

Customer Handbook



If You're Not Here.....You're Missin' the Boat!

Welcome to Hope Springs Marina!

Thank you for choosing Hope Springs Marina, *where families come together*. It is our pleasure to serve you and to provide the finest accommodations and services to meet your boating needs.

This handbook highlights the many amenities and services available during your stay. The handbook also references many of the rules and regulations established to provide a safe and environmentally friendly marina. Our customer service staff is here to assist; please contact any staff member at any time with questions or concerns.

We hope you enjoy the Hope Springs Marina community and that you have many opportunities to enjoy the spectacular boating adventures just outside our front door!

With kindest regards,

David Self, General Manager
David@hopespringsmarina.com

Address

Hope Springs Marina, LLC
4 Hope Springs Lane
Stafford, VA 22554

Office Hours

April & May: 10am – 6pm Daily (Close at 5 on Sundays)
Memorial Day-Labor Day: 9am – 6pm Daily (Close at 7 on Fridays & Saturdays)
September & October: 10am – 5pm Daily
November & December: 10am – 5pm Daily (Closed on Weekends)
January-March: 10am – 4pm Daily (Closed on Weekends)
Note: Marina may close periodically due to inclement weather. In addition, Marina may shut down all operations due to a “Named Storm”, repair or maintenance on the facility or forklifts or for boat shows and special events.

Contact Information

VHF: Not monitored
Phone: (540) 659-1128
Fax: (540) 659-7209
Email: Office@hopespringsmarina.com
Website Address: <http://www.hopespringsmarina.com>

Emergency Contact Numbers

Stafford County Sheriff, Fire & EMS: (Non-Emergency) (540) 658-4440
Stafford County Sheriff, Fire & EMS: (Emergency Only) 911
US Coast Guard: (Emergency Only) 202-372-2100

Table of Contents

Affordable Outdoors
Best Management Practices
Bilge Water Management
Boat Ramp
Calendar
C.A.R.E. Promise
Charge Accounts
Children's Life Jacket Program
Clubhouse
Compliance with Laws and Rules
Damage to Marina Property
Dinghies and Jet Ski's
Dock Boxes
Employees
Events/Groups
Facebook
Fishing
Fitness Center
Food Delivery Options
Freedom Boat Club
Fuel
Garbage
Guests
Hazardous Waste
History
Hold Harmless
Insurance
Jet Skis
Kayak Storage
Late Fees/Insufficient Funds
Liveaboard at Hope Springs Marina
Marina Watch Program
Newsletter
No Wake Zone
Noise
Open Flames
Outside Contractors
Paddle Boats & Kayaks
Parking
Payment Options
Pets
Pumpout
Rates
Sale of Boat/Change of Boat
Seaworthiness
Sewage Compliance
Shore Power Requirements
Signs on Vessels
Spill Prevention and Response

Storage Restrictions
Sublease
Submerged Pilings
Swimming
Termination of Storage
Tipping
Towing
Trailers
Vehicle Maintenance
Vessel Maintenance
Washers & Dryers
Water Hoses
Web Site
Wi-Fi

Affordable Outdoors, Your “One Stop Boat Shop”

Affordable Outdoors is our on-site, independently owned boat shop that provides remarkable customer service in a timely fashion to the boaters at Hope Springs Marina. They also sell several lines of new boats, broker a huge selection of used boats, and often purchase boats outright. Please call 540-659-6940 to access their services.

Best Management Practices

Hope Springs Marina is committed to preserving and enhancing the environment. Hope Springs has been awarded a “Certified Clean Marina” ranking from the State of Virginia for its leadership in environmental stewardship. This state designation salutes a continued dedication to environmental innovation and leadership. To ensure that all boaters support the Marina’s environmental efforts, Hope Springs Marina has established “Best Management Practices” (BMPs) to protect the environment. The BMPs are designed in accordance with the Virginia State Department of Health Ecology rules, United States Coast Guard regulations, and the Federal Clean Water Act. You may find the complete BMP document at the Marina Office.

No boat may be cleaned or maintained at the Marina unless environmentally approved solvents, additives, chemicals or detergents are used in such maintenance or cleaning.

Bilge Water Management

The discharge of contaminated bilge water is illegal. Make sure that your bilge is ALWAYS free from oil and other contaminants. By Federal Law, only pure, clean water may be pumped back into the river or creek. If a sheen shows up on the water surface after your bilge pump runs, you are in violation of the law. If you notice oil in your bilge, be sure to place an “oil sock” or absorbent pad in the bilge to collect the oil before turning on your bilge pump. We sell both types of these special absorbent materials in the Ship’s Store. If there is a large amount (more than a spoonful), you most likely have a serious leak that must be resolved by the service department. These contaminants can be in the form of engine oil, outdrive oil, power steering fluid, trim fluid or antifreeze.

Boat Ramp

The boat ramp is open year-round with an honor box. The fee is \$20 per day for launching with a trailer, \$10 per day for launching from a vehicle for a kayak or SUP and an additional fee of \$5 for each additional vehicle. A 12 month pass is available in the Ship's Store for \$260. Any marina customer with a primary storage contract for a boat may buy a pass for half price for the launching of another boat or jet ski registered in their name.

Calendar

April 1	All contracts renew First Quarterly Payment is due on Annual Contracts Water is turned on at the docks (weather permitting) Boathouse opens for launching and access to all boats Spring Hours Begin (open 10 am till 6 pm daily, 5 on Sundays)
Memorial Day	Marina hours extend to 9 am till 6 pm daily, (7 on Fri. & Sat.)
July 1	Second Quarterly Payment is due on Annual Contracts
Labor Day	Marina hours change to 10 am till 5 pm daily
October 1	Third Quarterly Payment is due on Annual Contracts
November 1	Boathouse closes (all boats indoors must have been winterized) Marina closes on weekends till April 1 Slipholders boats begin to be placed on the boathouse floor
December 1	All boats stored in boathouse must be winterized-doors are closed
December 15	Marina office closes till the first week in January
January 1	Fourth Quarterly Payment is due on Annual Contracts

C.A.R.E. Promise

Customer service is a key focus and initiative at Hope Springs Marina. C.A.R.E. is our promise to continuously improve the quality of service you receive, understand your needs, and make it easy for you to communicate with us. Your feedback is important and we appreciate you letting us know how we are doing.

The C.A.R.E. program highlights customer service standards for all staff, specifically:

Courtesy

We will be courteous, respectful, responsible and professional at all times.

Accessibility

We will be easily accessible and provide customers with choices on how to contact us.

Responsiveness

We will acknowledge and respond promptly to all correspondence and requests.

Excellence

We will provide a quality of service that meets or exceeds customer expectations.

Charge Accounts

As a convenience, any customer in good standing may be allowed to make purchases in the store and have them billed to their account. Statements are sent out on the first of each month, and payment is due upon receipt of the statement. Our preferred method of payment is by automatic bank draft. This can be set up in the marina office and is quick and simple. You will still receive statements as usual and your account will not be drafted until the 10th of the month, allowing you plenty of time to review the statement for accuracy. This will also prevent you from being billed late fees or finance charges. Statements can also be paid in-person, by phone with a credit card, or online via our website.

Children's Life Jacket Loaner Program

Keeping children safe is a priority at Hope Springs Marina. Children under twelve (12) years of age are not permitted on the docks at any time without parents or other responsible adults. Non-swimmers or toddlers must wear life jackets on docks and vessel decks. Hope Springs Marina is part of the "Boat US Foundation Life Jacket Loaner for Kids" program. Storage customers and their guests may check out a free child's life jacket for a day at the Marina Office; a valid photo ID may be required.

Clubhouse

The clubhouse, which is upstairs above the ship's store, is available for your use year-round. There is a full-size refrigerator, big screen TV, toaster oven, microwave, gas grill and the best view on the river...all for your use. If you are entertaining and need to reserve the deck and the middle room for a private party, you may do so in the marina office. There is a modest fee for reservation of the room to help us maintain it in like-new condition. There is no charge if you are just dropping in for a while with a few friends in the room with the refrigerator.

Compliance with Laws, Ordinances, Rules & Regulations

Marina rules and regulations in this handbook apply to all customers and their guests while at Hope Springs Marina. Owners of the boat and vehicles and visitors and guests using facilities or space within the Marina are subject to charges, rules, procedures and conditions of Hope Springs Marina, all applicable rules, regulations and instructions of the United States Coast Guard and all laws, ordinances, rules and regulations of any federal, state, city, local or other government agency with jurisdiction regarding vessels, moorage, vehicles, behavior, alcohol, drugs, and pets.

Damage to Marina Property

Please report any damage to Marina property immediately to the Marina Office whether the cause is known or unknown.

Dinghies and Jet Ski's

Dinghies and Jet Ski's may not be stored in the water, tied to a boat or tied to a dock at any time. Jet ports located on A/B dock, as well as E/F dock are available to rent on an annual basis.

Dock Boxes

Dock boxes, if desired, must be purchased in the Marina Store so that they maintain a uniform appearance on the docks. They are always in stock and we will install them at no additional charge. You are then responsible for maintaining them in a like-new appearance. Storage of anything on the piers, outside of the box is not permitted. Items stored outside of dock boxes will be removed and disposed of at the owner's expense. Storage of hazardous materials in a dock box such as oily rags or volatile cleaning supplies such as paint thinner is not permitted. Slipholders are also responsible for their dock box in the event high waters that may pull the box from the dock. Some slipholders even remove their dock box for the winter.

Employees

All our employees are available to help you enjoy your time spent here and are at your disposal for requests for help in many ways and to answer any questions about Marina Policy. They are not here to perform personal maintenance services for customers such as prop replacement, boat polishing or detailing, battery installation or even mechanical advice. All such requests must be directed to the service department, which is qualified to perform such actions. In the event that any Marina employee does offer such advice or perform such maintenance service for an owner or guest, regardless of when the advice is given or the service is performed, such employee shall be deemed to have done so outside of the scope of their employment with the Marina and the Marina shall not be responsible in any manner for such employee's acts or omissions, injuries, even if it is claimed that the Marina or its officers, agents or employees were negligent. An employee who is found to have offered such advice or to have performed such maintenance services is also subject to discipline or possible termination. They are not trained mechanics and are not allowed to perform any mechanical work on customer's boats. Please don't ask them to do so. They will want to try to help, but are not allowed or qualified to do so!

Events/Groups

Hope Springs Marina hosts groups and special events throughout the year. Every effort is made to not be disruptive to marina customers. Please be courteous to our guests and please remember that these are private events, not marina events.

Facebook

Hope Springs Marina has a Facebook page which could use your help. Please "Like" us to help get the word out about what a great, fun place we have here. Post your pictures, videos and experiences on the page for all your friends to see and share. Let's make Facebook a big part of our marina culture by posting often.

Fishing

Fishing is permitted on all the piers by storage customers and their guests, as long as this activity does not disturb the activities of other customers. All guests fishing must be accompanied by a storage customer. No bait shall be cut on the docks and no fish may be left on the docks. Please practice "catch and release" if you are not going to consume the fish caught here. In general, those over the age of 16 must possess a valid fishing license to fish in Virginia or Maryland waters. We sell the Potomac River Fisheries Commission license in the Captain's Store which licenses you to fish in all tidal waters of Virginia & Maryland, including the Chesapeake Bay. You may purchase either an individual license or a boat license which covers everyone on the boat.

Fitness Center

The fitness center is in the lower level of the clubhouse and is available for your use 24 hours a day year-round. It is for the private use of customers and their guests. You must be 16 years of age or older to use this equipment, unless accompanied by an adult. Please wipe down the equipment when finished and place any waste in the trash can.

Food Delivery Options

The following restaurants offer delivery to the marina:

1. Sam's Pizza & Subs 540-720-9797
2. China King 540-288-8866
3. Papa Johns Pizza 540-288-9445
4. Domino's Pizza 540-657-5858

Freedom Boat Club

Hope Springs Marina is happy to be the home of Freedom Boat Clubs Stafford Location. Freedom Boat Club offers an alternative to boat ownership and gives access to over 250+ clubs in North America. The boat club utilizes the first slips on the B dock as well as the area along the bulkhead immediately in front of those slips. Their office is located on the ground floor of the clubhouse along the boardwalk.

Fuel

We offer for sale 87 Octane gasoline with up to 10% ethanol added. In order to combat the sometime ill-effects of ethanol, all of our fuel has ValvTect www.valvtect.com/marineFuelGasoline.asp fuel additive added at the time of delivery to the marina. This makes it a true "Marine Grade Gasoline", which cannot be found anywhere within 15 miles of Hope Springs Marina. This additive is so good and well recognized that we have a protected territory and we are the only place on the creek authorized to sell it. For those of you looking for "ethanol-free" gasoline, you will not find it in Stafford because the county is classified as being in the Northern Virginia smog district and it is not allowed to be sold here.

We also offer "Ultra-low-sulphur" off road diesel, which is dyed red to identify it as "non-taxed" off road fuel. This means that there is no Federal Highway tax included in the price. It also has ValvTect fuel additive in it. Whenever fueling away from Hope Springs, be sure to search out the local dealer for ValvTect so you never run your boat without it.

The fuel dock is open during the hours of the store.

Please note the following:

- There is an Emergency Fuel Cut-Off Switch located away from the fuel pumps between slips B-26 and B-27.
- We have spill control booms located on the fuel dock for larger spills. If you notice a spill, PLEASE CONTACT THE OFFICE IMMEDIATELY!
- There is a JetPort at the fuel dock to facilitate fueling Jet Skis. Slowly approach the JetPort and as the front of the ski makes contact with it, accelerate sharply and ride it up onto the JetPort.

Garbage

Dumpsters are available on either side of the parking lot as well as at the boat ramp. Please only use the dumpsters for trash from your boat, and do not bring trash from home.

Guests

Guest dockage is provided on a first-come, first-served basis or with an advanced reservation. Guest boaters must register and pay for their slip at the office upon arrival. Any unregistered vessels remaining in the Marina for more than a day may be impounded.

Hazardous Waste

Storage of hazardous or flammable chemicals/materials is not allowed on the docks, in the dock boxes, or in the boathouse. Disposal of used oil, antifreeze, paints, solvents, varnishes, gas cylinders, preservatives and batteries in the garbage is not permitted. These materials cannot be discharged to the sanitary sewer or into marine waters.

History

Hope Springs Marina and the area around it is a place of great historical significance. Much of the history was brought by way of the railroad, which is adjacent to the marina and by way of its presence on Aquia Creek. Our website www.hopespringsmarina.com offers a wealth of historical information on our “Resources” page. Captain John Smith entered Aquia Creek in 1608!

Hold Harmless

Anyone visiting or using the Marina or its facilities does so at their own risk. A marina is a very dangerous place with moving cars, forklifts and boats along with docks with no railings. The Marina does not assume any responsibility for personal, injury, loss, damage to property or persons, or to the environment, caused by or suffered by customers or guests.

Insurance

A minimum of \$500,000 of General Liability insurance coverage is required for all vessels stored here with motors of 10 horsepower or more. Contact your insurance agent/company and ask them to add Hope Springs Marina as an “Additional Insured” to your policy. Ask the agent to send a copy of such insurance to Hope Springs Marina. Valid proof of insurance must be on file at the Marina Office. For more information, please contact the Marina Office.

Jet Skis

Jet skis are not allowed to be tied in the slips, even temporarily. Owners may bring them onto the beach during the day and haul them out at night or they may rent a jet-port to store them on during the season. If using the boat ramp, you must have an annual pass, which is available for half price or pay the daily ramp fee.

Kayak Storage

Kayak storage is available in the boathouse for a monthly fee & access is limited to our hours of operation.

Late Fees/Insufficient Funds

Any charge remaining unpaid for a period of thirty (30) calendar days after the invoice due date is delinquent and will be assessed a late fee of 1.5% per month on the overdue amount (18% APR), or a \$5.00 flat fee, whichever is greater. A \$35.00 fee will be charged for returned check payments or uncollectable electronic transfers. Additionally, if such unpaid bill is for an annual or quarterly storage payment, there will also be a \$35 flat fee charged for each month that such payment is not made. Additionally, no boat will be allowed to be launched if storage fees are more than 30 days past due or if there is an outstanding bill owed to any vendor associated with Hope Springs Marina.

Liveaboard at Hope Springs Marina

Liveaboards are not permitted at Hope Springs Marina. Feel free to stay on your boat as often as you wish, but we do not allow your boat to be a full time residence.

Marina Watch Program

The Marina Watch program is a cooperative effort between the marina community and the Stafford County Sheriff's office to promote crime prevention. Please report any incidents or concerns to the Stafford Sheriff's office. Their emergency and non-emergency numbers are listed at the beginning of this handbook.

Newsletter

To those of you providing email addresses, the marina may from time to time send out a newsletter to keep you informed about happenings at the marina and on the river. It may also be used to make announcements about other things that the management thinks will be of interest to you. You may ask at anytime to be removed from this mailing list.

No Wake Zone

The "No Wake" zone extends from just upstream of our docks to just past Aquia Bay Marina. Its beginning and end are clearly marked by fixed signs on pilings and by floating buoys. "No Wake" is defined by Virginia law as "the slowest possible speed to maintain steerage and headway". As written, it is defined by your speed and not your wake. That's pretty ambiguous, but Virginia law also states that you are "responsible for any damage caused by your wake".

Noise

Please respect others on the docks. They may not have the same taste in music that you do. For the comfort of everyone, we do not allow loud music or conversation between the hours of 11pm and 8am. Either of these shall be deemed to be too loud if they can be heard beyond the cockpit of your boat. Failure to comply with this rule after being asked by management to do so may result in the termination of your contract.

Open Flames

No open flame is allowed while the boat is tied to the Marina's docks. No gas grills, charcoal grills, alcohol grills or stoves may be used on the docks or while any boat is tied to the docks. This includes grills mounted to the railing on the boat. The potential for fire and its rapid spread is too great to risk. A gas grill is provided free of charge in the picnic area and on the deck at the clubhouse.

Outside Contractors

Owners may only use approved contractors who have been accepted by the marina and who have, at the minimum: A) \$1,000,000.00 “Certificate of Liability Insurance” naming Hope Springs Marina as an additional insured, B) Workman’s Compensation Insurance, and C) Automobile Liability Insurance in the minimum amount of \$500,000.00, on file at the marina. Owners must check with the Marina Office prior to contracting with any outside company or individual to do work on owner’s boat or trailer to be sure that they have met the minimum requirements to perform work on the marina property.

Outside contractors are only permitted to perform services at the marina Monday to Thursday, and during normal business hours. Parking in the marina can start to get tight beginning on Fridays so we want to make sure our slipholders get a spot.

Outside contractors who are not approved to perform work at the marina or attempt to perform work at the marina during non approved days will be asked to leave.

Paddleboats & Kayaks

These marina amenities are available at no charge to marina storage customers and their guests. They are kept on the beach in front of the store. Paddles and life jackets must be picked up and returned to the marina store. Life jackets must be worn by anyone using the Paddleboats or Paddle Boards. Please return kayaks to the racks and connect the paddle boats to the rack so they don’t float away.

Parking

There is no charge or time limit for parking for storage customers and their guests. Some weekends, the lot may appear to be full, but we will always be able to find a space for you. When parking, please be considerate of others by parking close to the car beside you in order to make room for others. If you will be gone for an extended period, please park near the back of the lot so that others may park closer to the water for the day.

Payment Options

Customers have several options for paying their bills. They can fill out our “Automatic Draft Authorization” form and attach a voided check and the amount of the bill will be automatically drafted from your checking or savings account each month. This can be done by emailing office@hopespringsmarina.com and requesting the form or by picking it up in person at the marina office. You can also pay with a check that is mailed to the marina. Payment may also be made online via our website, or with cash, check or credit card at the Marina Office.

Pets

All pets must be licensed, on a leash, and in the owner’s direct control while at the Marina. Owners are responsible for immediate and proper clean-up and disposal of animal waste. There is a grassy dog walking area near the dumpster closest to the Clubhouse. Disposal bags and a trash can are provided for your convenience if needed. Failure to obey leash and pooper-scooper laws is a violation of Hope Springs Marina policy and subject to termination of storage agreements. Storage customers are responsible for their guest’s pets as well.

Pumpout

There are two Pumpout hoses on the fuel dock. Once securely tied to the dock, screw your Pumpout adapter securely into your waste tank opening. If you do not have a pump-out adapter to fit your boat, they are available for purchase in our Marina Store. The Pumpout is free to use, but you must have your own adapter. Using the pump-out station closest to you, connect the hose to your adapter and secure it by pulling the cam-lock levers upward. Be sure that the hose is laying flat on the dock and not draped over the pedestal that it is stored on when not in use. Push the “ON” button found on the pedestal. The pump-out will begin the suction process almost immediately, but it may take up to 30 seconds to notice activity. You will not be able to hear the pump when it is on, as it is further up the dock towards shore and incredibly quiet. Do not hit the “ON” button more than one time, as it will lock out the pump and you will have to wait 5 minutes for the system to reset. You will be able to monitor the flow of sewage thru the sight-glass in the handle. If it fails to pump, make sure the valve on the hose at the other pedestal is closed tightly. Any air sucking noise indicates a leak in the system which prevents it from working. Please notify the Marina Store so that it can be resolved. Also, check that the valves on your boat are in the proper position. As the waste tank becomes empty, you will notice a change in the pulsing of the discharge hose. If the process takes longer than 5 minutes, the pump will “Time Out” and you will need to push the “ON” button again. When finished pumping out, please, with the valve open and unit turned on, lower it into the water and allow water to pump though the hose. This will prevent sewage from dripping on you, the dock, or the next user. Coil the hose over the pedestal and push the “OFF” button. There is a hose on the fuel dock for rinsing your adapter out with fresh water. Do this over the side of the dock. It is not advisable to use this hose for filling your fresh water tank, as the end often comes in contact with the sewage fitting and may be contaminated. Please shut off the water hose when you are finished. If you have any problem, please contact the store and we will have someone assist you.

The pumpout system is open 24 hours a day seasonally. The system is winterized around Thanksgiving of each year and reopened April 1st, weather dependent.

Rates

Storage rates are posted on our website www.hopespringsmarina.com and printed rate cards are available in the marina office as well as in a brochure rack outside the front door. Rates are subject to change at any time and any changes made by management shall supersede posted or printed rates that may be out of date. All storage customers will be notified of any rate adjustments within at least 30 days of the expiration of their contract.

Sale of Boat/Change of Boat

Storage agreements are non-transferable. When a boat is sold, the new owner must apply for storage and a new storage agreement must be created by the Marina Office. You will be held responsible for all storage fees until the new owner is under contract with Hope Springs Marina. Waitlist customers have priority for slip assignments. The Owner must provide proof of ownership for the new boat and must notify the Marina Office in advance of any change in boat ownership or in the boat as designated on the Storage Agreement. Storage customers may retain their current slip assignment if the new vessel fits the dimensional criteria of the slip, otherwise the vessel will be reassigned to a different size if available.

Seaworthiness

Vessels stored in the Marina must, at all times, be completely operable with no hazardous conditions, seaworthy and ready for immediate cruising in local waters. Boats must be capable of safely maneuvering under their own power. Boats hull, keel, decking and cabin must be structurally sound and generally free from dry rot or other similar defects or deficiencies.

Management may ask a vessel owner to demonstrate the seaworthiness of the vessel or require a current marine survey.

Sewage Compliance

The discharge of treated or untreated sewage or black water into the water is not permitted. It is a Federal violation & carries a huge fine if caught doing so. Pump-out facilities are located at the fuel dock on the end of A/B dock and a port-a-potty discharge station is located on shore at the beginning of A/B dock seasonally. The pumpout is winterized during the same timeframe of the waterlines on the docks. There is no charge for disposal.

Shore Power Requirements

All cords and plugs must be labeled as “UL Approved” and properly sized for the connected electrical service at the shore power pedestal. Adapters may not be plugged into the receptacles in the dock power pedestals which will allow cords of higher amperage than the pedestal plug is designed for. All plugs must be a twist lock configuration matching the connecting receptacle in the shore power pedestal. Shore power cord ground (green) and neutral (white) wires should be isolated from one another. The ground wire shall not carry any electrical current under normal operating conditions and shall not be disconnected from the AC system. All shore power cords must be molded, marine grade (usually yellow in color) and in good condition (no signs of corrosion, discoloration, burn, or abnormal wear). Cords should be of sufficient length to reach from the shore power pedestal to the vessel receptacle.

Signs on Vessels

All advertising signs must be authorized by the Marina office before being displayed (i.e. For Sale, Lease or Charter).

Spill Prevention and Response

Should a spill occur on or from your boat, immediately stop the spill or leakage source and contain the spill. Absorbent pads are available for purchase in the store. Used absorbent materials should be wrapped in newspaper, double wrapped in plastic and disposed of in the garbage container. For large spills or sinking boats, there are fuel spill containment kits in the two dock boxes at the fuel dock. You will find containment booms and absorbent pads inside.

Storage Restrictions

Storage of vehicles, boats and any other items or equipment at Hope Springs Marina is not permitted except by contract. Overnight camping is not permitted on Marina property. Maintenance of vehicles, including washing of vehicles, is not allowed. A vehicle parked in violation of signs or regulations will be towed or impounded at owner's expense.

Submerged Pilings

There used to be a much lower train bridge that opened on demand for boaters on the marina's side of the current, taller, non-opening bridge. When the new bridge was built, the hundreds of support pilings for the old one were cut off just below the water's surface. The tops can still be seen on rare days, mostly in the winter, when the wind blows the water out of the creek. It is imperative that you only pass under the bridge at the marked channel and nowhere else. If you should be accidentally blown close to the bridge, leave your boat in neutral until you are under or past the current bridge before putting it in gear. Then, continue on toward the river. Do not attempt to come back over the submerged pilings. They are only on our side of the bridge, so it's safe to continue on after passing over them.

There are also hundreds of submerged pilings off of Aquia Landing Park on your starboard side as you enter the river. There are two "Danger" markers just inside the green channel markers and their purpose is to warn you of these pilings. They only mark the pilings closest to the channel; the pilings continue all the way to the shore.

Sublease

Owner's may not sub-lease or allow anyone other than the Owner to use an assigned slip or space. The Owner is only allowed to use the assigned slip or space for the boat described in the Owner's contract. Any other boat in the slip is required to pay additional slip or space rental to the Marina.

Swimming

Swimming, diving, tubing or any other activities causing direct contact with the water are not allowed on or around the docks, finger piers, bulkheads or anywhere else within the Marina basin except for directly off the beach. Stray electrical current kills several people around the country each year while swimming in the water near boats that are plugged into shore power. This is usually the result of improper wiring on someone's boat and can occur without the knowledge of the person in the water, the boat owner or the marina. It usually kills more than one person when a second person dives in to save the first one.

Termination of Storage

The Storage Agreement is effective on the date signed and will remain in effect until the end of the contract period. There will be no refunds given or cancellations allowed during the contract period. Contract will automatically renew each March 1 unless the Marina is notified in writing of Tenant's desire for it not to do so prior to March 1.

Tipping

Tipping of employees is neither necessary nor expected. That said, there are many of you who often feel that a particular employee or the entire team has gone over and above to make your experience here exceptional and that their actions deserve a monetary acknowledgement. In response to customer requests, there is a tip box under the awning at the Boathouse launching area that can be used by all customers. This is for your convenience and as always, tipping is not expected, but is certainly welcome.

Towing

The marina does not own a towboat and is not specifically insured for doing so. Our staff is not trained at this difficult and sometimes dangerous profession and will not be allowed to do so. We recommend that every boat owner join BoatU.S. www.boatus.com and pay the very reasonable additional fee for “Unlimited Towing”. They now offer a Freshwater option as well as a Saltwater option. The Freshwater option is about half the cost of the Saltwater option but coverage stops at the Route 301 bridge.

Trailers

Boat trailers may be stored at Hope Springs Marina by contract, only while storing a boat here. A fee will be charged for such trailer storage. Please see the office for a trailer name tag and contract information when leaving your trailer here. If you do not intend on using your trailer while storing your boat here, it may be stored on a rack in the boathouse or the yard. Otherwise, all trailers will be stored outdoors in an unsecured area.

Vessel Maintenance

Painting, scraping, and refinishing of vessels when in the water is limited to minor touch ups that include a small area on the superstructure, deck and hull above the waterline. All minor painting, scraping and refinishing must be contained and all debris collected. Please note that state law prohibits hull cleaning of vessels treated with sloughing and ablative anti-fouling paints and time-based compounds. If owner wishes to perform major mechanical or paint work, it may only be done so in an area designated by the marina for such work. Owner may sand and paint the boat bottom, but all sanding dust, paint flakes or chips must be collected and disposed of in the dumpsters. Owner must use a “dustless sander”. No paint dust, flakes or chips shall be allowed to touch or contaminate the ground. Owner may not sand or paint if it is windy and there is a chance that paint or paint dust may blow onto the ground or onto adjacent boats, cars, etc. Owner is solely responsible for the cost of cleanup if owner fails to adequately, at the Marina’s judgment, clean up.

Washers and Dryers

Two of each are located in the lower level of the Clubhouse. Detergents and fabric softeners are also available in this area. There is a fee for their use and for the detergents. An honor box is also nearby with a rate card posted with pricing. Please fill out a rate sheet and check off the services that you use. Fill out your name and drop in the box. You will then be billed for your usage on our next billing cycle.

Water Hoses

Water hoses may not be permanently affixed to the boat’s fresh water inlet unless the owner is on board. Any water hose left unattended and turned on at the hose bib will be turned off and may be removed by Marina personnel. No one shall allow a hose to run freely without a hose nozzle attached to the hose. Anyone found doing so may lose their privilege to use water on the dock and/or may be charged a water fee for allowing water to run continuously without a nozzle. Hope Springs Marina is connected to the Stafford County water system and pays for every gallon of water used at the Marina.

Web Site

Our web site www.HopeSpringsMarina.com has a wealth of information on it. Along with our rates, you will find a lot of educational and entertaining links on the “Resources” page: Restaurants, historical photos of the area, including Fairview Beach, information on Crabs and Crabbing, Fishing Regulations, Boat Name Ideas and so much more.

Wi-Fi

Wi-Fi is free and available upstairs in the Clubhouse as well as at all the slips. In most cases, it will work in the cockpit of your boat, but will probably not so in the cabin. We all share in the limited bandwidth, so please do not use it for streaming movies or other uses that require huge amounts of data downloads, particularly on weekends when demand is high. There is no password required and once connected, you will remain logged in for 24 hours. Please do not use extenders or repeaters on your boat, as they can be harmful to the signal for others.

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