



## 2016 Concierge Agreement

Dear Potential Concierge Client,

Welcome to the club. GLM is proud to announce Nantucket's only elite level Concierge care-taking program offered exclusively for boats. Thanks to our loyal customers and two successful seasons, Summer 2016 marks the third season for this exclusive program created to address our island's need for a service that accommodates the unique on-demand lifestyles of Nantucket's summer-season residents. Please find enclosed the 2016 *Concierge Program Agreement* contract. There are only ten (10) spaces available per season. To ensure your position is reserved, please return the completed packet back to us no later than **March 31, 2016**. Be sure to include the service fee commensurate to the level at which you wish to enroll. Other than pre-season pricing, there are no discounts offered on Concierge Services.

### Program Nuances:

- Inclusions:** GLM staff will routinely clean and run your boat - cleaning, battery maintenance, filter checks, routine service labor, and fueling labor services are **included**. Includes test runs to ensure proper operation of all boats enrolled in the program. Members are the first priority for emergency weather and storm haul out.
- Exclusions:** Cost of consumed fuel, repair labor, parts and materials are **not included** and are billed accordingly.
- Fuel:** Fueling is available by request and we are happy to oblige, but we must hold a valid credit card on file. Please complete the *Credit Card Authorization Form* if you wish us to fuel your boat (per your request) this season.
- Fee Level 1:** Pre-season pricing (available until May 1<sup>st</sup>, 2016) A one-time fee of \$7,500.00 applies if you have a slip or mooring of your own where your boat will remain for season unless you call to have it hauled.
- Fee Level 2:** Pre-season pricing (available until May 1<sup>st</sup>, 2016) A one-time fee of \$9,995.00 applies if you wish GLM to launch or haul your boat to/from one of our moorings (with 4 hour minimum advance phone or email notice). Launch and hauls are limited to one roundtrip per day.
- May 1, 2016:** Pricing for Level 1 and 2 matures to \$8,995 and \$11,995 respectively.
- Schedule:** Concierge service runs from June 15<sup>th</sup> through Monday of Columbus Day Weekend between the hours of 9am thru 11am and 2pm thru 5pm, 7 days a week. Please note that in an effort to better serve everyone, **GLM requires that your launch request needs to be placed by phone at least 4 hours prior to your desired pickup time.**
- Access:** If you require access to GLM moorings, per the operating agreement with GHYC, we cannot operate the boat lifts between the hours of **11:00am - 2:00pm, or after 5:00pm**. This is outside of our control, please plan accordingly.

Due to the labor intensive nature of the program, space is extremely limited. There are only ten (10) spaces available per season. If you are interested, it is very important that we receive the fully completed *Concierge Program Agreement* with the service fee no later than March 31, 2016. On April 1, 2016 we will invite all waitlist customers to apply for any spots that have not been paid in full.

Thank you – The GLM Team



## ***2016 Concierge Program Agreement***

1. All parties agree that owner will provide a **minimum of four (4) hours advanced notice** to advise Grey Lady Marine, LLC (GLM) of their intent to use the Concierge Service. GLM requires this time to ensure boat is properly cleaned.
2. Please be aware that Grey Lady Marine personnel are permitted to operate machinery for the launch/haul of boats between the hours of **9:00am-11:00pm and from 2:00pm-5:00pm only**. Please notify GLM as early as possible if you wish to have your boat ready during the lunchtime hours, we recommend the day before, so that we have sufficient time to launch it prior to 11:00am.
3. Boat owners must make all launching requests through GLM's designated **Concierge/valet voicemail line at 508.228.6277 and / or by email at valet@greyladymarine.com**. Please note that this line is not manned, you have to leave a message on this line or email. If you need to speak with someone regarding repairs, please call the main office at 508.228.6525.
4. Per Great Harbor Yacht Club management, GHYC will refuse to provide launch taxi services for non-GHYC members. Non-members please contact GLM service line in advance to make necessary arrangements to get to your boat.
5. **Regular cleaning, battery maintenance, routine service labor, and fueling labor services are included** with both fee Level 1 (on your mooring or slip) and Level 2 (on GLM mooring). **GLM also includes test runs to ensure proper operation** of all boats enrolled in the program. Cost of repair labor, consumed fuel, parts and materials are not included and will be billed accordingly.
6. Boat owners must be sure their boat is tied up securely and properly at the designated area of the dock or mooring. Be sure to make allowances for the tide when tying up your boat.
7. GLM reserves the right at our sole discretion to leave Concierge boats in the water on a GLM mooring or slip, depending on space available, size and type of boat, etc. It is understood and agreed that the nature of the concierge service requires routine cycling and use of the boat, on and off moorings and in and out of the water. GLM does not rent moorings.
8. Boat owner must notify GLM Concierge Attendant upon leaving the boat either by phone, email or in person.
9. GLM is **not responsible** for personal property or equipment left on boats. This includes but is not limited to: lines, fenders, fishing equipment, life jackets, electronics, cushions, covers, personal effects and the like.
10. Boat owner may not discharge oil, oily water, raw or untreated sewage, waste oil, engine coolant, hydraulic fluid, gasoline, diesel, paint or **ANY** hazardous material or chemical into the water. All spills must be reported to the boat yard. The boat owner will be responsible for any damage, expense or liability incurred by Grey Lady Marine, LLC due to any spillage.
11. Debris or garbage is not to be thrown overboard but is to be placed in the proper containers provided or left on board.
12. Parking is available in the Town lot opposite and to the east of Sayles' Seafood on Washington Street. Please do not park on GHYC property. GLM does not and cannot guarantee the availability of parking.
13. Boat owner is responsible for damage caused by owner, employees, guests or boats to the property including docks, structures and pilings.
14. Please obey "No Wake" rules and regulations. Boat Owners are responsible for any damage caused by boat's wake.
15. Swimming, diving or fishing is not allowed from the mooring, dock or bulkhead area.
16. It is against the law to throw any fish related parts or whole fish off docks or in trash bins. Fish carcasses are the responsibility of boat owner. Anyone caught violating this rule will be immediately terminated from the program. No refunds. No Exceptions.



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### **Contact Info**

*It is of the utmost importance to list all contact information in the event of an emergency.*

Boat Owner: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Off Island Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

On Island Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Boat Name: \_\_\_\_\_

Boat Make/Model: \_\_\_\_\_ Length: \_\_\_\_\_

### **Boat Yard and Boat Owner Agreement:**

I hereby authorize Grey Lady Marine, LLC (GLM) to store, launch, haul and transport my boat along with all necessary materials. GLM and GLM employees may operate my boat (s) for purposes of testing, service, inspection and/or delivery at my risk. The boat yard is to be used at the sole risk of the boat owner and boat. The boat owner and boat hereby assume this risk. Grey Lady Marine assumes no responsibility for and will not be liable for the care, protection and security of the boat. The boat owners release Grey Lady Marine from any and all liability of loss, death, damage or injury to any person or property arising out of or in connection with the condition or use of the boat or the condition or use of the boat yard and the boat yard services. The boat owner will be responsible for any damage caused to boat yard property by the boat owner or boat and will pay the boat yard for any such damage. The boat owner understands that any security service provided by the boat yard is a courtesy only and that while the boat yard will use its best efforts to provide adequate security, the boat yard assumes no liability or responsibility in the event that boat owner's or boat's security is breached. I understand that Grey Lady Marine will not be held liable in any way for damages and/or losses incurred in any and all phases of the work or while stored on Grey Lady Marine's property. I understand that all invoices are payable upon receipt. This agreement is the entire agreement between the parties and supersedes all prior agreements. No revisions to this agreement are valid unless in writing and signed by both parties.

I, \_\_\_\_\_, have read and understand the Boat Yard/Concierge Agreement.  
I agree to all the terms and conditions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_