



LIVERPOOL
MARINA 

WELCOME GUIDE

New Berth Holders

VERSION N04
2022

Welcome to Liverpool Marina!

It is my pleasure to warmly welcome you to our marina.

On behalf of our entire team, we sincerely thank you for choosing to berth with us and hope you have a comfortable and pleasant experience.

As a valued customer, you can enjoy complimentary use of the following facilities:

- 24 Hour CCTV monitored secure pontoons
- Prima laundry facilities
- New showers
- Free WiFi
- Use of the bar & restaurant facilities
- Free use of the in hours lock
- Elsan disposal
- Water
- Waste oil disposal
- Household waste recycling

To help you get started, we have compiled a helpful guide for you to use during your stay.

Within this guide, you will find:

- £10 Electricity card (serviced berths only)
- 24 hour access card & lanyard
- Laundry Facilities Leaflet Guide
- Blue Point Marine Services & Chandlery Guide
- WiFi Passwords & log in help
- Liverpool Marina Team Introductions
- Lock Guide
- Marina Services Booking Guide

We are here to ensure you have everything you need whilst at Liverpool Marina.

If you need any assistance, please do not hesitate to call Erin or Mark in the office on 0151 7077 6777 or for in hour emergencies you call me personally on 07711959222.

(Please see back page for out of hour emergencies and list of useful contacts)

Thank you again for choosing Liverpool Marina.

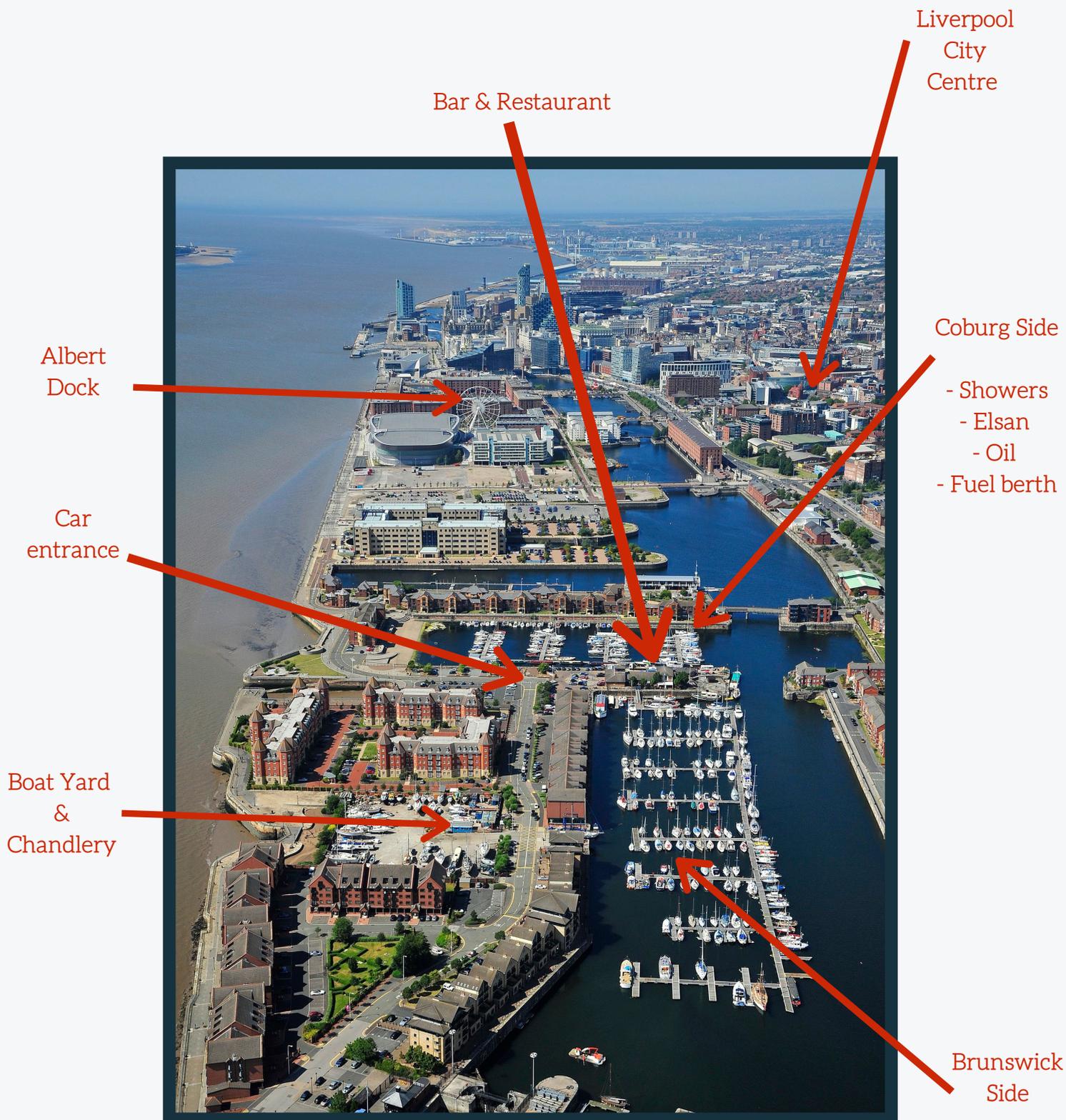
Kind regards

Chloe Baker

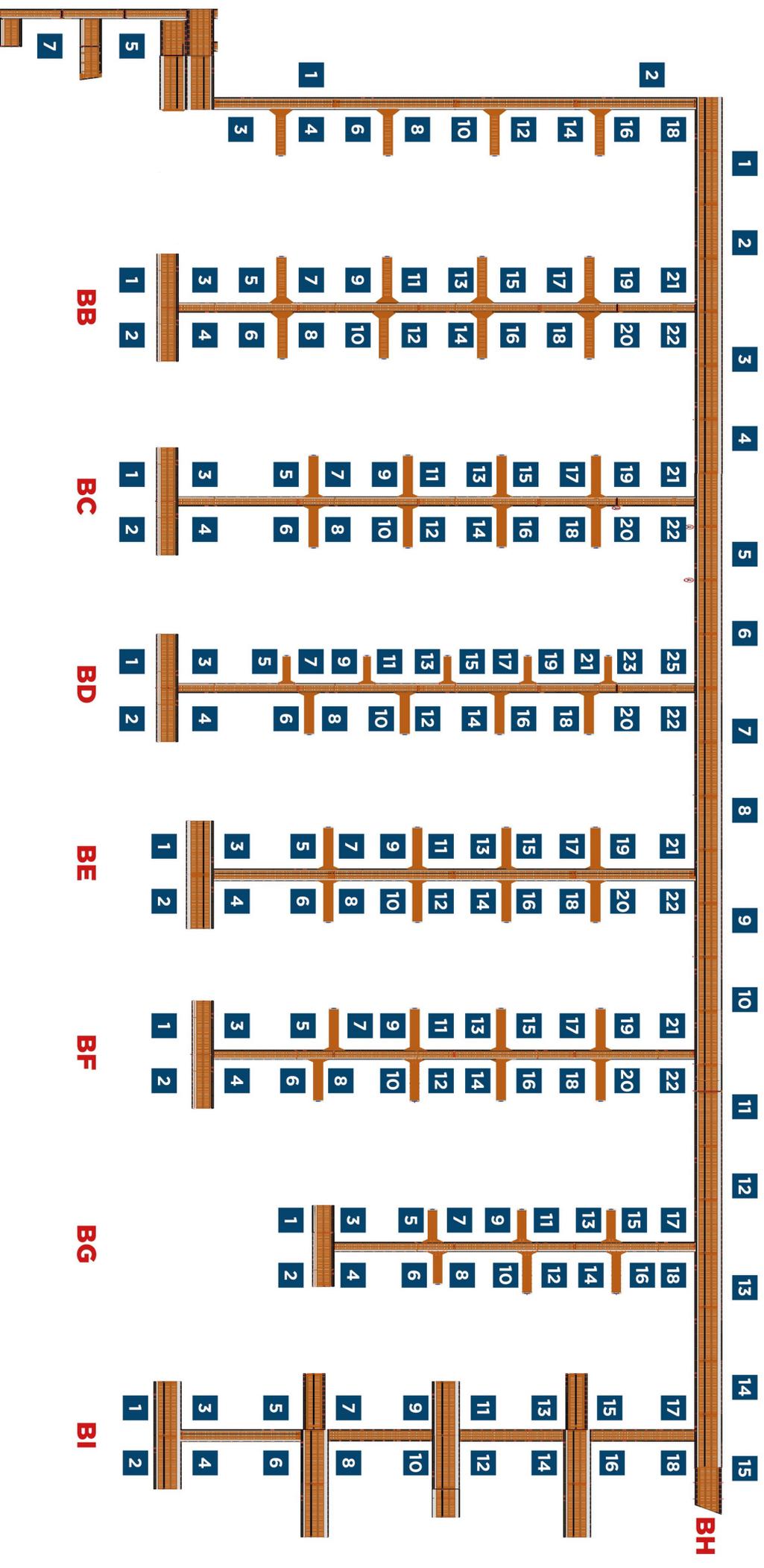


Managing Director
Harbourside Marina Ltd

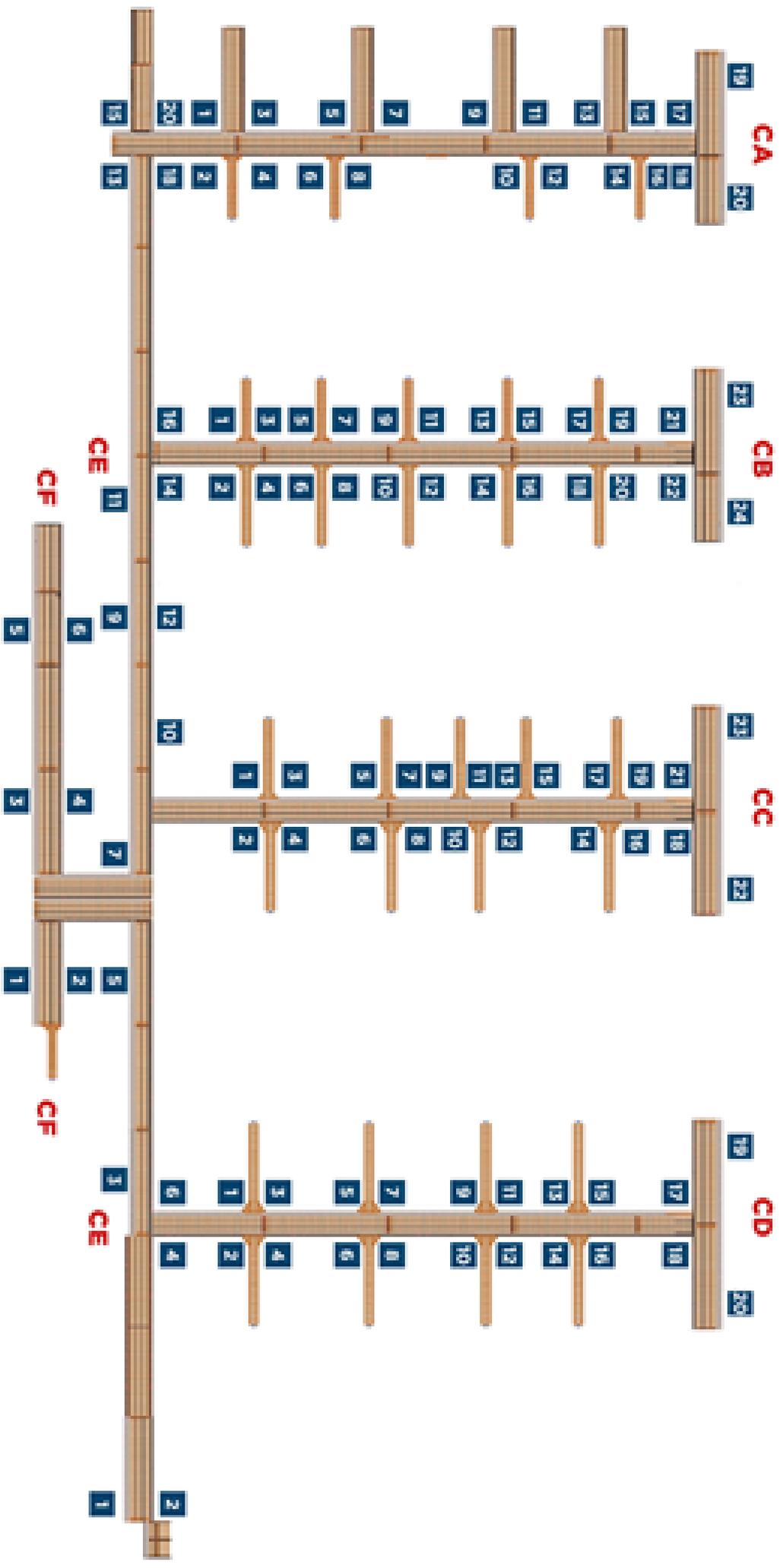
LOCATION



LIVERPOOL MARINA BRUNSWICK DOCK



LIVERPOOL MARINA COBURG DOCK





ABOUT US

Liverpool Marina is an independent family-run marina with a bar & restaurant facility, boat yard & chandlery based just outside the heart of the bustling Liverpool city centre. Named as the top UK city and third in the world for people to visit by Travel Bible Rough Guides*, the city is ever-expanding with more sites to see and things to do than ever before.

The day-to-day operation of the marina is run by Chloe Baker as Managing Director and ex-Director David Beard as legal & property consultant who are a father & daughter duo - along with their extended family team who help keep the marina at its best!

Mooring a boat with us gives you the best of both worlds; the peace & quiet of the marina, and the bustle of the city centre on your doorstep. We offer a range of flexible berthing options, with new berth holders welcomed all year round. All our berthing contracts include two weeks free hardstanding at Blue Point Marine (just a few yards away) and the opportunity to take advantage of regular promotions.

Liverpool Marina has a small dedicated & passionate team committed to making your stay a pleasant and memorable one. Because we're a small family run business, you will get to know us personally, and can contact us anytime whatever the issue may be. Meet the team on the pages overleaf! You can find more about our team online at www.liverpoolmarina.com/about-us



GOOD TO KNOW

ACCESS

To gain access to the marina grounds, you will require an access card which is used to open the secure doors located at the main entrance and both side entrances of the marina building. You should swipe your card against the card pads and they will flash green. You may then open the door. There is an access card located at the front of your welcome pack. For health & safety and security, we ask all berth holders & approved visitors to wear the relevant lanyard around the neck at all times when on marina grounds. Berth holders wear a yellow lanyard.

In order to comply with our fire regulations, please ensure any additional visitors sign in at the marina reception.

WIFI

You are welcome to use our complimentary WiFi. To log in please log in using the password and username details included in this pack. We do not print it within this pack for security purposes. Please note that our WiFi is top of the range, newly installed but does have restrictions. For example, large streaming may be slower than usual due to its capacity but working and general use will be fast.



PARKING

As a berth holder, you are permitted to park in the inner or outer car parks for free. Every berth holder received one free car parking space. If there are two named on the contract, you will receive two spaces. Additional spaces can be purchased for £240 per annum.

To register your car, please head online to:

www.liverpoolmarina.com/parking

Fill out the form and we will pass your details to Smart Parking to add you to the whitelist.

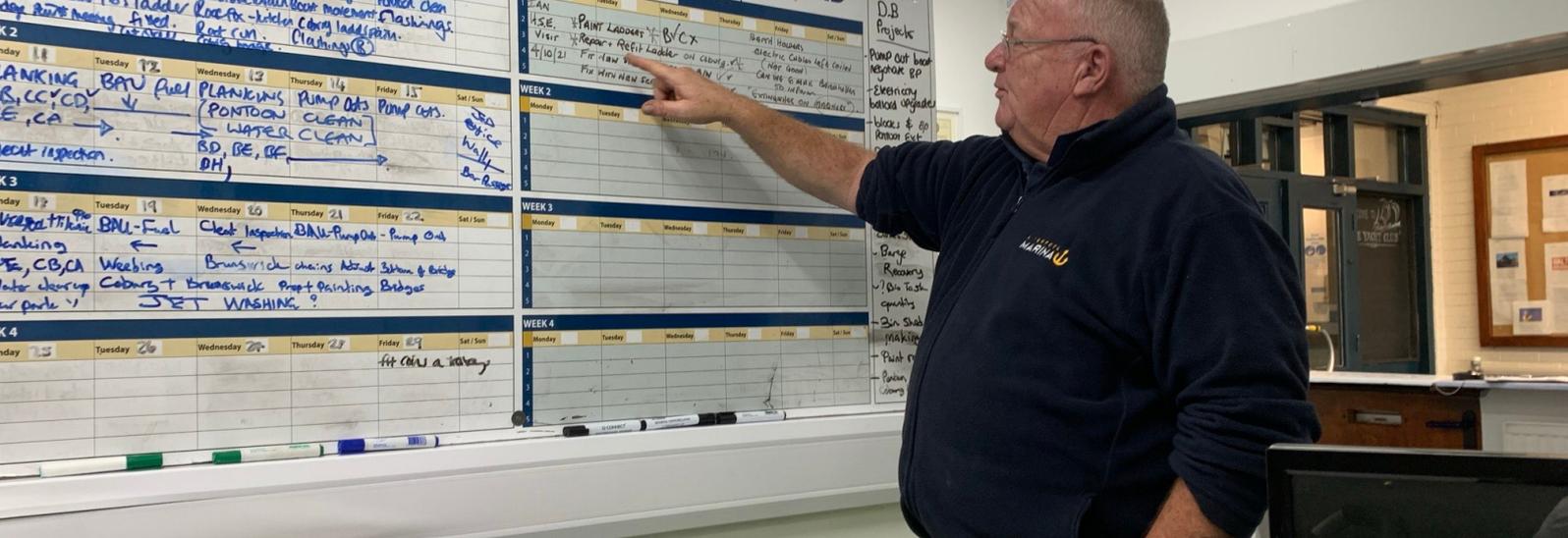
If you change your car at any time you will need to update your details on this platform.

If you have more than one visitor car, they will be required to pay for parking using the pay machines in the car parks. These machines take both card & cash.

MARINA COMMUNITY

Liverpool Marina is home to a close community and diverse groups of people from all walks of life! To make your stay more comfortable, we recommend that you join the Facebook & WhatsApp groups available where you can get answers to any questions you may have and meet new friends.

The groups are managed by berth holders. **All Aboard: Liverpool Marina Bertholders and Friends** is a great group to get you started. You will need to request access.



RULES & REGULATIONS

In order to ensure we follow health & safety regulations, there are a number of rules to follow whilst berthing with us.

These rules are listed in our terms & conditions and form part of your contractual obligations however, some policies are introduced separately with notice.

Please read through these rules & regulations thoroughly to avoid any penalties.

- The maximum speed permitted whilst manoeuvring in the dock is **5mph**
- Refuelling with any fuel outside of our services is strictly forbidden. A fine of £100 will be applied for those found to be bunkering.
- Waste water and sewage **must not** be emptied into the dock. A fine of £1000 will be applied for those found to be emptying their waste tanks into the water. Regular audits for the use of marina pump out facilities are conducted and investigated.
- Dogs must be kept on leads at all times and must not be permitted to run across the pontoons at any time. All dog mess must be picked up and disposed of in the dog waste bin in Coburg yard. There is a £100 fine for leaving your dog mess on the pontoons.
- The pontoons must be kept clear & tidy at all times. No storage boxes, dinghies, canoes, bikes and other items are permitted on the pontoons.
- A maximum of 2 plant pots are permitted per vessel between April - October.
- For security, lanyards must be worn on the pontoons at all times. Anybody seen to not be wearing a lanyard does not have authorised access and should be reported to the office immediately.
- There are five trolleys which should be left at the top of Coburg when not in use. Please do not leave a trolley on the pontoon when you are finished with it, but bring it back up for others to use.



- Due to the many health & safety rules & implications, commercial & private lets of vessels including Air B&B, booking.com and other private lets are strictly forbidden without management agreement.
- To prevent security breaches, we have implemented a lanyard policy which requires, in the interest of all berth holders, all approved pontoon access goes to be wearing a coloured lanyard. You can pick your lanyard up from the office during office hours. It is essential that your lanyards are clearly on display when on the pontoons to help us all identify those who are not approved by the marina and crack down on trespassers. We thank you in advance for your co-operation.

- Staff
- Berth Holders
- Party Boats
- Motor Homes
- Contractors
- Berth Holder Visitors

- Life jackets should be worn whilst on the pontoons and on vessels at all times.
- Appropriate footwear should be worn whilst on the pontoons to prevent slips. Heels are not permitted at any time.
- Music and noise is to be at acceptable levels, and no noise is permitted after 8pm.
- Working on your vessel is not permitted within any of our docks and must be done on hardstanding at Blue Point Marine.

SERVICED BERTHS

ELECTRICITY

If you are assigned a serviced berth, you will require an electricity card to activate your electric bollard. You may choose any socket which is available and closest to your berth. You will require a three pronged cable. You can purchase a cable at the Chandlery, which is located at Blue Point Marine Boat Yard. Please note, the electricity bollards are **16 amps maximum**. If you exceed this, you may blow a fuse. If we are required to call a maintenance team to correct the fuse, a surcharge may be applied to your account. You can purchase £10, £20, £30 & £40 electricity cards 24 hours a day, 7 days a week from the vending machine in the marina foyer.

WATER

to top up your tank, you may use the water tap facilities located along the pontoons. There are four water taps along each side of the pontoon. To avoid trips & slips, please plug your hose into the nearest tap to your berth. You **must disconnect your hose after use**. Please do not leave your hose plugged in when you are not topping up. You will require a standard hose and a standard hose to tap connector. You can also purchase these at the Chandlery.





MEET THE TEAM



MARK CHIRUNGA
Account
Manager



GED MOLLYNEUX
Marina
Operative



CHLOE BAKER
Managing
Director



DAN O'DEA
Maintenance
Manager



KEVIN SAMBROOKS
Marina
Operative



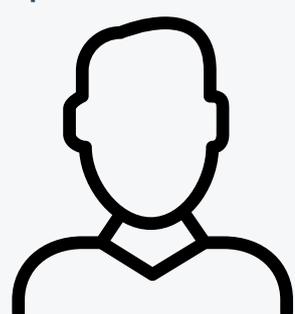
ERIN BURNS
Reception
Social Media



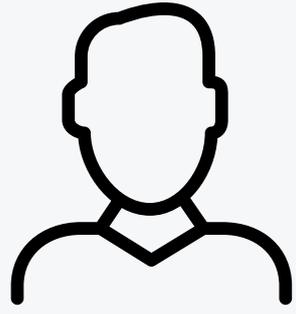
CRAIG SEELY
& Head
Lock Keeper



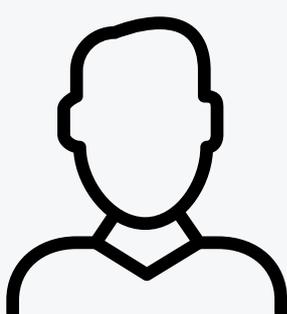
COLIN GRUNES
Lock Keeper



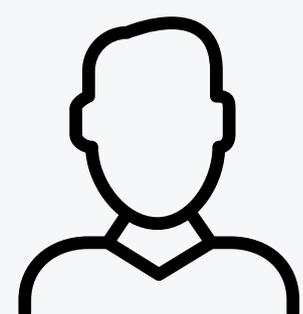
BOB SCOTT
Lock Keeper



ROB HARRIS
Lock Keeper



DAVID JONES
Lock Keeper



ROB SALKELD
Lock Keeper



SERVICES

FUEL

You can purchase fuel online via our services page:

www.liverpoolmarina.com/fuel

Fuel is dispensed on Tuesdays only. If you require emergency fuel outside of a Tuesday, you can do so by purchasing the amount you require online, and contacting the office to organise a more suitable time. You can contact reception at mail@liverpoolmarina.com or 0151 707 6777

Please note, fuel must only be dispensed from the Liverpool Marina service boat or the fuel berth. There is a £100 bunkering fine for fuelling outside of our services.

PUMP OUTS

You can purchase a pump out service online

at <https://www.liverpoolmarina.com/pump-outs>

Pump outs operate on Thursdays & Fridays only. Please book your time slot online and we will come to your boat at the booked time unless for emergency reasons, we have needed to shuffle slots around. If you require a time outside of a Thursday or Friday, please email mail@liverpoolmarina.com

SHOWER FACILITIES

We have recently renovated our shower facilities which require access with an access card for berth holders only.



SERVICES

ELSAN / OIL DISPOSAL

You can dispose of your Elsan in the Elsan disposal hut on the Coburg side of the marina. For hygiene, please do not dispose of your Elsan in the marina w.c facilities.

You can dispose of your oil at the Oil disposal point on the Coburg side of the marina. You will find this on the right hand side of the temporary shower facilities. Please ensure to empty the oil container into the disposal unit, and neatly dispose of your container in the bin provided.

THE YACHT CLUB SPORTS BAR & GRILL

The Yacht Club Sports Bar & Grill is open Monday - Sunday 9am - late serving fresh food and a wide selection of alcohol. You are welcome to use the outdoor seating and lower beach area as you please until the facilities re-open inside. Please dispose of any rubbish in a responsible manner. There are large indoor and outdoor sports screens showing all live matches & a games area for you to enjoy.

LAUNDRY

The laundry room is located on the Coburg side of the marina. Prima laundry is a digital launderette facility. Please download the Prima app from the app store on your mobile phone or tablet. There is a leaflet enclosed within this pack for further instructions.

MARINA LOCK

LOCK

Liverpool Marina lock is operated in line with tide times every hour Monday - Friday and every 30 minutes Saturday - Sunday. The locks run between 5am - 10pm every day. You can download tide times online www.liverpoolmarina.com/lock-times

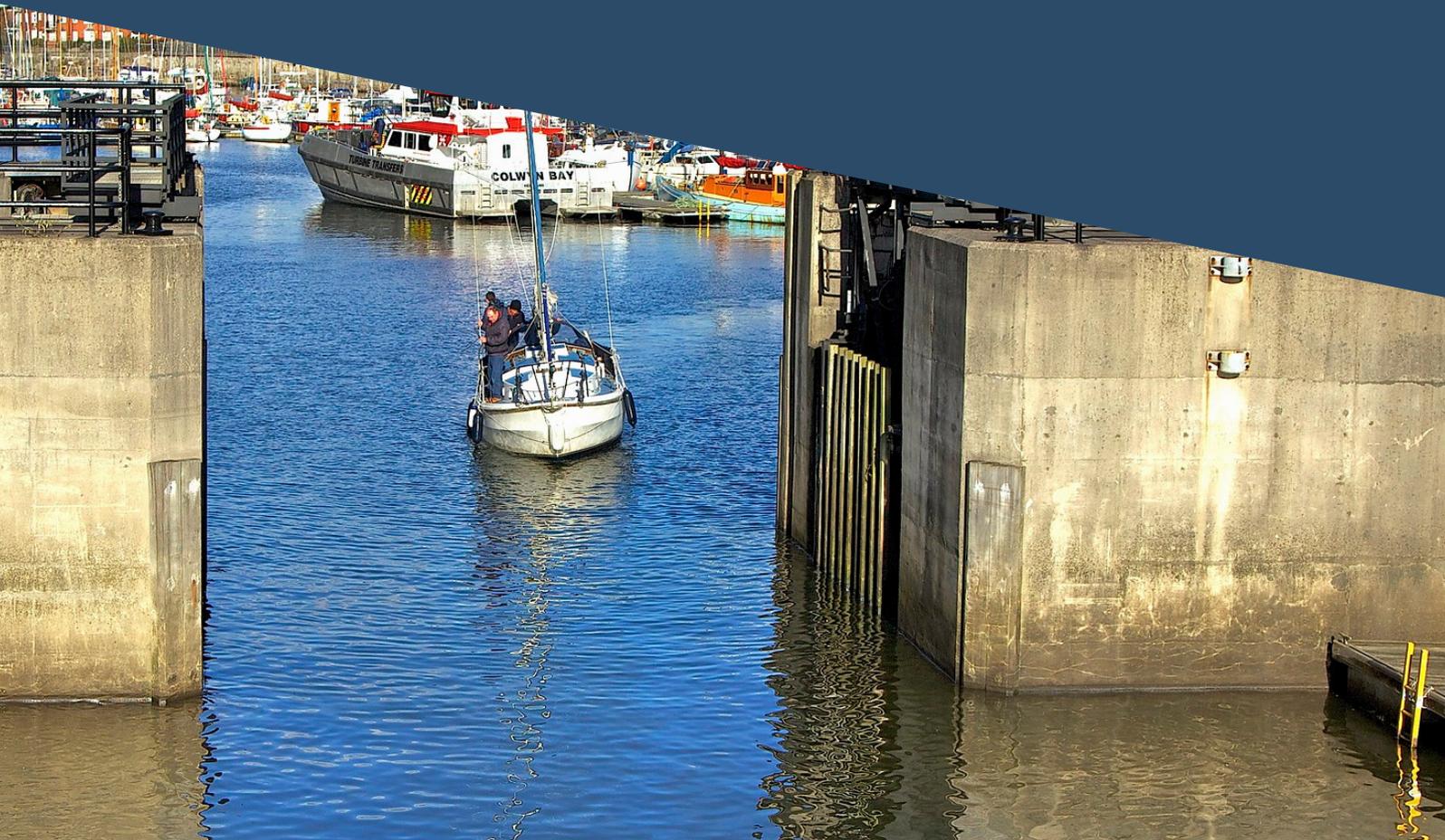
OUT OF HOURS LOCKS

Out of hours locks are £55.00 and available to book online www.liverpoolmarina.com/book-a-lock

Once you have made a payment online, please email lock@liverpoolmarina.com with the time required.

You can communicate with the office & the lock keepers using VHF Ch80 M1 or P1.

Our Head Lock Keeper is called Craig and is contactable on 07956390362.





BOAT YARD

Blue Point Marine Services Boat Yard is located just a 2-minute walk from the marina and offers restoration and repair services as well as an on-site chandlery.

www.bluepointmarine.co.uk / Phone: +44 0(151) 708 2857 / Emergency: 07968 057651

Yard Opening Times:

Mon-Fri: 8:00 AM to 4:30 PM

Chandlery Opening Times:

Mon-Fri: 8:30 AM to 4:40 PM

Lift out / Lift In

£23.50 each way price per meter

Included on/off transport and includes shoring up prices in yard and hire and provision of shoring equipment.

Emergency Lift

£48.60 each way price per meter

Boat Movements

£32.00 each way Brunswick & Coburg

£78.00 each way Albert Dock

Wash Off Services

Lightly Fouled

£6.50 per meter

Heavily Fouled (Shell Fish disposal)

£13.50 per meter

Cradle and Boat stand hire

£15.00 per month (after 2 weeks F.O.C)

Race Scrubs - Minimum 3 per year to qualify *ts & cs apply - see Blue Point for more info*

Less than 30ft

£152

Between 30ft and 35ft

£76

35ft to 40ft

£199

Stepping and Unstepping (Boom and Sails to be removed prior to operations)

25 ft – 30 ft

£250.00 each way

30ft – 35ft

£350.00 each way

35ft – 40ft

£450.00 each way

40 ft +

POA

THE YACHT CLUB

Sports Bar & Grill



OPEN TO ANYONE. SOMETHING FOR EVERY ONE.

The Yacht Club Sports Bar & Grill is open to the public 7 days a week - 9am - late and serves fresh home-cooked food, hot drinks and a wide range of alcohol.

There is also live music, live sports across 6 big screens and a friendly team ready to welcome you.

The Yacht Club Sports Bar & Grill is home to a close marina community and is the local meeting point for the marina berth holders. The Yacht Club Sports Bar & Grill is ran by our tenant Bernie Stapleton who brings a wealth of experience and enthusiasm with him.

If you would like to book a table, you can do so on the website www.theyachtclub.co.uk or call 0151 707 6888.



FAULTS / ISSUES

Due to covid-19, we have reduced the size of our teams and have digitised the majority of our systems. Please help us manage this new way of working by following the systems we have put in place to report any issues or faults.

If you have an immediate issue or fault you would like to bring to our attention, please log a report on online

<https://www.liverpoolmarina.com/maintenance>

This will go straight to our directors who will assign a solution to a member of the team.

You can also text, WhatsApp or call Chloe on 07711959222, call the office on 0151 707 6888 or speak to Ged on site.

We will always prioritise faults and issues within our workflow - as long as we're aware of them.

If the marina is not open, please speak to Bernie in the bar who will be happy to assist in our absence.

EMERGENCY/KEY CONTACTS

Chloe Baker, Managing Director - 07711959222 /
chloe@liverpoolmarina.com- for in hour emergencies
Ged - onsite emergences - 07557900649
Mark - out of hours emergencies 07437471745
David Beard - out of hours emergencies - 07774999222
Merseyside Fire & Rescue: 0151 296 4000
Marine Fire One Coast Guard: 0151 296 4000
Blue Point Marine Services Boat Yard: 0151 708 2857
Doctors: 0151 247 6500 - 6 David Lewis Street, L1 4AP
Hospital (The Royal) 0151 706 2000 - Prescott Street. L78XP
Dentist: 0161 476 9651
Emergency Services: 999
Pharmacy: 0151 295 9261
Taxi: 0151 722 8888
NWMS Facilities: 0333 305 1013
The Lock - CH37
The Yacht Club Sports Bar & Grill - 0151 707 6888



LIVERPOOL MARINA



Liverpool Marina
Coburg Wharf
Liverpool
L34BP



0151 707 6777



www.liverpoolmarina.com



mail@liverpoolmarina.com



[Liverpool_marina](https://www.instagram.com/liverpool_marina)



[@liverpoolmarinanew](https://www.facebook.com/liverpoolmarinanew)