



# YOUR BOAT CLUB

## Membership Expectations

Dear Valued Member,

We have found it helpful to outline a list of basic expectations for our Members to better define how we can all work together to make sure your time on the water is as enjoyable as possible. Please give a quick read and feel free to call our office at 612.208.1800 with any questions.

### WHAT OUR MEMBERS AND GUESTS SHOULD EXPECT FROM OUR STAFF

- YBC staff will provide an atmosphere that is fun and family friendly at all times.
- YBC Members and their guests should always expect to receive prompt, courteous and efficient service from all YBC staff. If you ever receive poor service from one of our staff we want to know! Please report your concerns immediately to the main office at 612.208.1800.
- YBC Staff should always be ready and willing to assist you and your guests with hauling your gear to and from the boats. If we are busy assisting other Members, please be patient and we will promptly assist you.
- The Boats should always be clean, fueled and in good working order upon Member arrival.
- YBC staff should always be available to help with docking and launching the boats.
- YBC staff should be knowledgeable about the boats and the location where they are working. We will gladly provide assistance to Members who are exploring a new body of water.
- In the unfortunate event that you experience trouble or a mechanical breakdown while on the water, YBC staff will assist you with getting back to the dock and make every effort possible to move your group into a different boat for the remainder of the reservation.

### WHAT WE EXPECT FROM OUR MEMBERS

- Members should treat all other Members, YBC staff and the YBC boats respectfully at all times.
- Members will obey all rules of the Club and all State and Federal Laws.
- Members will return boats on time and in a reasonably clean condition so they can be cleaned, inspected and ready to go for the next Member.
- Members will not book boats unless they are reasonably sure they will be able to go boating. If unable to make a reservation, please cancel as early possible.
- Members will report any potential damage incident or mechanical defect with the boats and equipment promptly to YBC staff so it can be serviced.
- Members will not show up early for a reservation hoping to get out on the water sooner than their start time. This leads to crowded dock conditions and an unsafe work environment.



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- If you are running more than an hour late for reservation you must call the lake and let them know you are still coming or your boat can be released to another Member.

**PARKING - PLEASE TRY TO CARPOOL WHENEVER POSSIBLE AND LIMIT THE NUMBER OF VEHICLES THAT YOU BRING TO THE MARINAS TO NO MORE THAN TWO PER OUTING.**

## **A FEW THINGS ABOUT THE BOATS AND WHAT TO BRING WITH YOU**

- Every YBC boat is inspected on an annual basis by the Water Patrol as required by law.
- Our boats are impeccably maintained by our staff and mechanics, but we rely on our Members to let us know if they notice anything that may require maintenance. **Please report even the smallest items such as loose screws, rattling glove boxes, non-working radios, etc., to our dockhands.**
- We supply safety equipment and floatation devices (if the boat is rated for 10 people there are 10 adult life jackets on board at all times).
- Life jackets for children requirements vary by state:
  - FL 6 and under
  - IL 12 and under
  - MN 9 and under
  - WI 12 and under

We suggest that all children ages 12 and under wear a life jacket at all times while in a boat or on our docks. We usually have some extras at each location, but kids come in so many shapes and sizes that it is impossible for us to guarantee we will always have a life jacket for your child. So please make sure to equip your children with their own life jackets and remember to bring them with you.

- Other good things to bring are sunscreen, sunglasses, coolers, float toys, towels, beach bags, fishing gear, and snacks.
- When it comes to snacks, there are a few items that do not go well with boats. You can, of course, bring these items with you. But please know they can quickly create a big mess if not properly handled.
  - Chocolate Chips and other candy will quickly melt and may stain the carpet.
  - Red juice drinks, chocolate milk and red wine may stain the carpet.
  - Chips, crackers, and cheese are great snacks, but if spilled please make sure to pick them up before they get wet and trampled into the carpet.
  - It is helpful to rinse feet off in the lake after swimming on the beach. Mud and sand are very hard on the carpet.



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Our #1 Goal is to make your time on the water as enjoyable as possible. Keeping the above items in mind will go a long way towards helping us make sure we can maximize your time on the water!

