

April 24, 2018

Welcome to the 2018 boating season! As many of you know MarineMax is managing and operating the water based and storage activities at the Clinton St. facility where you currently rack store your boat. There has never been a better time to keep your boat in the Inner Harbor and exciting changes are underway for both our facility and Lighthouse Point Marina! We are here to service all of your boating needs and have provided information below to help answer some of your frequently asked questions.

Improvements to the Clinton St. facility you can expect this summer

- New fuel pier-expected to open by Memorial Day Weekend
- Improvements to the restrooms including new lighting and interior finishes
- New fuel pier convenience store offering boat supplies, provisions, ice and apparel and a customer lounge (expected to open in late summer 2018)
- New gate entry system for better security-details to follow
- New landscaping on the front of Clinton St.
- Increased parking in dedicated spaces inside the gate on weekends
- New forklift capable of handling boats up to 40' (expected late summer 2018)
- New team member uniforms for quick identification so you can get the assistance you need

Revised 2018 Contract and Start/Ending Date Terms

Moving forward, all rack storage agreements will begin on April 1 and end on March 31. If you have returned your 2018 contract with payment, we will honor the end date per your contract; however, your 2019 contract will run thru March 31, 2020, if renewed. New contracts for the 2019 season will be mailed prior to March 31, 2019.

If you have NOT returned your contract with payment

For those who have not returned your contract, we have enclosed a revised version, which starts on your 2018 expiration date and will run through March 31, 2019. We have prorated your rate (no increase) to reflect your 2018 start date thru March 31, 2019. New contracts for the 2019 season will be mailed prior to March 31, 2019.

Moving forward, we have waived the 2% fee for non-full payment contracts. For 2018, you have two payment options:

1. Payment in full at the time of contract.
2. 50% payment due at the time of contract and the balance due within 180 days. Your credit card will automatically be charged at 180 days for the balance and you must provide your credit card information on the contract if you choose this option.

How to get your boat launched

Monday thru Saturday: Please call the MarineMax office at 410-732-1260, 30 minutes prior to your arrival. Or, just show up and allow the yard team approximately 15 minutes to launch your boat.

Sunday: Our office is closed on Sunday, but the yard services are available between 9:00AM and 4:00PM. Upon arrival to the yard, please find a yard or fuel dock team member and ask them to have your boat launched. Please allow approximately 15 minutes.

Rack Storage Hours of Operation (April 1-October 31):

- Monday-Thursday: 9AM-5PM-last forklift launch at 4PM
- Friday & Saturday: 9AM-6PM-last forklift launch at 5PM
- Sunday: 9AM-4PM-last forklift launch at 3PM
- Holidays: Memorial Day, July 4th, Labor Day: 9AM-5PM-last forklift launch at 4PM

Your boat will be hauled either when you return to the marina or the following morning. If you plan to use your boat the next day and do not want it hauled, please let the yard or fuel dock team know.

Pool and Parking Access at Lighthouse Point Marina (formally Baltimore Marine Center)

For the 2018 season you and your immediate family (under the age of 18 years old) will continue to have access to the pool, one parking space in the garage and a daily transient slip at Lighthouse Point Marina. To obtain access to these facilities, you must visit the Lighthouse Point Marina office to sign a pool usage agreement and to obtain an access key card. If you have any questions, please contact the Lighthouse Point Marina office at 410-675-8888.

Parking

We are working to increase the number of parking spaces inside the gate on weekends. Please do not park in between boats or in non-designated parking spots. Parking violations will be enforced and may result in your vehicle being towed. Overflow parking is always available on Clinton St. or along the fence line on Holabird Ave., directly across the street from our facility, in the designated parking spaces.

Fuel Pier Discounts

Clinton St. rack storage customers will receive a \$0.20/gallon discount. Please visit the MarineMax office to receive your special key float to be presented to the fuel pier dock attendants when fueling your boat. Presenting the key float will be the only way to obtain your discount.

Rack Slip Assignment

In the near future we will be placing a vinyl letter and number below the water line on the transom of your boat, which will correspond to your rack slip inside or outside the building. This will ensure prompt retrieval and placement of your boat before and after usage. When calling our office, please provide your last name and rack slip number (i.e. A1).

If you have any questions or suggestions on how we can improve our services, please contact me directly.

Thank you,
TJ Rose
District President
MarineMax Northeast, LLC