

## **Frequently Asked Questions: Lakefront Promenade Marina, Credit Village Marina and Charter Docks**

### **How is the City managing the constant changing information related to COVID-19?**

The City of Mississauga is providing leadership and support throughout the evolving COVID-19 crisis. We're working on a coordinated response to the virus with Peel Public Health and government partners. Please visit [mississauga.ca/coronavirus](https://mississauga.ca/coronavirus) for current updates on COVID-19 from the City of Mississauga.

### **Will the Marinas be closed this year?**

We are constantly monitoring the situation and continue to adjust our plans as more information becomes available from the Province and Peel Public Health. The Marinas will open once all COVID-19 concerns have been resolved.

### **If season start is delayed, will boaters get a refund or could they apply the fees paid as a credit to the 2021 season?**

In compliance with our current refund policy, we would complete refunds that are prorated to the month. We would not be able to apply a credit to the 2021 season.

### **When can boaters access their boats in the storage yard?**

We are currently developing a schedule to remove the shrink wrap from each boat. We plan to have 2 to 3 boaters attend the compound daily so that they can install canvas, tarps, etc. and anticipate this process taking 2 weeks to complete. Once all boats are unwrapped we will work with the owners to coordinate their mechanics to complete required servicing of their boats. All boaters/mechanics will be required to abide by all physical distancing requirements. Once the mechanics are finished the storage yard will be locked and boaters would not be granted access again until all COVID-19 concerns have been resolved.

### **If boaters cancel their slip for this year, would they lose the slip for the 2021 season?**

Boaters would receive a full refund prior to May 1 as per the refund policy. Due to the current circumstances, we would honor their slip for the 2021 season.

### **Will the boat launch be delayed?**

Due to current recommendations from Peel Public Health and Provincial emergency orders, the launch date of May 1 will be delayed. Once a new launch date is confirmed all boaters will be notified ASAP.

### **If the launch is delayed until June, do boaters need to launch at all?**

All boats would need to be launched once a launch date is determined. If boaters don't want to launch, they would be responsible to find storage for the remainder of the season as the parking lot would need to be opened.

**Will I be charged for dryland storage fees after May 1, 2020?**

Yes, additional storage outside of the original storage agreement would incur a fee. As mentioned previously, summer mooring will be refunded on a monthly basis and would help off-set this cost

**Will social distancing requirements be adhered to when launching boats?**

Yes, only one boat is launched at a time. Only Marina staff are allowed in the boat yard during launch and one staff member will be at the launch ramp to unload your boat. All customers will be required to adhere to their launch time, and ensuring social distancing while waiting for your boat at the launch ramp.

**What if I cannot attend the boat launch?**

As in the past, the boater would need to arrange for a driver of the boat to deliver it to your slip, or a mechanic may be able to offer that service to you.

**Can I access my boat once it is tied up to my dock?**

Yes, we are planning on having both our marinas open by Friday, May 22, weather dependent and pending completion of works and ensuring dock safety before accepting boats.

**Does the City of Mississauga have guidelines for boaters at the marina, once boats are in the water?**

We have finished a protocol which is available [online](#). Copies of the protocol will be emailed to all boaters with a current 2020 slip lease. Hard copies will also be available at both Marina offices. Signage will also be posted in key areas at the marina.

**Will the City of Mississauga be providing hand sanitizer onsite e.g. in the washrooms, by the dock gates, etc.?**

Washrooms will be stocked with hand soap and paper towels. Boaters will need to supply their own hand sanitizer if they choose. High touch points (washrooms, door handles, gates) will be cleaned regularly throughout the day.