



December 2021  
NEWSLETTER

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WINTER REMINDERS



**Your Boat on Land - Some Tips**

**Halyards:** We are part of HRM and our development agreement states that noises halyards make in wind storms should be minimal. Please tighten your halyards or tie them off away from the mast so they do not slap in wind storms. **WE WILL BE EMAILING or CALLING CUSTOMERS TO COME AND FIX THEIR NOISY HALYARDS,** so best to come when the weather is nice can properly secure them.

**Checking your Boats:** Please don't forget about your boat in the winter, it is YOUR responsibility to check your stands/cradle/cover/halyards. This is especially true after a freeze/thaw cycle when the ground gets soft. **DO NOT** tie tarps to boat stands, the flapping will pull the stand out causing your boat to topple over.



**Happy Holidays**

From all the staff here at Shining Waters, we wanted to wish you and your family Happy Holidays and joyful New Year.

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**WINTER HOURS:**

Marina Office & BoatingStore  
Winter Hours  
Monday to Friday - 8:30 to 5:00

**CLOSED:**

@1pm on Dec 10th for a staff event

**Holiday Break**

Closing Dec 24th at 12:00 noon  
- Re-opening Jan 4th @ 8:30am

Sometimes the office closes during the winter for different reasons, such as weather or meetings. Please call ahead if you plan to come by and see us. You can also check our Instagram or FaceBook page.

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**Great Christmas Gifts for the Boater in your Family**

Looking for a little something for the boater in your family? We have a bunch of different and useful gift

**Ladders:** If you do not want to lend your ladder, make sure it is locked and has your name and boat name on it.

**Clean:** Please keep the area around your boat clean and free of debris, for appearance in the yard and so the yard crew does not have to clean up after you in the spring.

**Label:** Everything you own should be labelled. This includes; Stands, cradles, cover frames (each piece), electrical cords etc. in case they get misplaced, we will know who the owner is.

**Tenders:** Some customers have been storing their tenders under their boats (make sure they are within the footprint of your boat), you can do this but they should be locked (with a spare key in the office) We discourage this as tenders have gone missing and the added wear and tear on your boats.

**Power Cords:** Boats **CAN NOT** be left plugged in while unattended. This is clearly stated in the contract this is due to electrical fires and the added cost of electricity. Remember a 15 Amp circuit (household plug) will not support 30 Amps of power.

## CRADLES / STANDS - please label



This is a friendly Reminder that all cradles and stands **MUST** be labeled so the yard crew can easily identify them. Why? It makes everything run smoother, a lot of time is wasted trying to figure out who owned what.

**CRADLES:** Boat Name, Customer Name, Bow and Stern, these must be in clear and readable. Pen, marker or chalk do **NOT** work, it needs to be paint, paint marker, or vinyl stickers.

ideas in our BoatingStore:

1. Waterproof Paper charts and Chartbooks
2. Cleaning Supplies
3. Docklines and Fenders
4. Antifouling Paint and Supplies
5. SWM Clothing : Hoodies, T-Shirts and Hats
6. Boat Hooks

Call or stop in, and you can also check out our clearance section.



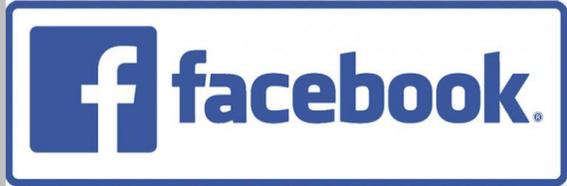
## ACCOUNTS AND PAYMENTS:

In 2021 we implemented new accounting and retail sales software, there have been a few glitches and are working through them. The program that creates our invoices has an automatic re-email feature that will resend reminder invoices automatically once past due. So to clarify, Shining Waters does not offer terms nor do customers have "an account" with us. Haul, launch and storage invoices are due immediately when invoiced, final invoices for service work done by our techs is net 30 days.

Customers have the option to put a "credit or pre-payment" on their account but invoices must be **paid in full** prior to additional work or services being completed. This is clearly stated in the annual Storage contract each customer must sign.

We no longer keep Credit Cards on file so we ask when you receive your invoices, please click the "PAY NOW" button and settle your invoice.

Boat Stands: Ideally they should be painted a unique color, with boat & owner name and numbers 1/6, 2/6....6/6 so the yard crew know exactly how many you own. Please make sure your heads and base are labeled.



Don't have time, let us do it. We offer labelling services starting at \$59.95 + HST and will label your cradle/stands properly next summer.



## Communication and Updates:

Throughout the season we will update customers or have important information to pass along, the official platform for this will be our Facebook page. Things like:

1. Storms
2. Store Specials
3. Important Reminders

So please follow us on Facebook to receive these notifications. Please remember it is your responsibility to monitor your boat. Should our yard crew notice something urgent, we will contact you directly via phone or email. We will continue to send newsletters.

## UPCOMING Important Dates

Winter Hours - 8:30 - 5 / Monday to Friday

Yard Water Turned OFF - December 3rd

Mooring and Dock Reservation Letter: Mid January 2022

New Price List - January 2021

Boat Show - Feb 3rd to 6th, 2022

Docks Installed - 2nd Week of April

Summer Hours Start - Mid April



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Connect with us

