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February 01, 2012

Dear Valued Customer:

Let us welcome you to the 2012 Boating Season. We would like to thank you for entrusting your boat to our care for the winter months and upcoming spring launch. Enclosed you will find our **2012 Spring Launch Request Form**. Please take the time to **read it and completely fill out** the entire form. **A signed launch form must be on file to schedule.** We will begin launching boats April 2nd, weather permitting. Launch requests can be mailed, faxed, E-mailed or brought into the service department office at any time. Please allow us a two week notice on scheduling. Upon receipt of your launch form **you will receive a phone call from us confirming your launch date and time.**

This year, we will be scheduling launches Monday thru Friday and on four Saturdays. Saturday launches will be April 21, April 28, May 05 and May 12. The weeks that boats are launched on Saturday, we will not be launching boats on Monday, April 16, April 23, April 30 and May 07. Remember, we may need to cancel the launching of your boat due to inclement weather, or if circumstances are beyond our control. We will make every effort to honor the date you have chosen. Please notify the service office when you arrive so that they can contact the yard crew to assure you a trouble free launch.

For those customers who do not dock with us; you must move your boat to your home port the first weekend after your vessel is launched. We can provide you with a list of captains that will deliver your boat for a fee.

Sign up today for the 2012 / 2013 winter storage season. Fill out the enclosed storage form and send it in with a \$500.00 deposit. Storage was over sold in 2011 / 2012. Don't be left out in the cold.

Sincerely,

Noel ~ Debbie

Noel Koewers - Service Manager
Debbie DuRose - Service Coordinator

COMPANY POLICY

- 1. All Account Balances must be current or on a recognized payment plan prior to scheduling launch.**
- 2. Every Launch Order must be guaranteed with a credit card or prepaid**
- 3. No boat will be launched if there is a balance due**
- 4. Your Credit card will be charged for any service work upon completion**