



CUSTOMER HANDBOOK

Marina Berths | Trailer Boat Storage | Hardstand | Slipping | Marine Services Precinct

WELCOME TO YARINGA BOAT HARBOUR

Yaringa Boat Harbour is the perfect location for exploring the waters of Western Port and beyond. With nearly 600 boats on site we are one of the largest boat harbours in Australia. Our services include floating marina berths, trailer boat storage, 35 tonne straddle carrier, 40 tonne straddle carrier with crane jib and an extensive boatyard.

Yaringa Boat Harbour's marine services precinct, located adjacent to the harbour, has nearly twenty businesses and trades operating from one site making it an ideal "one stop shop" for all your repairs and boating requirements. Located within the harbour are our licensed waterfront restaurant, and retail businesses. Yaringa is an idyllic three and half Gold Anchor marina set in a peaceful and natural environment.

This customer handbook, **Version 3 January 2016**, aims to provide you with information regarding our services and facilities and regulations to ensure that a safe and pleasurable experience is had by all.

Welcome to Yaringa Boat Harbour and we hope that you enjoy your stay with us.

INFORMATION & FACILITIES

LOCATION

1 Lumeah Road Somerville VIC 3912
Watsons Inlet, Western Port
Melway Reference: 149 K7
S 38° 14' 53" E 145° 14' 55"

CONTACT

Tel: (03) 5977 4154
Fax: (03) 5977 3156
Email: info@yaringa.com.au
Web: www.yaringa.com.au

HARBOUR OFFICE

The harbour office is staffed from 8am - 5pm, Seven days a week (excluding Christmas Day). We can provide assistance for all your boating enquiries.

AMENITIES

Toilet and shower facilities are provided for your convenience next to the harbour office.

BARBEQUE FACILITIES

A gas BBQ is located under the covered area outside the harbour office and is available for use by all.

CAR PARK

Car parking is provided for the use of all Yaringa customers and general public; however main gates are closed from restaurant close until 8am with access only by security access pass.

CHANDLERY

Yaringa Chandlery stocks a wide variety of goods including bait and tackle, ice, paints, safety equipment and nautical gifts. Phone (03) 5977 3004.

EFTPOS

The harbour office accepts EFTPOS, Visa and MasterCard. There is no "cash out" facility available. The nearest banks are located in Somerville or Hastings shopping centres.

FUEL

The fuel wharf is located on the southern side of the boat ramp, opposite Yaringa Marina Restaurant, providing Unleaded and Diesel fuels. 50:1 two stroke fuel is also available onsite. Fuelling is only by marina staff during office hours and is to be paid prior to fuelling. Please call or radio harbour office prior to approaching fuel wharf.

LAUNDRY

Coin laundry facilities are provided for your convenience next to the harbour office.

MOORING BUOY

The mooring in Watson's Inlet is provided for all customers or visitors to use on a casual basis for boats of a maximum length of 15 metres.

ON-SITE BUSINESSES

A range of marine and retail businesses are located on-site at Yaringa including: Licensed Restaurant and Lounge, Chandlery, Boat Hire, Used Boat Sales, Marine Electronics, Cover and upholstery makers/repairs, Marine mechanics, Fibreglass repairers, Sail maker, Mast and rigging and Fishing charters. A business directory is available at the harbour office or on our website.

PAY PHONE

A payphone is located 100m from the main harbour entrance outside the Western Port Harbour Caravan Park.

PROVISIONS AND SHOPPING

Supermarkets, hardware stores, petrol stations and other shops are available at either Somerville (8km) or Hastings (12km) from Yaringa.

PUMP-OUT / HOPPER STATION

The pump out / hopper station is a free service provided by the harbour for the disposal of waste from holding tanks or portable toilets. Located on the fuel wharf, please ask the harbour office for assistance.

RADIO

The harbour office monitors VHF channel 16 however if we are unable to respond, please phone the harbour office on (03) 5977 4154 or leave a message on the answering service.

RESTAURANT

Yaringa Marina Restaurant is fully licensed and open for both lunch and dinner. The restaurant is also available for functions. For reservations or opening times phone: (03) 5977 3735.

SWAP 'N' GO GAS

Gas bottles can be swapped or purchased at the harbour office.

TAXI

Phone 13 CABS (13 22 27) or Peninsula Radio Cabs can be contacted on (03) 5981 2233.

TOURIST INFORMATION

Information and maps on local attractions or accommodation on the Mornington Peninsula and surrounds is available at the harbour office.

YARINGA MARINE NATIONAL PARK

The Yaringa Marine National Park is located north of Yaringa between the mainland and Quail Island. Further information is available from Parks Victoria at www.parkweb.gov.vic.au

**Yaringa Boat Harbour is proudly a member of the following organisations
and is an internationally recognised Gold Anchor Marina**



REGULATIONS

These regulations are to be used in conjunction with your berthing, storage and mooring agreement. In the event of non-compliance with these rules and regulations, Yaringa Boat Harbour reserves the right to immediately cancel the berthing agreement and refuse the owner/applicant any further use of the facility.

GENERAL

- 1.1. All customers must have a completed berthing, storage and mooring agreement for each vessel before or immediately upon arrival at Yaringa Boat Harbour.
- 1.2. All boat owners must insure and keep insured their vessel, its equipment and contents and associated risks.
- 1.3. **Domestic animals or pets are not permitted within Yaringa Boat Harbour or any associated properties.**
- 1.4. Yaringa Boat Harbour is only available for storage of approved vessels and storage containers. The long term storage of trailers and vehicles are prohibited.
- 1.5. The storage or transportation of Fuels, Oils and other flammable and dangerous goods or substances is prohibited at all times. The refuelling of vessels at the harbour by any means other than the harbour staff whatsoever is not permitted.
- 1.6. Visitors must be accompanied by the boat owner. Persons unaccompanied by the boat owner will not be allowed access to the harbour.
- 1.7. Only vessels in a seaworthy condition and approved by the Harbour Manager may be berthed at the Harbour.
- 1.8. The harbour fire hose reels and fire extinguishers shall not be used for any purpose other than during an emergency.
- 1.9. Vessels using the harbour and the Yaringa channel must not create wave wash and must remain within the maximum speed limit of 5km/hr.
- 1.10. Children must be accompanied or supervised by an adult at all times and wear a personal flotation if on floating elements of the harbour.
- 1.11. Swimming, diving and underwater activities are not permitted within the harbour except with written authorisation from the Harbour Manager.
- 1.12. No fishing is allowed within the harbour or in adjacent channels.
- 1.13. All collisions and damage to the harbour and or vessels must be reported to the Harbour Manager or Harbour office immediately following the incident.
- 1.14. Air-docks, Boat lifts and like equipment are not permitted to be used in the harbour unless prior approval by the Harbour Manager.
- 1.15. Vessels moored at marina berths will not be used for overnight accommodation unless approved by the Harbour Manager or Harbour office.
- 1.16. Night lighting of vessels in the harbour is to be shielded so as to be contained within the vessel and its mooring area. The use of spotlights is not permitted except in an emergency.
- 1.17. All lines, rigging, halyards and loose fittings on vessels must be properly secured at all times.
- 1.18. Vessels must be moored so as to be fully within the approved harbour berth boundaries.
- 1.19. Vessel owners must ensure that mooring lines, fenders and boarding equipment are of adequate quality and maintained in good workable condition. The maintenance of vessel mooring lines is the responsibility of the vessel owner. In the event that the Harbour Manager shall consider the mooring lines inadequate or unsafe, those mooring lines will be replaced at the owner's expense.
- 1.20. For the purpose of berthing, the length of a vessel is the maximum measurement from the forward extremity to the aft extremity, including all protrusions and overhangs.
- 1.21. The berths may not be sub-let or loaned and only one vessel may occupy any one berth.
- 1.22. Boardwalks, gangways and floating components must be kept free of goods and equipment and must not be used for storage whatsoever including vessel tenders, dinghies, ropes and hoses etc.
- 1.23. The tying up or fastening of vessels to piles, power and water pedestals, light poles or gangways is prohibited.
- 1.24. Any debris within the harbour and surrounds which is considered to be hazardous to safe navigation or the public shall be reported to the Harbour Manager or Harbour office.
- 1.25. For security purposes, while the vessel is moored, stored or berthed at Yaringa Boat Harbour, the boat owner shall not sell or attempt to sell the vessel without the prior written notification of the Harbour Manager or Harbour office.
- 1.26. Harbour users are required to preserve the amenity of the harbour by restricting noise coming from vessels.
- 1.27. The excessive running of engines, motors and generators whilst in the harbour is not permitted nor is the running of propellers whilst vessel is berthed.

- 1.28. Offensive language within the harbour will not be tolerated. Offenders may be requested to leave the harbour by the Harbour Manager or Harbour office.
- 1.29. The excess consumption of alcohol is not permitted in the harbour.
- 1.30. Harbour users shall not moor, sail nor manoeuvre any vessel so as to create a danger, obstacle, impediment or inconvenience to other users.
- 1.31. The hanging of washing, clothing and articles of a personal nature from vessels in the harbour is not permitted.
- 1.32. Security alarms fitted to vessels at the marina shall be adjusted for a cut-off period of five minutes or less.
- 1.33. All damage caused to the harbour, the harbour surrounds or other vessels must be reported to the Harbour Manager or Harbour office immediately.
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- 1.35. Harbour users must keep and maintain the berth and any vessel in a clean and tidy condition and in good repair.

2. POLLUTION

- 2.1. Yaringa Boat Harbour operates on a no discharge policy.**
- 2.2. A sewage pump-out facility is provided for vessel discharge of sewage at the fuel wharf. For assistance please see the harbour office.
- 2.3. The use of vessel toilets, sinks and showers which discharge through the hull is prohibited whilst the vessel is within the harbour and its adjacent channels.
- 2.4. The discharge of polluted effluent from manual and automatic bilge pumps whilst within the harbour and its adjacent waterways is prohibited.
- 2.5. Any detergents used must be biodegradable and environmentally friendly.
- 2.6. The bottom scraping of vessels whilst in the marina is not permitted.
- 2.7. Antifouling paints containing tributyl tin, organo tin or other hazardous compounds are pollutants and degrade water quality. Owners of vessels using antifouling paints of these types must apply in writing to the Harbour Manager to enter the harbour.
- 2.8. Major repairs, sanding, grinding, painting or refitting of vessels in the marina berths is prohibited. All major repair works are to be conducted on land in the boatyard.
- 2.9. The cleaning of fish within the harbour and upon the floating jetty components or walkways is prohibited. A fish cleaning table is provided opposite the harbour office.
- 2.10. All leakages or spills of fuels, oils and other hazardous substances must be reported to the Harbour Manager or Harbour office immediately.

3. ELECTRICITY

- 3.1. Electrical heating elements, oil heaters or electrical hot water systems are not permitted.
- 3.2. Shore power is to be only used for lighting, refrigeration, bilge pumping and battery charging purposes.
- 3.3. Permanent shore power is not to be left connected to an unoccupied vessel without prior agreement with Harbour Manager or Harbour office. Any power connections to unoccupied vessels may be disconnected by employees at any time.
- 3.4. All Portable Appliances, Extension Leads, RCD's and Surge Protected Power-Boards must be 'Tested and Tagged'. No Double Adaptors are to be used under any circumstance.
- 3.5. Harbour users shall exercise caution and adopt procedures for the safe use of electrical equipment near the water.

4. CONTRACTORS

- 4.1. No contractor is to work within the harbour precinct (including 1, 2, 3 and 4 Lumeah road) without prior approval from harbour management, regardless if accompanied by boat owner or not.
- 4.2. All contractors must provide the harbour with up to date copies of business and public liability insurance with minimum value of \$10 million prior to entry to the harbour.
- 4.3. External contractors (who do not operate a business within Yaringa) must sign in at the marina office before commencing any work each day.
- 4.4. Contractors are only allowed onsite during the hours of 8am – 5pm, Monday to Friday unless arranged by Harbour office.

- 4.5. All contractors are to comply with the regulations set out in this document and all applicable statutory rules or legislation.

5. BOATYARD AND SLIPPING

- 5.1. Observe local Council and EPA conditions that apply to noise control. Prolonged or sustained use of loud power tools or machinery at any time of day should be minimised with intermittent lengthy periods of quiet. Any noise that can be heard outside your vessel is not permitted:
- Prior to 8am any day Monday to Saturday
 - After 6pm any day Monday to Saturday
 - Any time on Sundays and Public Holidays
- 5.2. The storage of rubbish and junk is not acceptable. Harbour users are responsible for keeping their areas clean and orderly; including the removal of all rubbish and neat stacking & covering of materials that cannot be stored within the vessel. If areas are not kept orderly, we will arrange clean up and charge you for the service.
- 5.3. Welding, oxy cutting and other such hot work shall not be carried out in the harbour or on any vessel berthed except by prior arrangement with Harbour Manager. No hot work is to be carried out on days of Total Fire Ban.
- 5.4. All sanding and cutting equipment used on these premises must have dust extraction equipment and/or guards fitted. No sanding and cutting equipment is to be used on days of Total Fire Ban.
- 5.5. Soda, Grit, Dry and Wet sand blasting will be carried out only at the direction of Yaringa Boat Harbour within the Spray Booths. All requirements imposed by Yaringa Boat Harbour and other statutory authorities shall be complied with by the applicant. Any extra costs incurred by Yaringa Boat Harbour in remedying any damages will be charged to the customer.
- 5.6. Under no circumstance are paints, solvents or Anti-foul to be poured into the stormwater system.
- 5.7. Yaringa Boat Harbour provides recycling of Batteries, Waste Oil and Metal. Small amounts of other waste are to be placed in the General Waste bins provided. No waste from outside the premises is to be disposed of at the harbour. Tyabb recycling centre is less than 5 minutes from the harbour. Contact harbour office for assistance.
- 5.8. All Spills must be reported to a Yaringa Boat Harbour employee immediately.
- 5.9. Whilst vessels are being slipped or moved within the boatyard all persons must keep clear of the vessel and straddle carrier and observe all directions from Yaringa Boat Harbour staff.
- 5.10. Owners or contractors are not to board vessels whilst in straddle carrier or before they have been secured and planted.
- 5.11. Yaringa Boat Harbour does not supply ladders, scaffolding equipment or tools. It is the boat owner's responsibility to supply this. Fall Arrest equipment must be used when working at heights.
- 5.12. Owners or contractors are not permitted to move or adjust any props or stands supporting boats, nor to tie or attach and ropes or tarps to any props or stands. No structures are to be erected over vessels.

6. TRAILER BOAT STORAGE AND USAGE

- 6.1. Launch & retrieval of your boat at Yaringa is free but the service is entirely at the marina's discretion, where possible complying with the owner's wishes. Yaringa reserves the right to refuse to launch your boat if we believe it will cause damage or is a safety risk.
- 6.2. Please approach this service responsibly. Plan ahead. Check weather (radio, TV, papers, internet). Stick to your plan or advise the office earlier rather than later. Avoid unnecessary or unreasonable requests.
- 6.3. Calls are taken from 8am to 5pm 7 days a week. All boat movements required between 5pm and 9am must be booked by 4pm the day prior.
- 6.4. Telephone at least an hour ahead giving your name, boat number, request, arrival time and fuel requirement. Requests left on the answering machine are attended to when yard staff are available.
- 6.5. Service bays are for owners to clean boats and flush motors after use and for general maintenance.
- 6.6. Normal boat launching is a single operation from the yard to the water – not via service bays.
- 6.7. Bungs are the sole responsibility of the boat owner and must be in place at all times.**
- 6.8. Please be aware that there is limited space in the day berths over busy weekends, particularly in summer. As such your boat can only be left unattended in the water for one hour after your allotted time and may be retrieved and put to the back of the queue.
- 6.9. If using your boat on consecutive days you must arrange with the office prior to 4pm to stay in the water. In peak periods if space is unavailable boats may need to be retrieved & re-launched early next morning.
- 6.10. If you wish to stay on board overnight you must have approval from the office and an allocated berth.
- 6.11. Boats returning before 4pm are normally pulled straight out. Watch out for staff signals at the ramp.

- 6.12. Tie your boat up securely leaving maximum space and a mooring line for the next returning boat.
- 6.13. When departing from the water or from the service bays, always leave your boat ready to retrieve: outboard legs & centre-plates up, aerials down and secured for towing. Leave boat bow inwards and inform office you have finished.
- 6.14. Do not make requests directly to yard staff; communicate through the office where requests or information about your intentions are noted down.
- 6.15. Fuelling boats in day berths is not permitted. Empty & wash burley buckets before returning to ramp.
- 6.16. Boat owners are responsible for ensuring all equipment for launching and retrieval is adequate. Your boat should be trailerable at all times and your trailer must be kept in good running order.

7. ACCOUNT TERMS

- 7.1. Fees are payable in advance and are non-refundable and non-transferrable. Any berthing or storage account not paid in advance will automatically revert to the monthly rate. All accounts not paid on time will be charged a twenty dollar monthly accounting fee until the account is paid up to date.
- 7.2. All fuel must be paid in advance or the harbour office must have a current signed credit card authority.
- 7.3. All slipping accounts must be paid in full prior to the vessel being returned to the water.
- 7.4. Yaringa Boat Harbour / Yaringa Boat services (as invoiced), hereby claims a lien over the invoiced goods in accordance with the Warehouseman's Lien Act 1958 Victoria.

8. EMERGENCY PROCEDURES

- 8.1. Harbour users shall be familiar with and understand the emergency procedures, and will follow all directions given by the Harbour Manager or Harbour office.
- 8.2. If threat of a bushfire is imminent or on Code Red days, Yaringa Boat Harbour management may decide to close down operations and ask all persons to leave / not to enter the harbour.
- 8.3. In the event of an emergency Yaringa Boat Harbour employees will provide instructions and assistance to harbour users. If an emergency service is involved the senior officer will take charge of the situation.

Assembly Areas – See Back Page

- Area 1 End of north car park (Yaringa Boat Harbour employees will open gates).
- Area 2 End of south car park
- Area 3 Outside Westernport Caravan Park, 6 Lumeah Road. Use for evacuation of Marine Services Precinct, 3 Lumeah Road. Not suitable for Bushfire.

Bushfire / Evacuation

- 1. Notify Yaringa Boat Harbour employee or harbour office immediately of any signs of fire.
- 2. **Call "000" and report fire.**
- 3. Siren will sound three times.
- 4. Evacuate quickly and calmly to assembly areas or as directed by Yaringa Boat Harbour staff. If unable to evacuate to assembly area head to most seaward point available.
- 5. Do not use any vehicles, keep all gates and roadways clear to allow emergency vehicle access
- 6. Do not attempt to drive up Lumeah Road; visibility will be restricted by smoke, dust, etc.
- 7. Do not attempt to return to vessel or vehicles unless directed to do so by Yaringa Boat Harbour employees or emergency services.

Other Emergencies / Non-evacuation

- 1. Notify Yaringa Boat Harbour employee or harbour office immediately of emergency.
- 2. **Call "000" and report emergency.**
- 3. Depending on emergency, Yaringa Boat Harbour employees will take over emergency response.
- 4. Follow any directions given by Yaringa Boat Harbour employees or emergency services.

