



# NEWSLETTER

WINTER 2018/19

## INTRODUCTION

As we enter our fourth winter at the marina, we look back on an amazing summer that carried on well into October. It has been great to see so many people out enjoying their boats, our hire boats have been popular and there is lots of interest in buying boats. All of these have certainly been enhanced by the warm, sunny weather as well as people's natural enthusiasm to get out and be active. Hopefully, this year's summer will carry forward lots of optimism into next year!

## NEW CREW

With all this extra activity, we have decided to recruit an additional crew member. Emma has helped us at the marina on a casual basis for over 2 years and has now joined us as a full-time Marina Operative. She will be following an apprenticeship alongside her many duties that working at the marina involves! There is no mistaking her, she is definitely her mother's (Tracey) daughter! So, if you see her about on site (driving the mower or pushing a wheelbarrow usually!), give her a wave ☺

## WELCOMES

It is a real pleasure to see so many familiar and happy faces regularly at the marina, many of whom we regard as friends. We have also been fortunate to welcome new berth holders during the year and we hope they are enjoying boating life at the marina to the full as well! The friendly, helpful and social nature of the boating fraternity is perfectly represented at the Fish and Duck!

## OPENING TIMES

We are continuing with 7 day a week opening, and as always, if you need help and the office is unattended during normal opening times, or in an emergency, please call any of our mobile numbers displayed on the door. During the winter, our hours will be 10-4 at the weekend and 9-5 during the week.

## BOAT SALES

As mentioned above, there is lots of interest in buying boats, and we have enjoyed another year on year increase in sales. If you, or someone you know, is thinking of selling, please get in touch - our fees are competitive, and we pride ourselves in offering a friendly, professional service.

## MOORING FEES

As you will be aware, we reviewed our fees in October resulting in a small increase of £1/foot being applied from 1<sup>st</sup> November. The first increase for 2 years and only the second in 5 years, it is necessary in order to keep pace with increasing costs.

## MOORING LICENCE

We have updated our Terms of Business and they are displayed in the office. If you would like a copy, please ask.

## PUB

Some of our customers already know that we have been granted planning permission to build a new pub/restaurant. This is a very exciting project, which will enhance the facilities, both at the marina and in the local area. Further updates to follow in due course.

## PETS

A reminder of our simple site rules for pets:-

1. They are to be kept under control and on a lead always.
2. All fouling is to be cleared up immediately and disposed of correctly.
3. They are not permitted in the toilet/shower and laundry buildings.

## RUBBISH

There are separate waste bins for glass, general domestic waste, dry recyclable domestic waste and ash. Please put only the permitted waste in each of the bins, do not put hazardous waste of any type in any of the bins and please do not dump anything next to the bins as we are not able to dispose of it – there is a waste recycling depot at Witchford just a few miles away for any large items, fitting-out waste, commercial waste, unwanted furniture, umbrellas, buckets, etc. Thank you for your cooperation.



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## DIESEL & CALOR GAS

Our current prices for domestic and propulsion red diesel are 95p and £1.40 per litre respectively, and the domestic/propulsion split is as per your declaration. Calor gas refill prices are as per the recommended retail prices published by Calor, and we usually stock 4.5 & 15 butane, and 3.9, 6 & 13 propane.

## DRIVING

The access road verges have been cordoned off with steel pins and rope for the winter following the last cut to protect the soft ground from damage by vehicles. Please be patient and use the passing places.

## INSURANCE & BOAT SAFETY CERTIFICATES

Insurance and boat safety certificates must be current and we require copies to be sent to us on renewal, thank you.

## VEHICLES

If you wish to keep more than one vehicle per driver on site, please let us know. Furthermore, all vehicles must be taxed, insured and roadworthy and no SORN vehicles are allowed.

## LIGHTS

Please inform us if you see any lights not working on site by sending a short text with the post number and/or location, thank you.

## LOGS

We have bags of seasoned logs for sale at £3 each. Buy now while stocks last!

## ENVIRONMENT AGENCY

We have agreed to be an agent for the EA to sell short-term licences, maps, lock keys and pump-out tokens on its behalf. Hopefully, this will be in place by the time the riverside pump-out facilities become token operated in early 2019!

## TRAILERS & STORAGE

We offer facilities for trailer, boat and caravan storage in our lower car park, container storage in the secure compound, and 6'x4' sheds for hire to berth holders, also in the lower car park. We currently have two containers available, so if you have a storage requirement, please let us know.

## APPROVED CONTRACTORS

We have a list of marina approved contractors, so if you need contacts for repairs, servicing, boat safety examinations, etc., please ask us. Contractors not on our list must be approved by us before they can carry out any work on the premises.

## THE CABIN

Products in stock include Elsan toilet chemicals (including bulk blue refills at only £2.50 per litre), 12v batteries, ice creams, general consumables, mooring lines, fender lines, canopy bungees, antifoul paint, mooring pins, lump hammers, maps, LPG regulators and more items will be added over the winter. Requests and suggestions also welcomed.

We thank you for your support and hope you continue to enjoy boating at the Fish & Duck Marina.



### CHRISTMAS & NEW YEAR OPENING TIMES



Sunday 23 <sup>rd</sup> December	10am – 4pm
Monday 24 <sup>th</sup> – Wednesday 26 <sup>th</sup> December	Closed
Thursday 27 <sup>th</sup> – Sunday 30 <sup>th</sup> December	10am – 12pm
Monday 31 <sup>st</sup> December – Tuesday 1 <sup>st</sup> January 2018	Closed