



SUNSET BAY MARINA
13620 S Hoxie • Chicago, IL • 60633
Phone: 77.646.9900 • Efax: 773.646.2908
www.sunsetbaymarina.com

February 1, 2018

Dear Valued Sunset Bay Marina (SBM) Customers:

Happy New Year to Everyone!

Another year has gone by and Sunset Bay is continuing to make many more improvements! With the recent closure of Goose Island, we have enjoyed welcoming the return of old and new customers. We have many plans in the works! A new sea wall will be installed behind Lighthouse Bar and Grill and extending to the new floating docks this March, new fencing will be added throughout the property, we are in process of adding BiT Marine software for easier and quicker estimating and invoicing as well as an upgraded website! Lots of great things are happening and we are happy to have you all aboard this journey with us!

Please like and follow us on Facebook and check our (soon-to-be-upgraded) website regularly for updates and news from Sunset Bay. Feel free to share and tag Sunset Bay in your (appropriate) boating pictures and share news or perhaps post your boat or other boating items for sale.

As the 2018 Spring Launch Season is fast approaching, please plan ahead! Try to schedule your launch and any service you may need EARLY to get scheduled prior to the rush! Launch scheduling is on a first come first service basis. SBM will choose one of your requested desired launch dates that best fits our availability. Indoor storage boaters will be notified of the best time frame for launching due to their location. As a kind reminder, rack boats are launched beginning on May 15th.

2018 ITEMS TO NOTE FOR SPRING LAUNCH:

- **All outstanding storage and service invoices must be paid in full prior to scheduling your launch and/or requesting any additional service work to be done.**
- The Spring Launch Agreement can be mailed, emailed or E-faxed to barb@sunsetbaymarina.com.
- Please read and fill out the contract legibly and entirely to avoid any delays.
- Be sure to indicate at least two desired launch dates.
- Upon receipt and review of your agreement, you will receive a confirmation email (*or call if no email is on file*) with your scheduled launch date. Please call us if you do not hear from us.
- **Seven business days' notice is required for launch.**
- Two weeks' notice is required for any detail or service work. **LAST MINUTE SERVICE WORK REQUESTS WILL NOT BE DONE ON THE SAME DAY.**
- Please call the office ASAP if there is a reason to delay your scheduled launch date.
- **If you are not present for your scheduled launch, there will be a \$100 fee for an engine commission and relocating your boat out of the well and into a slip.**
- The boat owner, captain or owners' representative must sign a launch approval form at the time of launch, indicating the condition of your boat is in working order and the condition of the boat is satisfactory.
- If unforeseen mechanical problems occur at launch, SBM will have an in-house mechanic available for you with at least a half-day window allotted for service work.
- Remember your batteries! Please make sure they are charged and ready if SBM is not providing this service.
- Unforeseen circumstances can occur and launch dates may be rescheduled due to inclement weather.

We would like to accommodate all customers as best as possible and in a timely fashion! Your cooperation will help us help you.

Please call the office if you have any questions. We look forward to seeing you soon!

Your Sunset Bay Team,
Barb, Cindy and Ken