procedure is followed.

II. Procedure Steps

- a. Whenever possible, each visitor to the marina shall be greeted by a member of the Hospitality Committee, Port Committee, or Member.
- b. The Port Captain, Member of Membership committee, or staff shall ensure a copy of the following documents is provided to each Member or Guest arriving in the MYC Marina. When in doubt, the Office shall have this responsibility. This may be delivered via a printed document upon arrival, and/or an email with attachments or links.
 - i. Required Documents
 1. Welcome Letter
 2. Port Rules
 3. House Rules
 4. Pumpout Instructions

A sample "Welcome Email" is attached to this procedure, and may change as appropriate, including the current Port Captain listed.

End Procedure

BOG Approval Date: July 15, 2021

Sample Email Welcome Letter

Sent on the day of scheduled arrival. May be sent by the office or Port Captain.

Welcome to the club. When you're through checking in with the office, our MYC Marina website has info that will be helpful to you.

It's at <http://mycfleet.com/>.

There you'll find our Port and Dock Rules (please read through), and our House Rules for the club. You'll also find a set of graphical Pumpout Instructions if you need that. A graphical map of the Marathon area with many of the restaurants/bars/marinas/supply stores listed, plus a link to the Power Squadron site that lists some anchorages and cruising areas up and down the keys. If you have a bike or dinghy trailer or something that would be stored up in our parking lot, please stop by the office and get a tag to put on it so that we know it's yours. If you bring a car in, just get an MYC sign from the office to put on the dash so that we know that it belongs here.

The office will have the internet access codes and bathroom/shower codes available when you check in.

We don't have a dockmaster, but I do serve administratively as the Port Captain, so if you need anything please let me know. I'm on the MV Stowaway on the back pier at slip 15-16 on the end. I'm not here all of the time, but am also available by phone when not here.

Regards, Gregory Absten

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