

Dear Allen Harbor Marine Service customer, we re-opened internally on Tuesday, but remain closed to the public and are having deliveries left outside. There are many reminders of my father and Julie around the marina so it will take a long time for all of us to get used to them no longer being here, if ever. All of the employees are slowly getting back into their routines and being busy certainly helps in some ways. A few boats have been launched, we're installing some of the new dock fingers we've built and the annual spring dock maintenance is underway.

As far as how we're proceeding with getting everyone's boat ready for the season, we are starting with those who requested the earliest ready dates and working forward from there. Many customers have asked us to hold off putting their boat in while others have asked to get their boat in earlier than requested if possible. Most of these cases involve families with school-aged children who would like to come down to the Cape early and get a head-start on the season. I certainly understand this feeling. Our overall goal is to get everyone's boat ready as soon as possible and to meet a date that works for both of us. As I mentioned in a previous e-mail, we have lost 5 weeks of work due to the quarantine and closure of the business, and we will not be able to make all of that time up. For those of you that had responded to the ready date request survey that was sent out on March 18<sup>th</sup>, your date has been recorded. I would expect that your boat will be ready to use anywhere from 2-5 weeks from that date. For those of you who did not respond to the survey and/or your winter work recommendations, the survey and list of recommendations will be re-sent to you. You can expect that we will be still getting boats in the water into July.

We are doing everything we can to catch up on the time we've lost. We know that the nice weather is coming and that many of you are eager to get out on the water. If we haven't been in touch yet, don't feel funny about sending me an e-mail to check in and let me know what your thoughts are on the coming boating season. The more communication, the better. It may take a couple of days for me to get back to you, but I will. If we haven't gone over your off-season recommendations yet, I will send that list to you in my reply.

The Massachusetts Executive Office of Energy and Environmental Affairs has established "guidelines for boating and various other marine and inland waterway-related activities during the duration of Governor Baker's stay at home advisory and essential services order." Below are the guidelines for **recreational** boating from the memo.

**Recreational boating:**

- *The safe operation of recreational boats is permitted under the following guidelines:*
- *Only persons from the same household should be together on a boat at one time.*
- *No gathering or groups of persons from multiple households will be permitted on boat ramps, docks, piers etc., and all users shall practice strict social distancing.*
- *All recreational crafts shall remain a safe distance apart. Tying boats or other crafts together is prohibited.*
- *All recreational boating is subject to the discretion of local officials, harbor masters, and law*

*enforcement.*

*- All local rules, regulations, laws and Coast Guard requirements still apply.*

When you are on the docks, please maintain a 6' distance from any AHMS employees and other customers. We **ARE NOT** spraying any disinfectant on the gate handles or water hose nozzles. Your boat will get a soap and water wash after the spring commissioning is complete, but we **ARE NOT** spraying any disinfectant on any surfaces on your boat. If you need fuel at any point over the next couple of weeks, please send me an e-mail and we will take care of it.

I continue to hope and pray that all of you and your families are healthy and safe. We sincerely appreciate your patience and understanding now and over the next few months. I assure you that we are going to put forth our best effort to get your boat ready for the season as quickly as possible without sacrificing any of the quality that you all expect and deserve. We greatly value the business and personal relationships we have with every one of you. As always, please reach out to me with any questions or concerns at [craig@allenharbor.com](mailto:craig@allenharbor.com).

Thank you.