



## REX MARINE CENTER VALET RACK SERVICE USER GUIDE

### Launch and Haul Operating Hours

- Our Valet Rack Service (VRS) season runs from April 15<sup>th</sup> thru October 15<sup>th</sup> (closed Easter Sunday)
- Extended Service is optional for a nominal fee October 16<sup>th</sup> thru October 31<sup>st</sup>.
- **Extended hours** offered on July 3<sup>rd</sup> for Norwalk's annual firework show from the water.

#### **Peak Season Operating Hours**

Memorial Day Weekend thru Labor Day  
Monday – Friday 8 to 5 pm  
Saturday, Sunday & Holidays  
8 to 6:30 pm

#### **Off Peak Season Operating Hours**

April 15<sup>th</sup> thru Friday preceding Memorial  
Tuesday after Labor Day thru October 15<sup>th</sup>  
Monday – Friday 8 to 4:30 pm  
Saturday, Sunday 8 to 6 pm

### Contact Information To Request Boat Launch (3 options)

1. **BoatCloud App** [www.boatcloud.com](http://www.boatcloud.com)  
Login to your personalized BoatCloud account to schedule launch requests, receive launch confirmation and update boat status. (See below for details)
2. **Phone**  
Monday - Friday for same-day and end-of-day launches 203-866-5555
3. **In-person**  
Walk in during the operating hours above to request your boat launch, typically 5 minutes to launch.

**END OF DAY LAUNCH Requests Must be Made by 4 pm**  
**BoatCloud 'End-Of-Day' launch**

### LAUNCH and HAUL Procedures

**Launch Requests:** When requesting a time for a launch that will be performed during operating hours, launch request time should be identical to the time you plan to arrive. "No-shows" or late arrivals exceeding one hour are subject to a service fee.

- In-person requests always have priority launch status, simply inform crew upon your arrival.
- BoatCloud users may schedule operating-hour launches 24/7 and up to three days in advance.
- For a launch to be performed during **Weekend operating hours**, **only** requests made thru BoatCloud will enable us to launch prior to your stated arrival time.
- You may phone-in **weekday launch requests**, but only for the same day-of- use. When Voice Mail is necessary, leave a message with your name, boat name/information and your intended arrival time. Phone ahead scheduling is NOT permitted for **weekend** launches.
- 'End-of-Day'/After Hours Use: For boat use after operating hours or for use prior to 8 am the next day call the weekday end-of-day launch number listed above. **Be sure to specify End-of-Day Launch.**
- Owners present at launch should be prepared to operate their boats away from the launch area at the request of the lift operator. Towing to the North dock is at the lift operator's discretion. There will be times when the lift operator insists you operate your boat away from the launch area; your cooperation is appreciated. The launch crew is not permitted to tow in high winds and will be required to drive boat from launch area.
- Loading and unloading passengers and equipment should not occur on the launch dock both for safety and consideration of other customers. Only the boat operator should use the launch dock unless otherwise requested or specifically authorized by lift crew.
- **Haul requests (any day):** When you return within 30 minutes of closing time, you may request a haul for the same day. Regardless of your return time, please write your name under the "HAUL" or "LEAVE-IN" column on the chalkboard on the large rolling door or do so through BoatCloud.
- Returning BoatCloud users are asked to update their boat status on BoatCloud by selecting either "OK to STOW" or "LEAVE IN" (**only for next day use**). BoatCloud boaters may alternatively use the chalkboard if they prefer to request "HAUL" or "LEAVE IN" at the end of the boating day.
- **Haul Preparation:** You must prepare your boat to be hauled. Outboards and drive units should be left DOWN, antennas and canvas higher than your windshield must be LOWERED, trim tabs must be moved to the UP position, and battery switches to the OFF position (fire prevention). Deploy 2 fenders to each side of the boat and please click [here](#) for stern-to docking info for outboard powered boats. Damage resulting from non-compliance will be owner's responsibility.



**Important:** "LEAVE IN" instructions posted on **BoatCloud** or the rack building chalkboard will suspend hauling for up to 18 hours maximum. Boats will be hauled ASAP in absence of your request to "LEAVE IN". Failing to record "HAUL" or "LEAVE IN" on **BoatCloud** or the chalkboard may cause delays or even a missed boat ride for you and your guests.

Each daily "LEAVE IN" request is honored for a maximum of 18 hours -- never for a series of days. Boats in-water and inactive for over 24 hours will be hauled despite a "LEAVE IN" request, so you are wise to verify that your boat is still in the water if this situation exists and you plan to return for boating after operating hours.

### **Valet Rack Service Best Practices**

**Boat Equipment:** Each rack-stored boat must have the following equipment and documentation:

- A battery switch. The owner must select the switch to the OFF position before the requesting boat be hauled- a fire prevention measure.
- Adequate lines and four fenders readily available for launch crew use at all times. In peak usage periods, returning boats may be tied along side other boats while our crew hauls boats.
- A drain plug that can be removed from the outside of the boat unless the boat is self-bailing.
- Proof of Hull and Liability Insurance naming Rex Marine as additional insured.
- An automatic discharge fire extinguisher is highly recommended for sterndrive boats

Be sure to tie up as close as possible to the lift dock to facilitate quick hauls.

Expect rack boats to be dripped on by water from boats above from time to time.

**Multiple Daily Launches:** An additional \$25 fee may be charged if you require more than one launch cycle per day.

**Late Arrival and No-Show Fees:** A late arrival – arrival one hour or more after scheduled launch time -- is subject to a \$50 fee. **BoatCloud.com** users may cancel or reschedule a weekday or weekend launch up to one hour before scheduled launch time without incurring a cancellation fee. Phone users may cancel or reschedule on weekdays during regular operating hours.

The first time you fail to notify us of a change in your plans and your boat has been launched, we will issue an email courtesy reminder of our cancellation/late arrival policy. After that, a \$50 fee for each lapse will be assessed. Half of that fee will be donated to a local non-profit organization. Late fees don't apply for boats we have launched for End-of- Day, but our no-show penalty does apply unless you notify us by 9am the next day of your change in plans- **when in doubt, please notify us!**

**Work Racks:** Boat owners may use work racks once weekly on an **in-person, as-available basis**. Additional hauls to a work rack are subject to a \$25.00 charge per request. A \$25 charge also is made for movements by outside approved vendors.

**Trailers:** Rex Marine lift crew can move your boat on or off a trailer. This work is done only during weekday operating hours and requires advanced scheduling. The fee to load or unload a boat on/off a trailer is \$4.00 per foot. Rex Marine cannot assume responsibility for trailers damaged while loading or unloading, nor can Rex Marine assume responsibility for trailers stolen or damaged when left in our yard. Please make advance arrangements, preferably for while-you-wait loading or unloading, and be sure to remove the trailer from the yard immediately. Inquire about price and availability for limited storage for empty trailers.

**Fueling Operations and Waste Pumpout:** No owner transfer of fuel from cans or tanks is permitted anywhere in the Rex Marine yard or docks. Rex Marine Service Department can provide Valvtect Marine gas and waste pumpout upon advance request. Owners can use the Rex Marine porta-potty dump station at no charge. Fuel dock and free waste pumpout services are available at Norwalk Cove Marina.

**Bathrooms and Showers:** Facilities are for use only by Rex Marine customers, tenants and their guests. Please do not give out the combination to anyone else. (Refer others to the Rex staff.)

**Security entry gate:** Between April 1<sup>st</sup> and October 15<sup>th</sup> the yard gate will be closed from 9 pm until 7:30 am. Email [Denise@rexmarine.com](mailto:Denise@rexmarine.com) to request gate operating instructions and a passcode or for other questions.

Thank you for being a Valet Rack Service boater at Rex Marine Center.