

WEST ALTON MARINA

As a condition of your lease agreement you are required to ***read, understand and follow the rules and regulations*** outlined within this handbook. It is your responsibility to make your family and guests aware of what is expected of them while at WAM. Relief from any of the policies below is at the sole discretion of WAM management and must be documented in an email. WAM staff is NOT authorized to provide relief.

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The Basics

- **In Season/Open:** May 1 through Columbus Day. The week & weekend following Columbus Day is for closing down and packing up.
- **Off Season/Closed:** The Monday following the Monday of Columbus Day, through April 30; Consideration to grant access during the off season is at the sole discretion of **WAM management** and requires 48 hour notice. Granting access must be provided in the written form preferably through email. This includes gaining access to your boat or property that may be stored on site. Entering WAM during this period without prior written authorization will be considered trespassing.
- **Lease Renewals:** WAM management reserves the right to not renew with any lease holder for any reason. If you have questions regarding this decision, please note that we do not divulge our decision-making criteria in order to protect the systems that monitor activity.
- **Lease Payments:** Cash and/or Check. Credit/Debit cards or Pay Pal used for lease payments will incur a 5% processing fee.
- **Other Payments:** Cash, Check, MasterCard, Visa and Discover may be used for service, parts and/or Dockside Market purchases.
- **House Charging:** Not allowed. Your credit card information can be securely stored in our server and run as needed without the card present. This service is referred to as running your "card on file". Initial setup must be done with the card present at any register location. With a "card on file" you may phone authorize a payment on your account.
- **E-Mail:** Is Required for all Billing, Lease Agreements, Service Forms and Receipts.
- **Alcohol & Tobacco:** Underage use of alcohol and/or tobacco is not allowed on WAM property. No one will supply alcohol or tobacco to minors. Illegal Drugs are not permitted. Use of alcohol, tobacco, or vaping will not infringe on the use and enjoyment of any WAM member. Smoking, vaping or drinking is not allowed in any building nor within 50 feet of any building.
- **Boat Keys:** A set to the ignition and cabin are **required** at the service office.
- **Boat Registrations:** Boat dealers and the State of NH provide this service, WAM does not.
- **Boat Launch:** Included for boats & watercraft registered to the lease holder. Vehicle must display a seasonal parking pass.
- **Boat/Box/Cargo Trailers:** Attached to your vehicle will be parked in the two lots behind the barn on weekends and holidays.
- **Boat/Box/Cargo Trailers:** Not attached to your vehicle must be identified as yours and must be parked in the two lots behind the barn. Tags are available at each office. Off-site summer storage is available for a fee. Any trailer left without arrangements and/or identification will be confiscated and assessed a daily lot fee.
- **Fishing:** Children must be supervised by an adult to prevent hooks embedding into canvases. Do not block access to any docks. Do not dispose of fish remains into the water.
- **WAM Guests:** No fee except for parking. There is no docking for guests arriving by boat. Guest Parking is in the two lots behind the Barn on weekends and holidays or as directed by WAM staff.
- **Garbage/Dumpster:** Only household trash is allowed in any dumpster. Examples of what is not allowed includes furniture/mattresses, appliances, tires, construction debris, etc.
- **Insurance:** Sufficient Boat Insurance is required. You must maintain hull and liability/protection and indemnity insurance that includes a hold harmless/indemnification clause in favor of West Alton Marina on your boat while at WAM. You are liable for damage you, your family and guests cause to other's property including marina property.
- **No Wake:** Within the docking basin and/or within the channel.
- **Open Flames and/or Fires:** Are not allowed on WAM property, properly maintained gas grills are an exception.
- **Outside Contractors:** Personnel, other than those employed at WAM, performing work on your boat and/or personal property must abide by Outside Contractor's Policies found within this handbook.
- **Parking:** 2 seasonal parking passes are included and will be provided in person, each Spring. Additional seasonal passes may be purchased by the lease holder for immediate family only. Guest passes are available at the gatehouse for a daily fee. Guest Parking is in the two lots behind the Barn on weekends and holidays or as directed by WAM staff.
- **Pets:** WAM is pet friendly to friendly pets. Owner must clean up after their pets. Pets will not be left unattended and must be leashed.
- **Sanitation:** All boats with holding tanks will use proper chemical and marine toilet tissue. No paper towel or sanitary napkins will be flushed.

- **Securing your boat:** Cleats may be attached to the side of the docking structure NOT on any walking surface. Permanent bumpers cannot cover the bolts of the tie posts which are tightened during every off season. Never tie your boat to the utility post nor to the wood structure supporting the utility post. Your bow/anchor cannot obstruct the main dock way.
- **Social Gatherings:** Exceeding the allotted area behind your boat will need prior authorization from WAM management.
- **Speed Limit:** 10 mph on the entrance road and 5 mph within the Marina (e.g. any roadway or parking lot after the gatehouse).
- **Subleasing:** Is prohibited. No boat other than that listed in the lease agreement is allowed at the dock.
- **Quiet Hours:** 11:00 pm through 8:00 am.
- **Rates:** All per foot rates are based on the Length Over All of the boat; LOA. From tip, bow pulpit, anchor to stern, swim deck or outboard motor.
- **Wi-Fi:** Is available thru Breezeline at 855-227-2134. This is only an option to those docks with cable TV.
- **Overnight Minors:** No one under the age of 18 will be allowed at WAM without the accompaniment of a legal guardian between the hours of 11:00 pm & 8:00 am.
- **Posted signage:** In addition to this handbook all postings and signage will be adhered to.
- **Formal Complaints:** Will be issued in writing from management where cooperation of the Lease holder is to be expected.

Formal Statement on Behavioral Expectations Of Our Members, Guests, Visitors, and Staff

We want to ensure that our staff can continue working hard to deliver exceptional service to our community. We expect everyone to observe the following guidelines whenever interacting with another person at WAM whether they are a marina member, a guest, a visitor from the community, or a staff member.

- Be Kind. An excellent place to start with any interaction.
- Be Respectful. Avoid harassing, objectifying, and/or crude comments and behavior.
- Respect Boundaries. Each person has a right to their personal safety and security.
- Speak Up. We have a responsibility as a community to look out for one another. If you see something, say something.
- Guests. Ensure that your guests comply with these guidelines.
- Noncompliance. Anyone who fails to comply with these guidelines is no longer welcome on our property.

Please contact us with any questions or concerns. Together, we can ensure the well-being of everyone at our family-friendly marina.

Contact Information:

- ✓ In situations of emergency. dial 9-1-1.
- ✓ Call the Alton Police Department at (603) 875-0757 for non-emergencies.
- ✓ To ask questions or report concerns, call the Marina landline: (603) 875-7788
- ✓ Or email us at [Nathan, Allyson, Deirdre, Brian, or Service] @westaltonmarina.com (e.g., nathan@westaltonmarina.com)

Our Environment

- **Overboard Discharge:** Is unlawful. All boats with toilets sinks and showers must comply with NHDES regulations regarding such.
- **Sinking Boats or Boats causing a Sheen:** Will be hauled at owner's expense without prior authorization. The source of contamination will be corrected and if necessary the bilge will be cleaned prior to launching. Surface water sheens must be reported immediately.
- **Fueling:** Must be done at the gas dock where spill containment is available.
- **Pump Out:** Boats with holding tanks may be pumped out at the gas dock.
- **Oil Changes:** Used oil and filters may be brought to the service department for proper disposal, free of charge.
- **Contaminated Fuel:** May be brought to the service department for proper disposal, a per gallon disposal fee applies.
- **Dead Batteries:** May be brought to the service department for proper disposal, free of charge.
- **Hazardous Materials:** Not Allowed around your dock area nor in any dumpster. Lubricants for topping off must be kept on board your boat.
- **Bottom Painting:** Including preparation is not allowed on Marina property. WAM does not offer this service.
- **Bilge Spills:** Absorbent Socks & Pads are available for purchase at Dockside Market. Surface water sheens must be reported immediately. Depending on the severity, a bilge may require cleaning on land where contaminated bilge water is collected and disposed of properly.
- **Boat Washing:** Not allowed on Marina property. Washing on land needs to be scheduled through the service department so that waste water can be collected and disposed of properly. (see NHDES PDF below)

ENVIRONMENTAL Fact Sheet



29 Hazen Drive, Concord, New Hampshire 03301 • (603) 271-3503 • www.des.nh.gov

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Boat Washing and Engine Maintenance for Boat Owners

Recreational boating provides a great opportunity to enjoy New Hampshire's lakes, ponds, rivers, and marine waters. However, with this comes a responsibility to protect water quality. The New Hampshire Department of Environmental Services (NHDES) encourages boat owners to follow boating best management practices (BMPs) to protect water quality when cleaning and maintaining their boat, whether they utilize the services of a marina or perform these services themselves.

Most people probably think of wastewater as sewage water, but in New Hampshire if products or pollutants mix with water this can result in water becoming wastewater. Soapy water, or water containing any grease or oils, can be wastewater. The U.S. Environmental Protection Agency (EPA) and NHDES regulate discharges of pollution. NHDES' authority to enforce discharges into state waters is provided by the following law:

Section 485-A:13

1. (a) "It shall be unlawful for any person or persons to discharge or dispose of any sewage or waste [wash water, antifreeze and detergents] to the surface water or groundwater of the state without first obtaining a written permit from the department of environmental services ..."

This means that careful measures must be taken by marina facilities and boat owners to prevent discharges from boating related activities including boat washing and maintenance.

Boat Cleaning Procedures

If you bring your boat to a marina to be washed, you should inquire whether they are in compliance with the current permit requirements for capturing the wastewater. This typically includes writing and following a pollution prevention program plan that details the processes used for capturing wastewater and stormwater to make sure it does NOT drain directly into the lake or pond. You should ask where the marina washes boats at their facility and what system(s) they have in place for minimizing pollution to surface waters.

If you wash your boat yourself, you are strongly encouraged to follow these boat washing procedures:

- Do not the wash or rinse water to drain directly to any surface water.
- When possible, boat washing should take place in an area that collects and sends all associated water and detergents to an approved and permitted private or public wastewater collection and treatment system.
- For individual boat owners where boat washing occurs in an area that does not drain to a wastewater collection system, all associated wash water should soak directly into the ground. NHDES does not issue permits to individual boat owners for cleaning purposes. However, the boat owner assumes responsibility for any pollutant violations to surface or groundwater that may result from their activities.

- When boat washing is taking place over dry ground, remove all drain plugs so that the water can drain out of the boat during and after the wash process.
- Carefully read the label prior to purchase of any cleaning product and review the ingredients included.
 - Use only phosphate-free detergents. RSA 485-A:56 prohibits the sale or distribution of household cleansing products that contain phosphorus compounds.
 - Do not use detergents containing ammonia, sodium hypochlorite (bleach), chlorinated solvents, petroleum distillates, strong acids, or lye (especially in places where they could be released to the water.)
- Don't be fooled by so-called "biodegradable" products. They are not always environmentally friendly and sometimes biodegradable means that they break down faster and more quickly release nutrients and other pollutants to the environment.
- Consider using only water, which may actually be all you need to complete the job.
- Bilge areas must be cleaned, drained, and dried prior to next use to minimize the introduction of invasive species.
- Consult the [EPA Safe Choice website](#) to obtain a list of products that meet the Safe Choice standard.

If the boat must be cleaned while in the water, add these additional guidelines:

- If possible, use only water for cleaning.
- Never use any detergents or other cleaning agents on the outside of the boat.
- Detergents and cleaning agents used inside the boat must be removed using absorbent materials and properly disposed or washed into a holding tank aboard the boat (holding tank must then be pumped out and cannot be drained to surface water.)
- In-water bottom (hull) cleaning is primarily reserved for boats that remain in saltwater for an extended period. Only physical methods (scrubbing, scraping) for the removal of algae and barnacles should be used by a qualified individual.

General Engine Maintenance

Just like cars, boat engines require regular maintenance. Every boat engine is different and the manufacturer's recommendations should be carefully followed. Some general guidelines to minimize the potential negative environmental impacts associated with maintenance are:

- Check for fuel leaks or oil leaks in the bilge or engine compartment/housing regularly.
- Keep the bilge and engine clean so that any new leaks can be easily detected.
- Keep an oil absorption pad on-board to collect spilled products and wipe up residue when maintenance activities are complete.
- Do not drain ANY engine fluids into the water or on the ground. Always capture them in a container large enough to hold the anticipated volume of waste and dispose of them according to the manufacturer's recommendations.
- When performing an oil change, make sure all oil is captured and recycled at a center that accepts waste oil. Slipping a plastic bag over the oil filter can be helpful in capturing oil that may be spilled during filter removal.
- When winterizing a boat, use propylene glycol, rather than ethylene glycol antifreeze and be sure to flush these fluids into a container prior to launching in the spring.
- Do NOT top off your tank when refueling in order to reduce the risk of overflow.

For more information email nhppp@des.nh.gov, or call (603) 271-6460.

Lease Agreements, Payments & Due Dates

Your annual lease agreement is emailed to you on or before August 1 and must be returned signed with the "installment 1" amount, on or before August 15. Returning your lease and payment by the due date is the only means to guarantee a dock at WAM. Lease payments are divided into 3 installments with each amount due, outlined in your agreement.

- Installment 1 is due August 15 with the signed lease.
- Installment 2 is due February 15.
- Installment 3 is due April 30 or prior to the boat launch, whichever is first.

All lease payments must be paid by cash or check only to avoid a 5% credit/debit card or pay pal processing fee. Lease Agreements, Repair Invoices, Dockside Market Purchases, Monthly Account Statements and Payment Receipts will be sent via email only. All invoices are due upon receipt with a monthly interest fee of 5% applied to accounts past due 30 days. WAM reserves the right to haul, at owners expense, any boat at a dock with a past due balance greater than 30 days. Returned checks will be accessed a \$50 fee.

Requirements when Purchasing a Boat

WAM management must be notified, and written authorization provided, prior to any boat, other than the one listed in the lease agreement, docking at your leased slip. If purchasing a new/used boat please provide the year, make, model, overall length, beam, and gross weight prior to the finalization of the sale.

- Functional Bilge Blower.
- Automatic Bilge Pump wired directly so to not be affected by a battery switch.
- Batteries secured in a tray or box with insulated terminals.
- Structural rot including floors, seats, swim pads and/or swim decks etc. is not acceptable.
- All toilets, sinks and showers plumbed into proper holding tanks. No overboard discharge.
- Canvas in good repair with supports that allows rainwater to properly shed. No tarps.
- A boat used in fresh bodies of water only is strongly encouraged. WAM reserves the right to refuse service on any boat used in salt or brackish waters.
- A boat greater than 10 years in age will be inspected by the WAM service department with past maintenance receipts and or a survey provided.

Selling your Boat & Transferring your Lease

WAM management will **consider** (please note that we do not divulge all of our decision-making criteria) transferring your lease to the purchaser of your boat if the following conditions are met:

- A copy of the bill of sale and a 5% commission on the sale price of the boat.
- In addition to the listed "Boat Requirements" above, the boat will have been maintained by the WAM service department, utilizing the recommended maintenance items outlined on the spring/fall service menus.
- Management has **interviewed** the potential buyers **prior** to the finalization of the sale.
- The boat has not been used in salt or brackish water.
- The boat is not more than 10 years in age.

Outside Contractors Policy

Contractors performing work on the premises of WAM will be required to have all of the following paperwork on file at the WAM service office:

- ✓ A certificate of insurance indicating an endorsement to the contractor's insurance policy which names West Alton Marina, LLC as an additional insured.
- ✓ Proof of General Liability Insurance providing minimum coverage of \$1,000,000.00 per occurrence.
- ✓ Proof of Workman's Compensation Insurance conforming to New Hampshire statute on all employees.

All Contractors working on the premises of WAM will be required to:

- ✓ Provide the service office with 24 hour notice in advance of arrival, the nature and scope of the work to be performed, and the names of all personnel that will be on-site. Proof of mechanical certification may be required.
- ✓ Compliance with Federal Right-to-Know laws for each and every hazardous material which shall be used during the time work is being performed and to provide proper disposal and transportation of all materials.
- ✓ Register at the entrance office upon arrival and departure.
- ✓ Boats shall be moved to the service docks prior to any repairs or maintenance performed.

Boat owner/Lease holder must provide indemnification of West Alton Marina in writing.

Preparing your boat for Winter Storage

- ✓ A set of keys and a completed decommissioning form is at the service shop.
- ✓ All wet items need to be removed from your cabin.
- ✓ Refrigerators emptied and all food & drink removed.
- ✓ Roll and store all carpet within the cockpit area.
- ✓ Do **not** fill your gas tank. Gas will expand in the spring warmth and has the potential to come out the overflow vent.
- ✓ Dryer sheets and moisture control keeps cabins smelling fresh and dry.

I want my Boat Launched First

The average "ice out" is mid April. Launching will begin as soon as weather conditions permit. Boats are placed on the launch schedule first come, first serve, when the following is met:

- ✓ You completed and returned the "spring launch form" by the February 15 due date.
- ✓ Your dock lease is paid in full at the time of launch and there are no outstanding balances greater than 30 days on your account.
- ✓ Please remember that spring repairs must be completed each year and we do not guarantee any dock available until May 1.

End of Handbook