



LIVERPOOL
MARINA 

WELCOME GUIDE

VERSION N05
2023

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:

- 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
- Terms & Conditions

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 the office on 0151 707 6777 or 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.

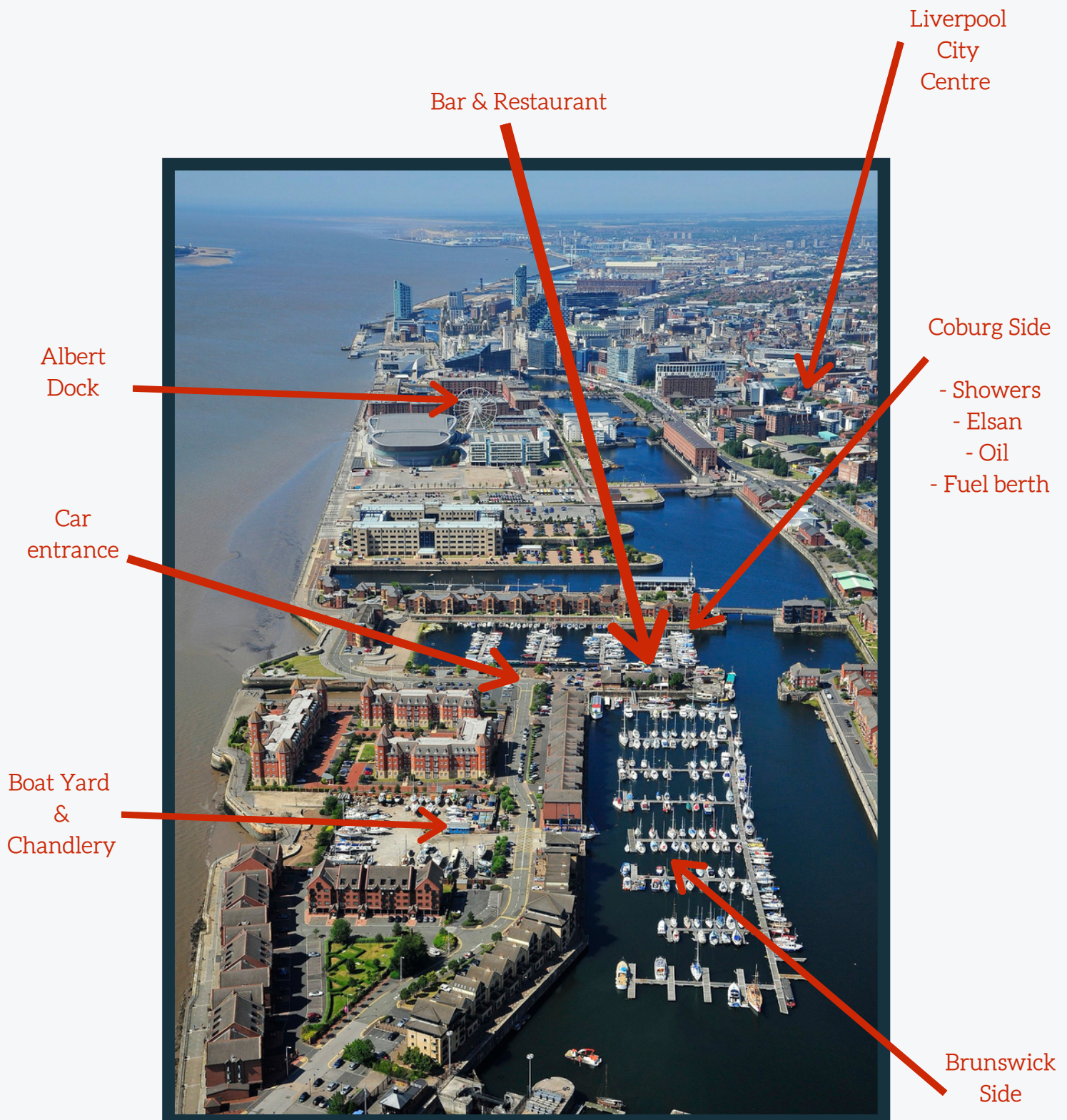
Kind regards

Chloe Beard



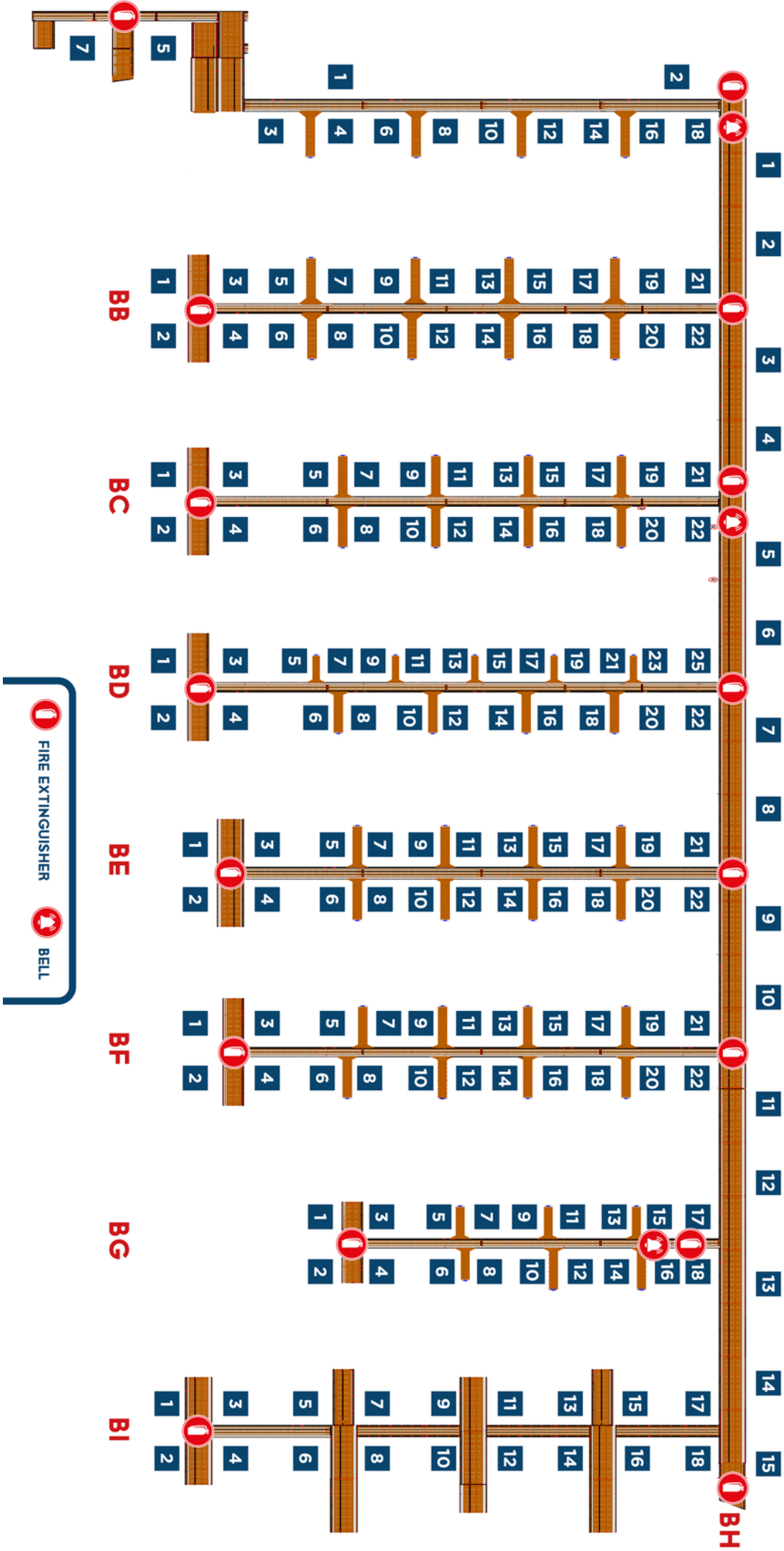
Managing Director
Harbourside Marina Ltd

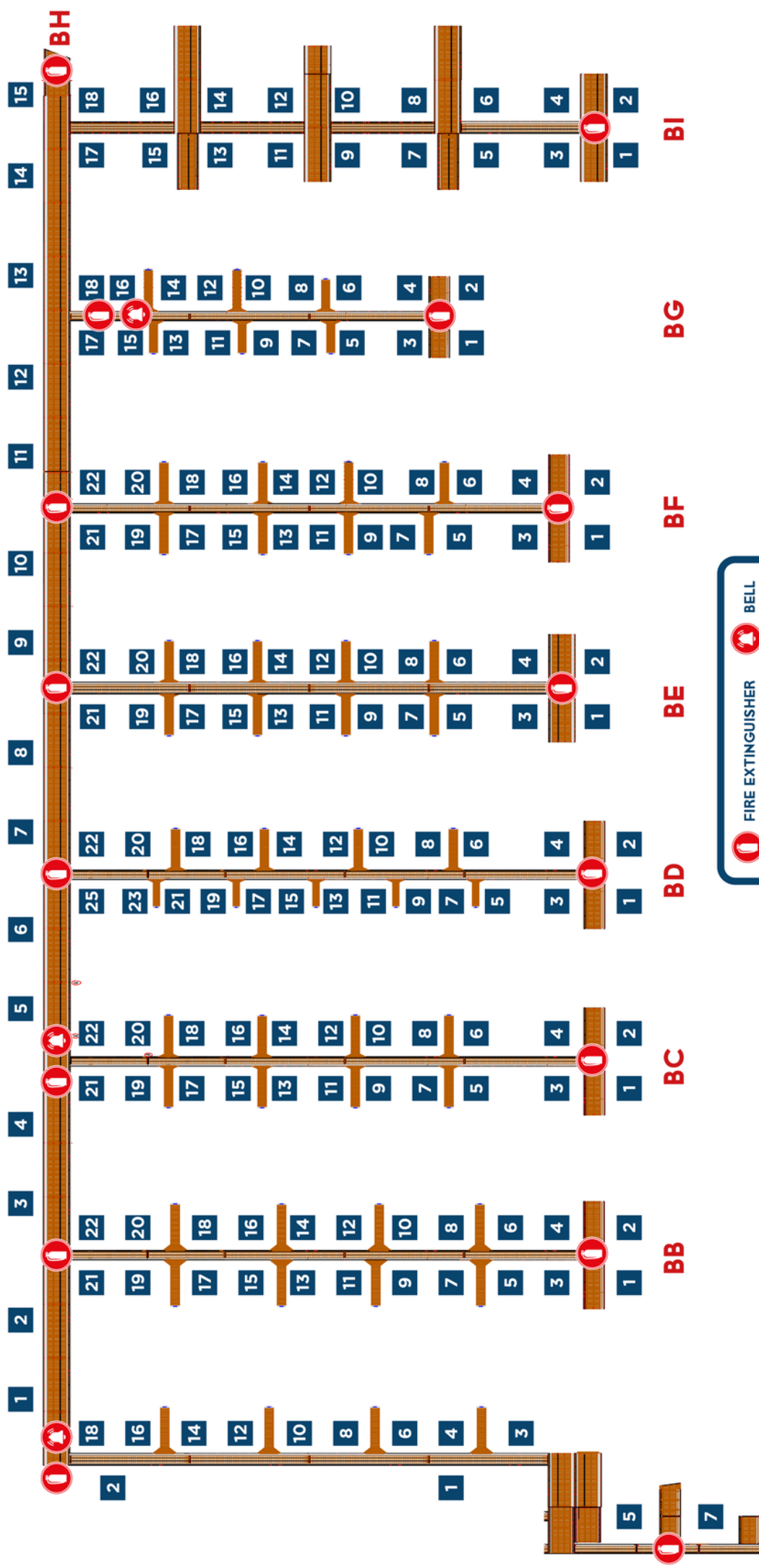
LOCATION





LIVERPOOL MARINA BRUNSWICK 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 Beard as Managing Director and ex-Director David Beard as projects, legal & property consultant who are a father & daughter duo - along with their close 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.

Liverpool Marina has a small dedicated & passionate team committed to making your stay a pleasant and memorable one. Because we're a small 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 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.

Username: Liverpool Marina Berth Holders

Password: SailintotheCity

Please note that our WiFi is top of the range & newly installed but does have restrictions. For example, streaming lengthy movies may be slower than usual due to its capacity but general use will be faster, such as social media and remote working.



PARKING

As a berth holder, you are permitted to park in the inner or outer car parks for free. Every berth holder receives 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. You can also pay via the Ringo app.

LOGGING / REPORTING ISSUES

Due to having such a small team, we rely on our online reporting system to respond to faults quickly. Having an online log of all faults or issues also ensures that we can easily identify where continual issues arise and where more of our attention is possibly required. By clicking 'contact us' on our website, you will be directed to a host of contact options which ensures your log is sent to the correct person. Here you can:

- Report a maintenance fault (broken bollard, planking issues etc)
- Change your berth
- Raise an accounts dispute
- Book all services



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 may be introduced separately with notice.

Please read through these rules & regulations thoroughly.

- 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 online are conducted and investigated.
- Dogs must be kept on leads at all times and must not be permitted to run around 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. Please store these items on your vessel. Our team will remove them if they are left on the pontoons.
- 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. Whilst we welcome these agreements, we must be made aware of them before you list on affiliate sites.
- To prevent security breaches, we have implemented a lanyard policy which requires, in the interest of all berth holders, all approved pontoon access goers 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
- To-Let Boats
- Motor Homes
- Contractors
- Berth Holder Visitors

- Life jackets should be worn whilst on the pontoons and on vessels at all times. Children must be accompanied and wearing a life jacket.
- 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.



- If you wish to sell your vessel or transfer your contract to another name, there are several steps you must follow. Please read our handy guide online:
www.liverpoolmarina.com/post/selling-your-vessel
- All payments must be made in advance on the 1st of each month by direct debit or standing order. Late payment reminders are charged at £20 each. After three months your account will be passed to a debt collection agency. Please do let us know if you are struggling to keep up with your payments so we can help.
- The lock operates a 'No Jacket, No Passage' policy. All crew members must be wearing a life jacket whilst navigating in and out of the lock.
- Please do not force close or open the access gates. Applying force causes the gates to malfunction and they will have to remain open until an engineer can come on-site which jeopardises the security of the marina. Please be patient and allow them to open in their own time.
- Please do not log faults or issues in passing, or on Facebook. We will always do what we can within reason to resolve any issues in a timely manner, but we cannot do so if we are unaware of them. Please log all issues via the online reporting system on our website: www.liverpoolmarina.com/contact-us

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 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.





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 www.liverpoolmarina.com/pump-outs

Pump outs operate on Thursdays & Fridays only. Please book your slot online. Please note, for operational efficiency our team will organise the bookings in the morning and may not attend to you at the time booked. You do not need to be on-board for a pump out and we will let you know where possible if the times have changed.

SHOWER FACILITIES

We have recently renovated our shower facilities which require access with an access card for berth holders only. Please treat these facilities with care & respect and leave them as you would wish to find them.



SERVICES

ELSAN / OIL DISPOSAL

You can dispose of your Elsan in the Elsan disposal hut on the Coburg side of the marina. For hygiene reasons and because the w.c's are shared with the restaurant, 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.



MEET THE TEAM



CHLOE BEARD
Managing
Director



DAVID BEARD
Property, Legal &
Projects



ERIN BURNS
Reception



DAN O'DEA
Maintenance
Manager



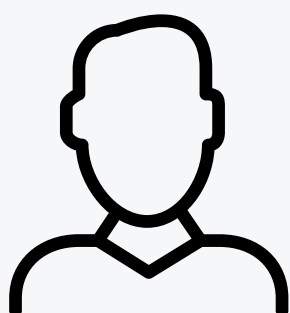
KEVIN SAMBROOKS
Marina
Operative



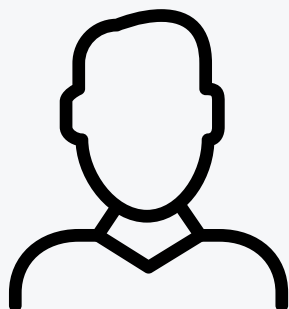
GED MOLLYNEUX
Marina
Operative



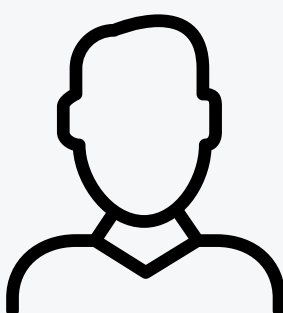
CRAIG SEELY
Head
Lock Keeper



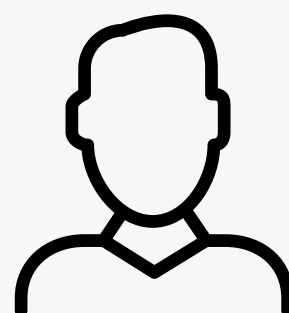
BOB SCOTT
Lock Keeper



ROB HARRIS
Lock Keeper



COLIN GRUNES
Lock Keeper



KELLY SWINHOE
Lock Keeper

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 Ch37 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

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

£23.50 each way price per meter

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

Following Covid-19 restrictions, 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 senior management who will assign the job to a member of the team.

You can also text, WhatsApp or call Chloe on 07711959222, call the office on 0151 707 6777 or speak to Ged on site.

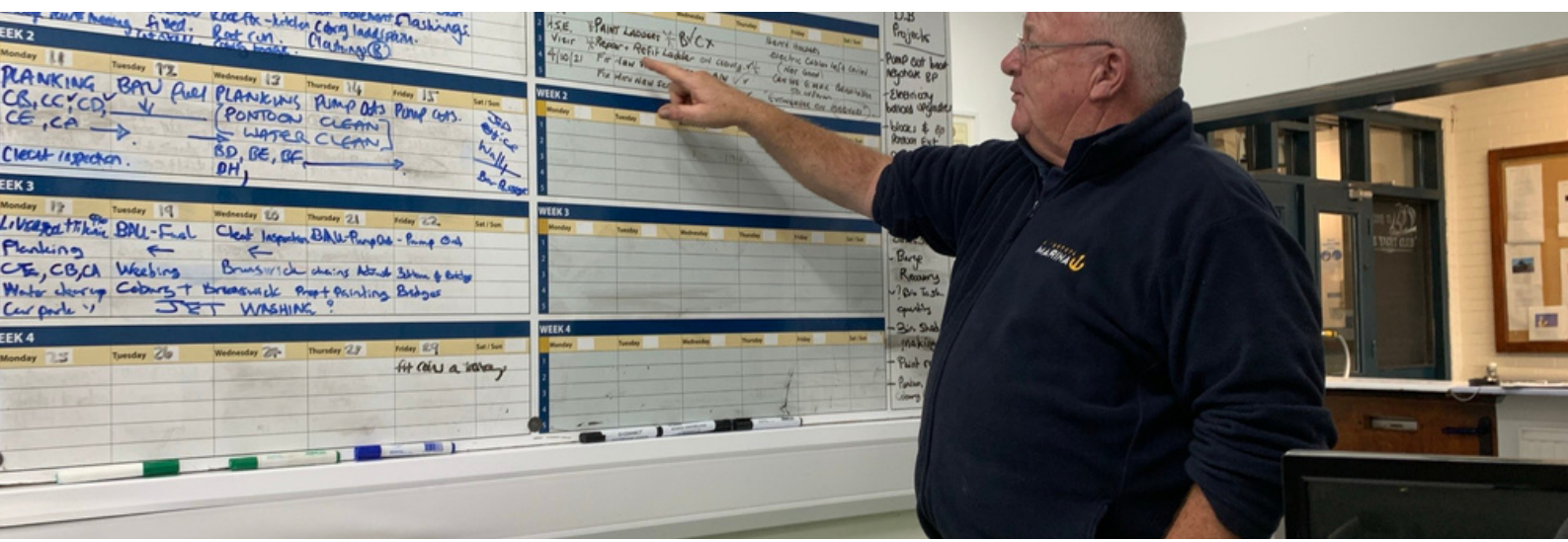
We will always prioritise faults and issues within our workflow - as long as we're aware of them.

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

Should the office be closed when you need to speak to someone, please use the phone to the left of the office and press the green button.

EMERGENCY/KEY CONTACTS

Chloe Beard, Managing Director - 07711959222 /
chloe@liverpoolmarina.com- for in hour emergencies
Ged - onsite emergencies - 07557900649
David Beard - out of hours emergencies - 07774999222
Craig - Campervans & Lock - 07956390362
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
Emergency Services: 999
Pharmacy: 0151 295 9261
Taxi: 0151 722 8888
The Lock - CH37
The Yacht Club Sports Bar & Grill - 0151 707 6888



Proud to be



4.5/5 via

Google



Liverpool Marina
Coburg Wharf
Liverpool
L34BP



0151 707 6777



www.liverpoolmarina.com



mail@liverpoolmarina.com



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