

Dear Allen Harbor Marine Service customer, we are working at close to full capacity at this point with social distancing issues only slowing us down in a few instances. Wearing masks/face coverings, staying physically apart from each other and disinfecting door knobs, light switches, etc. has become part of our day-to-day routine. There are still several times per day when I go to ask my father or Julie for something, so I suspect that will continue to happen from quite some time. The old saying of "You don't know what you have until it's gone" has never been more true. Their experience and enthusiasm for their work is greatly missed. We remain closed to the public and inside deliveries. I am not sure at this time when that will change.

"Curbside" pick-up is available if you would like to purchase any parts or accessories. Call Taylor in the marine store at 508-430-6009 or send him an e-mail to parts@allenharbor.com and he will be glad to assist you. The fuel dock is open as well. I just ask that you wear a mask or face covering and maintain at least a 6' distance from any staff.

So far, we have been able to get several boats in the water and have them ready to use. We are just about caught up to those of you who had asked for the earliest April ready dates. There will be a very big push next week to get as many boats ready to use as possible for the holiday weekend. If I approach you about deferring any work to later in the season in order to expedite the process, it will probably be topsides detailing or cosmetic gelcoat repairs. If you see that your boat is in the water but haven't had an update from us, please check in and see where your boat stands. It may not be ready to use just yet.

I apologize that I was not able to keep up with responding to your e-mails as quickly as I had hoped. The volume has been extremely high since the last update was sent out. As of this afternoon I am just starting to respond to e-mails that came in on the 13th. I will try to get caught up on Monday. Regular communication remains to be very important. We are trying very hard to keep everyone up to date on the status of your boat, but if you haven't heard from us please feel free to check in.

For those of you that did not respond to the ready date survey we sent out by e-mail in March, we will continue to reach out to set an expectation for when you're boat will be ready. If you did request a ready date, it still looks like we will be anywhere from 1-5 weeks late. I am trying to be conservative when giving all of you anew ready date, but I can assure you that we are doing everything we can to get all of your boats ready as soon as possible. We take a lot of pride in meeting these dates every year, and being so far behind this year is very stressful and dissatisfying for all of us.

Sadly, we will not be able to hold our annual 4th of July fishing tournament and customer appreciation party this year. It is likely that restrictions on large gatherings will still be in place and I feel that our time is better spent this year getting your boats ready to use. Hopefully we can bring it back for 2021. I have spoken with the Harbormaster and the harbor entrance channel is scheduled for the annual dredging at the end of May and beginning of June. The first moorings were placed today and that will continue over the next few weeks.

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 couple of 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.

Thank you.