



Dear Allen Harbor Marine Service customer, I have decided that we will be re-opening internally for business on Monday, April 27th. We will remain closed to the public and continue to have deliveries left outside until at least Monday, May 4th. All of us are all still dealing with the sadness of losing Julie and Bob in our own ways. For me personally, the lack of any wake or funeral services has kept the reality of what we've lost from sinking in completely. Being at the marina a lot this week has both helped and hurt with reminders of them all around. Again, all of your messages of condolence and support for us have been incredible and very uplifting to read. I can't thank you enough for these.

Joyce and I will be working in the service department on the administrative side *next* week. We will be focusing on making the spring commissioning work orders, sending out the last of the off-season recommendations lists, taking a look at the ready dates so that we can start to set some expectations for when your boat will be ready and many other tasks so that we can have as much of this type of work done as is possible before the rest of the staff comes back.

We will be practicing social distancing when we re-open which will undoubtedly lead to a decrease in efficiency in some areas. Although, with the improving weather, being able to work outside on dry days will certainly help to keep everyone spread out. Some of our parts distributors are operating at regular levels, some are operating at a reduced capacity and some remain closed so we do expect to run into some availability issues. We will order things as early as possible and look for alternate sources where appropriate.

Going back to our last day of full operations, March 24th, we will have lost 25 working days by the time we re-open on the 27th, taking into account that we would have already transitioned to a 6-day work-week. Even with our best planning and efforts over the next couple of months, we will not be able to make up completely for this lost time. We will be working 6-days per week and I will lean heavily on our subcontractors to get all of the work on your boats done as soon as possible. Communication, patience and understanding are going to be the keys to getting us through this period. While we truly appreciate all of you that have put the need for recreational boating into proper perspective during this pandemic in your

messages, we also want to get your boats ready for you to use as soon as possible as we know it may be one of the few enjoyable distractions many of us have for quite a while. If you haven't responded to your off-season recommendations list yet, please do so. We will also be re-sending these lists to those of you who haven't responded yet in case they were missed. If you receive a list for the first time, please respond as quickly as possible. We will also work with you to see what items may be able to be put off to later in the season or possibly next off-season so that we can get your boats ready as soon as possible. Please do not drop off any boats for service without an appointment set with us. I continue to wish for good health for you and your families and that you stay safe. Please continue to direct any inquiries to me at craig@allenharbor.com.

Thank you.