



"When The Experience Counts"

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May 1, 2020

To our valued In/Out rack storage customers,

As many of you have heard by now, the latest extended stay at home order for the state of Illinois has been modified for how businesses are allowed to operate. Please be advised that like many other communities, Waukegan has a strict requirement for face coverings. Please do not enter any building, especially our workshops and Service department. While we will attempt to provide a safe environment, it is your responsibility to leave an area you feel is unsafe.

Boats in our Drystack/ In-Out building will be subject to new procedures. We will be allowing boat owners in the yard on a limited basis while adhering to social distancing recommendations.

- Hours for the In/Out service will be 7:30 am to 5:00 pm during the month of May.
- We ask you to please keep a 10 foot distance from our employees and other boat owners.
- Areas where our employees are working may be off limits for part or all of a specific day.
- Our washrooms will be open.
- All daily boat launches must be scheduled 90 minutes in advance or by 4:00pm on the day before for early morning departures.
- Please arrive to our East Gate (one block past the Ship's Store's main entrance gate) for your appointment.
 - We ask that you are timely for your appointment as it will affect others who also have appointments as we have limited dock space for arrivals and departures.
 - If you are listed on the Schedule, we will open the gate for you. We will also verify your cell phone number so we can text or call you to notify you when it is safe to leave your vehicle.
 - You are expected to stay in your vehicle until we signal you that it is clear to go to your boat.
 - We ask that boats that are launched leave our docks immediately after loading/unloading gear. This is necessary so we have the space to launch additional boats.
- Dock space availability may impact how many boats can be launched during a given period.
- When returning to our docks you may have to circle and wait for others to leave a dock prior to docking and tying up your boat.
- We will haul I/O boats out and place them back in storage after the boat owner and guest have left the area.
- Please be courteous to those boat owners around you and maintain a 10 foot distance.
- Safe boating is limited to two people per boat per Governor Pritzker's order and safe boating allows for boating only with those who live in your household.

We also will be allowing customer's use of the fish cleaning station, gas pump sales and ice sales and other services while adhering to social distancing recommendations.

- One person per time at the fish cleaning station limited to 15 minutes per person.
- Bags of ice will be available for purchase during business hours. Please pay for the ice in advance, then take the ice from the freezer to your boat yourself.
- Gas Pump procedure will require our employee to turn on the pump, customer will get fuel hose nozzle and pull out the gas hose to reach the boat, start and stop the gas nozzle, put gas nozzle and hose back, our employee will then process the credit card or cash transaction.
- We will not be able to sell refreshments except from the outdoor vending machine.
- In order to adhere to safety measures, a \$75 fee will be charged for Larsen Marine to jump start your boat if needed and the owner and crew cannot be on board.

The latest order allows our store and parts department to be open and provide materials for remote pickup.

- Parts and supplies will be available for remote "curbside" pickup beginning May 1 for orders placed in advance. We are continuing to develop this procedure which will include phone orders or an online order form.
- Our store hours will be 8:00 am to 5:00pm Monday thru Saturday and Sunday's from 10am to 4pm. Please watch our website and your email for details on how to place an order and schedule pickup of your supplies.

We appreciate your cooperation and patience as we navigate through these uncharted waters. We will continue to do everything we can to provide you with the boating season you looked forward to while keeping those in our facility safe.

Sincerely,

Larsen Marine Management Team