



Dear Houseboat Customer:

Enclosed is your 2010 Offshore Marina "Turnaround Houseboat" Launch & Retrieve Packet. Packets are sent to each owner approximately six weeks prior to their departure date. Launches begin at 7am. Depending on the amount of boat activity for the day there may be fluctuation in the actual time your party is taken to the lake. If there is a specific time you would like to request for your launch or retrieve please contact me as soon as possible as these slots are available on first come, first served.

Launch and retrieve schedules, UDOT permits, as well as pump and fueling schedules are based on the owner trip schedule. To schedule houseboat trips in a timely manner I would appreciate your information and trip schedule paperwork returned as soon as possible. It is very important that your addresses, phone numbers, fax numbers and email are current. I have also found that current cell phone numbers are invaluable when we need to contact an owner en route.

No owner will be permitted to board their vessel unless Offshore Marina has a valid credit card and signed incidental authorization form on file at our office. This policy will be strictly enforced.

Offshore Marina is pleased to provide all services you or your vessel may require. Our launch and retrieve supervisor will communicate regularly with each manager regarding their vessel. This letter is intended as a general overview of our turnaround houseboat management program. It would be impossible to cover all the information required in this letter. Please contact me with any concerns, questions or special needs.

Thank you,

Dusten Shutt

Turnaround Houseboat Services

Offshore Marina, Inc.

turnarounds@offshoremarina.com

www.offshoremarina.com

Welcome

Dear Houseboat Owner,

The Offshore Marina, Inc. staff would like to welcome you to the 2010 boating season. Please take the time to read this packet thoroughly to become familiar with the policies that directly influence your houseboat trip.

Offshore Marina, Inc. (OSM) services many boats. In order for your trip to start off on the right note, we need to know when and if you are coming. Launch & retrieve packets are sent out around 6 weeks in advance of your trip. When you complete your 'trip confirmation' return it in a timely fashion. We understand if you are reluctant to fax or email credit card information and you are most welcome to call with your credit card number instead. You need to complete these forms and return them to OSM a minimum of three weeks before your scheduled trip starts. **OSM will not perform any services without guarantee of payment.** Check on/off and launch/retrieval times may not be altered without notification and approval of OSM. Any necessary changes to your schedule should be requested a minimum of one week prior to the start of your trip. Schedule changes made within less than one week of your original departure date may not be accommodated or may result in additional charges in order to make the necessary accommodation.

No owner will be permitted to board their vessel unless OSM has a valid credit card and signed release of liability and indemnification form on file in our office. This policy is strictly enforced.

It is our goal at Offshore Marina to ensure you have the best possible time while visiting the lake. Please contact us with any concerns, questions or special needs.

Houseboat Check on/off

Your vessel will be ready for you to begin the "Check On" procedure after 4pm the evening before your launch. It is important that you are prompt for your Check On appointment. If you are unable to make it by 4pm a pre-check on will be done for you & you may board the boat when you arrive. When a pre-check on is performed the owner may not dispute the cleanliness of the vessel due to sand, weather & conditions beyond our control. Owners may not board the vessel until OSM staff has completed all necessary work.

The **check on consists of** a review of equipment & basic operation of the vessel plus, verification of the overall condition of the vessel. Your check on will take place in the boat yard. The check on is scheduled to allow enough time to complete the check on and load personal belongings. OSM will not guarantee early boarding.

While loading your vessel, please remember that the vessel will be towed to the lake. Loose items on the top/front/back decks could possibly be lost in transit and pose a serious risk if they become airborne. Keep lightweight items out of these areas; don't move the fenders off the decks or leave chairs standing up or an ice chest unsecured.

Once your vessel leaves OSM, you will need to meet us at the top of the Bullfrog main launch ramp. Have all your errands done, personal water craft launched and vehicles parked. Vessels are not permitted to stay at the top of the launch ramp for more than 15 minutes. Please be there to meet us to avoid late fees and/or force us to return the vessel to Offshore Marina.

Please secure your retrieval time before your launch. This can be scheduled when your paperwork is submitted. On your retrieval day hail OSM (on marine radio channel 16 or 69) as you approach Bullfrog Marina. OSM will keep you apprised of your retrieval status. Don't be late! This is a perfect time to prepare your vessel for check off. Pack all your personal belongings, toys, etc. and have them ready to take off the vessel when it reaches OSM. Again, please check for and secure any loose items on your vessel before you leave the lake. OSM will then pilot your vessel onto the awaiting trailer and you will disembark at the top of Bullfrog's launch ramp.

The Check Off will take place in OSM's boat yard. During the Check Off, we again review the condition of the vessel and its equipment. At that time all personal belongings need to be unloaded promptly (within one hour) so we may prepare the vessel for the next owner.

You are responsible for any damages caused during the course of your trip.

General Information

Billing: Your turnaround fee will be charged to your credit card the week your vessel is launched. After your return, fees for any repairs or maintenance will be charged. Your vessel will be fueled by OSM and your credit card charged accordingly. OSM will complete your billing in a timely manner; however, extenuating circumstances may require additional billing at a later date, i.e. vessel repair work. OSM will keep you updated on the status of these billings. As always, please call with questions or concerns.

Gratuities: Gratuities to OSM personnel, for exceptional service, are always appreciated. However, gratuities may not be accepted or services that would normally incur charges to the owner or corporation. Under no circumstances may gratuities be solicited by OSM personnel.

Water Toys: Offshore Marina offers a variety of powerboats and water toys for rent including wakeboards, skis, and tubes. Personal watercraft rentals are available through Offshore Marina. Please call Offshore Marina @ 1-435-788-2142 ext.15 for reservations.

Vehicle Parking: Once your vessel leaves the storage yard, it will be necessary for you to take all your vehicles to Glen Canyon National Park and utilize the public parking areas. We will board your party at the top of the launch ramp.

Airport Transportation: Offshore Marina can transport owners to OSM property. To accommodate your needs, please call OSM in advance to schedule pickup and departure times.

Rules of The House:

1. You are responsible for any damage to other boats or building that you cause while moving your vehicles and/or boat.
2. When leaving, it is your responsibility to lock & secure your vessel.
3. There will be absolutely no outside cooking in the storage area.
4. Respect the privacy of others & their equipment. Do not climb onboard or handle the boats or property of others.
5. You are responsible for the cleanliness of your area in the boat yard.
6. Electrical outlets and water are available in a limited capacity on a first come first serve basis. They are not guaranteed to be available. After use, please disconnect & turn off.
7. All trash must be placed in proper receptacles.
8. Children are not allowed to run or play in storage area.
9. All pets must be leashed.
10. Prior to entering the storage yard the Owner must check in at the Offshore Marina Customer Service Center.

Description of services:

If you need something done that is not on this list, just ask. We may be able to accommodate you.

Check On & Check Off:

During the Check On, OSM will verify with you the condition of the vessel and its equipment. An overview of the vessel's operation will also take place. The check on process takes about an hour to complete depending on owner's familiarity with the vessel. At check off, OSM will again verify with you the condition of the boat and its equipment. **You are responsible for any damage that occurs during your trip.**

Launch & Retrieval of Vessel:

Transporting your vessel to and from Lake Powell also includes the boat travel prep, piloting on and off the trailer and piloting to and from breakwater. We purchase all applicable permits and arrange for required escort vehicles.

Sanitizing/General Cleaning:

OSM performs a thorough sanitizing cleaning of the interior of the vessel. We ask that the vessel be returned in a clean condition. The basic cleaning of the vessel is the owner's responsibility. Please remember that you have invested in the houseboat and proper care will ensure enjoyment of your investment in years to come. Please make sure: anchor lines are rinsed of sand and straightened; and that the barbeque is thoroughly scrubbed; the ice chests, cooler and outside furniture are rinsed; and the top, forward and aft decks are made free of sand. The Offshore representative performing your check off does not and is not authorized to determine the extent of cleaning necessary to prepare the vessel for the next Owner. The cleaning staff will document the status of the vessel and any possible extra charges.

Extra charges may be assessed for:

- Additional cleaning including but not restricted to: removal of excessive sand, carpet stains, broken items or an excessively dirty barbeque; pet hair/stains; cleaning dirty dishes; stains on countertops, trash removal—including food left in fridge/freezer, cleaning and/or detangling ropes; etc.

Filling Fuel, Water & Propane:

This service includes the removal of waste from the holding tanks, refilling fresh water, and the setup to refuel. The cost of fuel is additional. OSM participates in a "tank exchange" program with a propane supplier. Used propane tanks will be replaced with full tanks after your trip.

Boat Repair:

OSM performs general maintenance and the majority of repairs your boat may need. Owners are responsible for any damage to the vessel during their trip. Billing for damages may be delayed until repairs are completed. Immediately contact OSM with any onlake problems so we may coordinate the appropriate services for you. OSM will make an effort to assist an owner with an on-lake problem. If a lake run is requested or required, the owner, rather than the corporation, may be held responsible for the charges. Determination of charges will be on a case by case basis. Aramark is the primary concessionaire on Lake Powell and may perform the on-lake repairs. In certain circumstances OSM will be permitted to perform the lake run for Aramark. In case of an emergency hail National Park Service on marine radio channel 16.

Prop Service:

OSM will remove and repair your damaged prop. We will install a good prop and return the damaged prop to your vessel after its repair. The cost of repair is additional. Owners may not take damaged prop away from OSM to have repairs completed.

Pet Policy:

Each vessel has its own pet policy so please check with your manager if you plan to bring a pet on your trip. OSM charges extra cleaning for removal of pet hair and/or stains and to spray an allergen reducer after your trip. Extra fees can be incurred by your management group. All pets must be kept on a leash while on Offshore property. Owner must clean up all pet waste or additional fees will apply.

Late Fees:

Late fees and/or new permits are assessed to an owner when the owner deliberately disregards their scheduled launch, retrieval or check on/off time. Late fees may also be assessed to an owner who is late meeting their vessel at Bullfrog launch ramp for their scheduled launch. OSM understands that owners may experience delays beyond their control. At those times you must maintain contact with OSM to avoid late fees. Charges are determined on a case by case basis. Launch and retrieve vessels are on a very tight schedule; traffic and ramp conditions, may all cause unexpected delays beyond OSM's control. At those times we will explain and offer various options to your owners who may experience delays. Utah Department of Transportation (UDOT) restricts travel on specific holiday weekends. Please call for details.

Contact Information

Offshore Marina is here to serve you. It is important you know how to contact us and feel comfortable doing so. If you have any questions or concerns while on the lake, the best and easiest way to reach us is to use your marina band radio. We monitor Channels 16 & 69 during business hours. Channel 16 is for hailing and emergencies only. While using the radio, be sure to identify yourself and make it clear that you are hailing Offshore Marina. Hail National Park Service in the event of any emergency. Your cell phone may not work on the lake. Moving as close as possible into the main channel may increase reception quality.

Mailing Address

Offshore Marina
HCR 60 Box 330330
Lake Powell, UT. 84533

Shipping Address

Offshore Marina
Hwy 276 Mkr 30
Lake Powell, UT. 84533

Website: www.offshoremarina.com

Email: Turnarounds@offshoremarina.com

Marine band radio: Channel 16

Phone: 435-788-2142

Fax: 435-788-2303

Dusten Shutt 435-788-2142 ext. 13

Offshore Marina, Inc.

Turnaround Houseboat Services



Turnaround Houseboat Service - 2010

Dry—Dock Launch & Retrieval / Services Request Form

Fax or email to: Fax: 435-788-2303 Email: Turnarounds@Offshoremarina.com

Houseboat Name: _____

Owner Name: _____

Billing Address: _____

City, State, Zip: _____

Email: _____

Contact Phone: _____

Requested Launch Date: _____

Requested Retrieval Date: _____

Turnaround Houseboat Service: \$1,500

Service Includes: Launch, Retrieval, Check Fluids: Drive, Engines & Generator, Check Pumps: Water & Bilge, Fill Fresh Water Tanks, Pump out Holding Tanks, 4 Hour Clean & Sanitize Service.

VIP Services:

Please check the box or list number requested in the spaces below, leave blank if none. See "Turnaround Services" form for details.

_____	Orientation of Vessel	\$160.00	_____	Anchovies	\$7.00 / bag
_____	Bed Making Service	\$100.00	_____	Ice (crushed or block)	\$8.00 / bag
_____	Beach Towel Service	\$30.00	_____	Trip Supplies	\$50.00 / set
_____	Pillow Service	\$50.00	_____	Firewood	\$10.00 / box
_____	Linen Service	\$150.00	_____	Worms	\$7.00 / ctr.
_____	Single Bed Linen Service	\$35.00	_____	Toilet Chemicals	\$15.00 / pck.
_____	Bath Towel Service	\$40.00	_____	Additional Toilet Paper	\$6.00 / pck.

Damage and repair is to be covered by the responsible owner. Possible fees for damage, repair, etc:

- Customer caused launch delay: \$150, Customer caused retrieval delay: \$500 / hr., Garbage bag removal/disposal: \$20 per bag plus \$30 dumpster fee, Clean refrigerator: \$50 per hour, Steam clean carpet: \$89 per hour, Cleaning in excess of 4 hours: Interior—\$89 per hour / Exterior—\$100 per hour.

I understand and agree that by signing this Release of Liability and Indemnification I am voluntarily assuming all risks and hazards associated with occupying the Turn-around Houseboat while located at OSM's Dry Dock Storage facility and forever release and waive any right I, my heirs, assigns, personal representative and estate may have to recover damages, attorneys fees, costs or other amounts from OSM, its officers, directors, employees, managers, owners, agents, or any other persons related to OSM, for any injury or harm to myself, my children or other dependants or others resulting from the risks and hazards described above or any activity in which I may engage with OSM. I understand that by signing below I will adhere to OSM's "Rules of the House" and accept responsibility for the actions of all members of accompanying party. I have read through & understand all rules & items listed under "General Information" on the previous document. I authorize payment of \$1500.00 turnaround service fee plus the cost of any requested additional services to the credit card below.

Singature: _____

Date: _____

Credit Card #: _____

Expiration Date: _____

Security Code: _____

(3 digit code found on back of Visa/MC, 4 digit code on front of AMEX)

Offshore Marina Turnaround Houseboat Services

Service	Cost	Details
Orientation of Vessel	\$160.00	Mandatory for owners with less than 3 years experience. Includes 1 hour on boat at dry dock and 1 hour on lake.
Linen Service	\$150.00	Includes: 1 set king bed sheets, 3 sets queen bed sheets, 8 pillow cases, 5 bath towels, 5 hand towels, 5 wash cloths, 3 dish towels and 3 dish rags. (Replacement of towels/cloths extra)
Single Bed Linen Service	\$35.00	1 set queen bed sheets, 2 pillows and 2 pillow cases.
Bed Making Service	\$100.00	Includes making beds in entire vessel.
Bath Towel Service	\$40.00	5 wash clothes, 5 bath towels and 5 hand towels.
Beach Towel Service	\$30.00	4 beach towels.
Pillow Service	\$50.00	8 pillows.
Firewood	\$10.00	Per box.
Anchovies	\$7.00	Per bag.
Worms	\$7.00	Per container.
Ice (bags or blocks)	\$8.00	Per bag / block.
Toilet Chemicals	\$15.00	4 pellets per package.
Additional Toilet Paper	\$6.00	Per package—4 rolls.
Trip Supplies	\$50.00	Includes: 3 rolls paper towels, 1 x 12.5 oz. dish soap, 1 x 12 oz. Windex, 1 x 17 oz. bathroom cleaner, 12 trash bags, 10 loads laundry detergent, 10 loads fabric softener.
Additional Deck Work	\$100.00 / hr.	Exterior cleaning of vessel.
Additional Cleaning Service	\$89.00 / hr.	Interior cleaning of vessel.