

LIVERPOOL MARINA



GOLD ANCHOR




SAIL INTO THE CITY

Welcome to Liverpool Marina, in the heart of the city.





 Chloe Baker, Managing Director
Harbourside Marina Ltd

A WARM WELCOME TO OUR MARINA.

On behalf of our entire team, we sincerely thank you for choosing to berth with us and hope you have a comfortable and pleasant experience.

As a valued customer, you can enjoy complimentary use of the following facilities:

- 24 hour operation
- CCTV monitored pontoons
- Free WiFi
- Secure access only pontoons & facilities
- Free parking
- Private berth holder only showers & vanity units
- Mobile pump outs & Red Diesel available 7 days a week
- Digital laundrette access
- ‘Quayosk’ household essentials, coffee and groceries
- 10% off at The Anchor Bar Kitchen & Terrace
- Waste oil disposal
- Water
- Elsan disposal
- In hours lock
- Household waste recycling
- Bluepoint Marine Services Boat Yard & chandlery offers

We're here to ensure you have everything you need during your stay at Liverpool Marina. If you require any assistance, please don't hesitate to call the office at 0151 707 6777. If the office is unavailable, you can reach the 24-hour concierge line at **07928 482 308**.

For emergencies or urgent matters, feel free to contact me directly at **07711 959 222**.

Thank you once again for choosing Liverpool Marina.

Chloe



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1 - Bluepoint Marine Boat Yard
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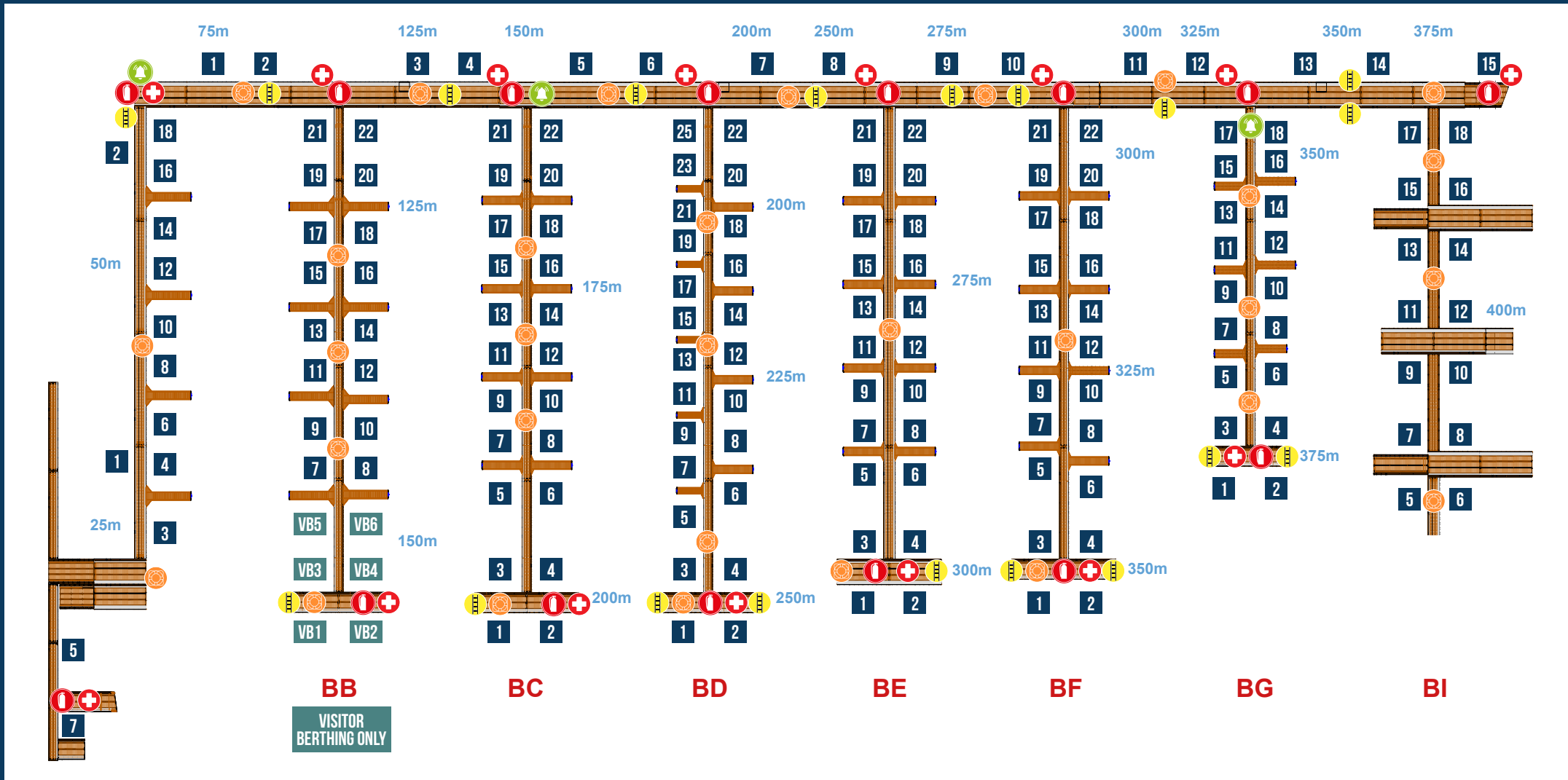
12 Marina Lock

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LOCATION

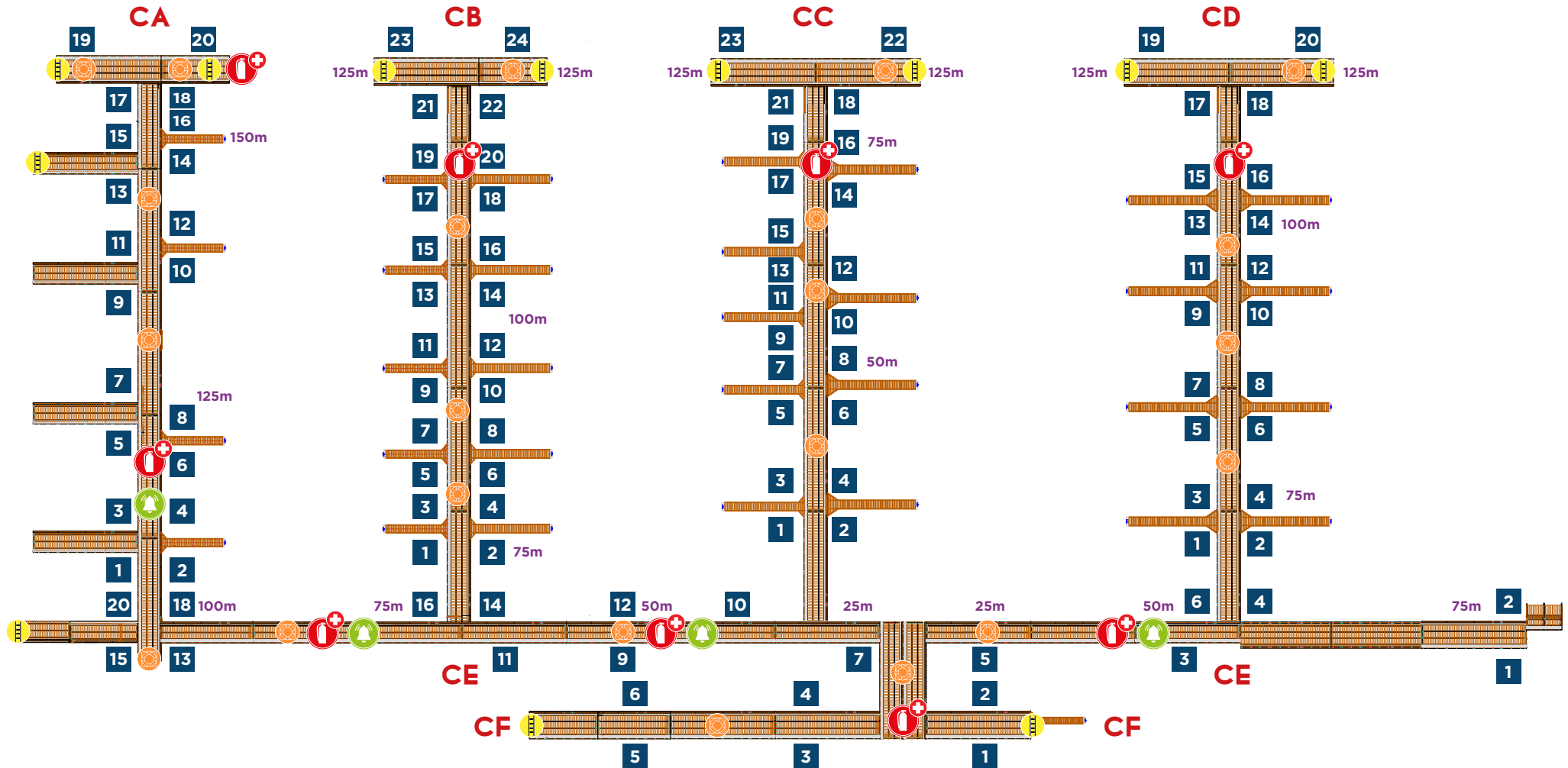
BRUNSWICK DOCK



BRUNSWICK DOCK - PONTOON MAP KEY

- HOSE
- LADDER
- LIFE RING
- FIRE EXTINGUISHER
- FIRST AID KIT
- BELL
- 2m HOSE LENGTH

COBURG DOCK



BRUNSWICK DOCK - PONTOON MAP KEY

-  HOSE
-  LADDER
-  LIFE RING
-  FIRE EXTINGUISHER
-  FIRST AID KIT
-  BELL
- 2m HOSE LENGTH

ABOUT US

Liverpool Marina is a four Gold Anchor marina set just outside of the heart of Liverpool city centre.

Operating 24 hours a day, 7 days a week, the marina offers over 300 berths for vessels up to 25m, 7.75m beam with a max depth of 4m.

On-site amenities include a digital laundrette, hot desk spaces, free WiFi, a cosy bar and kitchen, a function venue for up to 200 guests, Harbourside RYA Sea School, a kiosk selling all your daily essentials, newly refurbished private showers and restrooms, household recycling, battery and oil disposal facilities, and an elsan disposal unit. Additionally, there is a full-service chandlery and boatyard with a 60-tonne hoist (Bluepoint Marine) as well as marine engineers (Outboard & Marine) adjacent to the marina.

Liverpool Marina provides a range of services, including mobile pump-outs and fuel, which can be pre-booked online 7 days a week. Electricity

cards can be purchased from the foyer vending machine 24/7 and are dispensed in £10 or £20. You can purchase larger amounts online and our team will load your meter on your behalf should you be away or unable to attend.

The lock operates according to tide times between 5 am and 10 pm. Out-of-hours locks can be booked online. Tide times can be found in the foyer and online to download.

Liverpool Marina is a prime destination; just a 10-minute walk from the city centre, renowned for its maritime heritage, iconic buildings, and music history, particularly The Beatles. Ferries cruise along the waterfront, showcasing the iconic mercantile buildings known as the “Three Graces” – the Royal Liver Building, Cunard Building, and Port of Liverpool Building.

As an independent marina, Liverpool Marina boasts a small but friendly and dedicated team. See our ‘Meet the Team’ page to learn more.

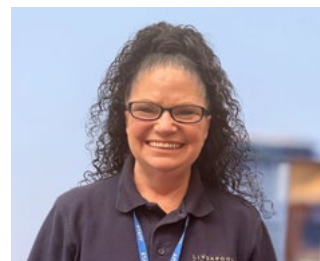
Liverpool Marina has a small dedicated & passionate team committed to making your stay a pleasant and memorable one. Because we’re a small business, you will get to know us personally, and can contact us anytime, whatever the issue may be.



Chloe Baker | Managing Director



Kevin Sambrooks | Marina Operative



Karen Cassin | Marina Office Manager



Mark Quinn | Marina Operative



Lyndon Caldecott | Marina Operative



Ged Mollyneux | Marina Operative



Colin Grunes | Lock Keeper



Bob Scott | Lock Keeper



SERVICED BERTHS

ELECTRICITY

If you are assigned a serviced berth, you will require an electricity card to activate your electric bollard. You may choose any socket which is available and closest to your berth. You will require a three pronged cable.

You can purchase a cable at the Chandlery, which is located at Bluepoint Marine Services. Please note, the electricity bollards are 16 amps maximum, please note, 32 amps is available on request at an additional charge.

If you exceed this, you may blow a fuse. If we are required to call a maintenance team to correct the fuse, a surcharge may be applied to your account.

You can purchase £10 & £20 electricity cards 24 hours a day, 7 days a week from the vending machine in the marina foyer. Larger amounts such as £100-£500 can be purchased online www.liverpoolmarina.com/services

WATER

To top up your tank, you may use the water tap facilities located along the pontoons. There are four water taps along each side of the pontoon. To avoid trips & slips, please plug your hose into the nearest tap to your berth. You must disconnect your hose after use.

Please do not leave your hose plugged in when you are not topping up. You will require a standard hose and a standard hose to tap connector. You can also purchase these at the Chandlery.

FUEL

You can book fuel online via our services page www.liverpoolmarina.com/fuel

You can book Red Diesel delivery or top up on our fuel berth online for any day of the week. If you book a slot online, we will come to you on the day selected. Please note we do not offer petrol. If you wish to bring petrol on site, please let the marina office know so we can be aware for environmental management.

Red diesel must only be dispensed from our fuel berth or our fuel boat. There is a £150 bunkering fine for fuelling outside of our services.

Spill kits are available on Coburg Dock in the work cabin and on the fuel berth in designated labelled bins. If you notice a fuel spill, please alert the office immediately. You are welcome to use the spill kits provided for small spills which can be dealt with quickly, but please do alert a member of staff for everyone's safety.

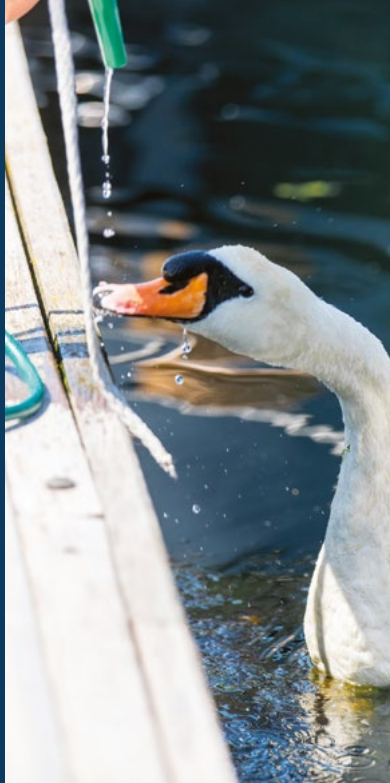
PUMP OUTS

You can book pump outs online via our services page www.liverpoolmarina.com/pump-outs 7 days a week. Please ensure you book a pump out in good time to avoid an emergency pump out fee.

Please keep in mind that our schedule may vary as we organise our workload each morning. You don't have to be present when we come by, but we'll always give you a friendly knock to let you know we're there.



SERVICES



We are proud to host a vast array of beautiful and intriguing marine life in our marina, including sting rays, dolphins, jellyfish, and eels.

To help protect their environment, we regularly monitor water quality and test for non-native and invasive species. Additionally, we offer waste water solutions to our berth holders, such as mobile pump outs, free elsan disposals and grey-water straight to sewer.

At Liverpool Marina, we urge all of our commercial tenants to support our environmental objectives by implementing initiatives such as prohibiting single-use plastics and straws, as well as minimizing the use of printed materials and handouts.







As part of our commitment to maintaining a clean and beautiful marina, we kindly remind everyone that discharging black waste into the marina waters is not permitted. To help keep our waters pristine, please use the services and facilities provided to responsibly dispose of waste. A fine of £1000 may be applied, and the environmental agency may need to get involved if these guidelines are not followed.

Thank you for your cooperation and understanding. Together, we can ensure a safe and healthy habitat for our precious marine life.







Take the pledge overleaf today!






Respect

-  Minimise noise
-  Minimise wash
-  Keep to speed limits
-  Respect voluntary no-anchor and no-access zones
-  Use designated slipways
-  Reduce – Reuse – Repair- Recycle

Protect

-  Don't throw anything overboard
-  Choose your anchorage with care
-  Keep your hull and equipment clean
-  Take care when handling fuels, oils and paints
-  Discharge blackwater responsibly
-  Use eco-friendly cleaning products

Enjoy

-  Observe wildlife from a distance
-  Research your destination to get the most out of your visit
-  Enjoy our amazing inland and marine waters whilst safeguarding wildlife and habitats



Scan to make the Pledge!



#GoGreenOnTheBlue
thegreenblue.org.uk/boating-pledge

RYA



PROTECTING OUR MARINE LIFE: A CALL FOR ECO-FRIENDLY CLEANING PRACTICES AT LIVERPOOL MARINA

At Liverpool Marina, we cherish the vibrant marine ecosystem that surrounds us. Our waters are home to a stunning array of fish, mammals, and birds, creating a unique environment that we are committed to preserving. However, many everyday household cleaning products contain harmful chemicals that can pose a serious threat to this delicate balance. When these products are washed into our marina waters, they endanger and even kill our marine life.

To safeguard our marine environment, we do not permit the use of standard household cleaners, such as Fairy Liquid,

within our marina. These products, commonly found in supermarkets, often contain ingredients that are detrimental to aquatic life and water quality.

In our continued effort to promote a sustainable and eco-friendly community, we are thrilled to announce our partnership with Marine Hygiene. This collaboration allows us to offer our berth holders a range of eco-friendly and sustainable cleaning products. Specially designed for the boating community, these products are safe for both body and home use and are perfectly suited for life at Liverpool Marina.



By choosing Marine Hygiene's products, you are not only opting for effective cleaning solutions but also playing a crucial role in protecting our marine ecosystem.

We invite all our berth holders to join us in this initiative and make a positive impact on the environment we all cherish.

Let's work together to ensure that Liverpool Marina remains a haven for both our community and the diverse wildlife that calls it home.

One Marine Hygiene box includes 100% plastic free:

- 2 x Trigger bottles and spays for life
- 1 x Foam Soap pump bottle
- 3 x Bathroom & Head Cleaner pods
- 3 x Multi-Purpose & Glass Cleaner pods
- 2 x Foam soap pods
- 10 x Aqua Deck Cleaner pods
- 10 x Washing Up Pods

The spray bottles are easy to store for small spaces, and the products can last up to a year. One years worth of Marine Hygiene cleaning products box cost just £29.99 from our on-site Quayosk.





DISPOSAL

You can find Elsan disposal at Coburg Yard in the Elsan disposal hut. It's free of charge for berth holders - all we kindly ask is that you help us keep this area tidy, just as you'd like to find it.

Please do not dispose of your elsan in the w.c facilities or in the marina waters at any time.

You can dispose of your engine oil at the Oil disposal point on Coburg side of the marina opposite the fuel berth. Please carefully empty your container into the disposal unit and dispose of the container in the bins provided. If the container is locked, please ask a member of staff to open it for you. If you experience any spills, please use the bunds and rags available in the spill kit bins on the fuel berth and alert a member of staff.

Please be aware, this facility is for the disposal of engine oil only. Please avoid using this facility for bilge waste as the water will contaminate the rest of the tank which we will no longer be able to dispose of. If you need to dispose of bilge oil or your tank is contaminated, please let a member of staff know before emptying.

You can also purchase oil absorbent socks from the chandlery which you can put into your bilge to absorb the oil and then dispose of the water separately. You can dispose of the oil socks in the rag disposal bins on the fuel berth.

Batteries can be disposed of in the large grey battery disposal box outside the working cabin.

Flares and gas canisters can be safely disposed of at Bluepoint Marine Services.



SHOWER FACILITIES

We recently renovated our shower facilities to create a home from home feel for our berth holders only. Within the shower facilities you will also find vanity units, hair dryers and ironing stations.

We check our facilities every hour, but if you notice the standards are less than impeccable at any time, please let a member of our team know.

LAUNDRY

The laundry room is located on the Coburg side of the marina. Prima laundry is a digital launderette facility. Please download the Prima app from the app store on your mobile phone or tablet. There is a leaflet enclosed within this pack for further instructions.

MARINA LOCK



Out of hours locks are £60.00 and available to book online at liverpoolmarina.com/book-a-lock

The lock operates in line with tide times between the hours of 5am - 10pm. You can download tide times online or find printed copies in the marina foyer.

if you require an out of hours lock, you can book online at liverpoolmarina.com/book-a-lock

Once you have made a payment, please email lock@liverpoolmarina.com to organise your time. You can communicate with the lock via VHF Ch37 or calling the direct landline 0151 640 0947.

The lock operates a 'no jacket, no passage' policy therefore kindly ensure all crew are visible to the lock keeper on duty and wearing life jackets whilst manoeuvring in to and out of the marina lock. Max speed is 5 knots once in the marina dock.

Our friendly team will be delighted to meet on your designated berth and assist in any way they can. If booked ahead of time, one of our concierge team will meet you with a welcome pack and give you a tour of the marina! Please let one of the team know if you require any assistance mooring.

BOAT YARD & CHANDLERY

Bluepoint Marine Services Boat Yard is located just a 2-minute walk from the marina and offers a full range of marine services from our in-house team of specialists, as well as an on-site chandlery for all your boating needs.

Yard Opening Times:

Mon-Fri: 8:00 AM to 4:30 PM



Chandlery Opening Times:

Mon-Fri: 8:00 AM to 4:30 PM



FULLY EQUIPPED BOATYARD FACILITY AT LIVERPOOL MARINA

Services include:

- 60 tonne Travel Hoist for lift and launch
- Yacht & Motorboat Repairs
- Marine Engineering Services and Electronics
- Welding
- Sandblasting
- Painting
- Antifoul
- Rigging
- Salvage & Boat Breaking
- Race Yacht Management
- Brokerage

They are the main Calor Gas Supplier in Liverpool stocking Butane, Propane and Camping Gas, as well as coal, logs and sticks

- MG Duff Anodes
- Ocean Safety
- Jotun Paints
- Numax Batteries
- Garmin
- Lewmar & Harken
- Southern Ropes
- Dyneema
- International Paints
- Solé Engines & Generators
- Doosan

bluepointmarine.co.uk / Phone: +44 0(151) 708 2857 / Emergency: 07968 057 651

THINKING OF SELLING YOUR BOAT?

Liverpool Boat Sales are the only authorised Broker at Liverpool Marina and we would love to sell your boat for you.

We offer a friendly and expert service and always understand that we work for you.

We will look after the whole process of the sale for you, including internet marketing, managing appointments, arranging surveys, holding deposits and ensuring that sales proceeds are safe.



We specialise in the sale of:

- Racing Yachts
- Cruising Yachts
- Narrow Boats
- Wide Beam Barges
- Motor Cruiser
- Work Boats
- Ribs
- Sport Boats

Contact the Sales Office to discuss what we can do for you.

Contact: yachtmonger@bluepointmarine.co.uk

or 0151 709 5453

Please note, in line with the marina's terms & conditions, please provide us with 30 days written notice if you wish to cancel your contract due to a sale. If the buyer is to take over your mooring, we will not be able to transfer the contract, therefore mooring fees may vary. We will require a copy of the signed bill of sale by both parties in order to authorise the cancellation. A copy of the new owners I.D and insurance will be required at the point of takeover.

Read more online: www.liverpoolmarina.com/post/selling-your-vessel

Bluepoint
MARINE SERVICES LTD

OUTBOARD AND MARINE ENGINE REPAIRS

Outboard and Marine operates a fully equipped workshop located at Liverpool Marina (adjacent to the hoist bay) and has more than 30 years experience in the marine engine industry.

Proud dealers for Suzuki, Tohatsu and Beta Marine and have extensive knowledge and experience of all major brands of outboards, inboards, stern and sail drives including Yamaha, Honda, Mariner/Mercury, Evinrude, Mercruiser, Volvo, Yanmar, Perkins, and Caterpillar.

They pride themselves with their expert fitting services to achieve optimum performance, aesthetics and reliability of the products supplied.

Services include:

- New Engine Sales
- Marine Engine Servicing & Overhaul
- Mercruiser / Volvo Inline 4, V6 and V8 rebuild specialists
- Mercruiser / Volvo stern drives
- EFI Diagnostics
- Bellows Changes
- Sail Drive Seal Changes
- Engine Rebuilds, Repairs and Diagnostics
- Sale of Parts and Accessories
- Engine Installations
- Shaft and Running Gear Works



- Propeller Works
- Anode Changes
- Rewiring and 12/24V installations
- Battery Systems and Electrical Distribution
- Electrical Panel Installation
- Servicing and Support for Water-Sports clubs
- Outboard and Marine also operates a mobile service for your convenience so please call before dropping down to see us.

You can call us on: 0151 382 8414

Mobile: 07947 625001

info@outboardandmarine.co.uk

www.outboardandmarine.co.uk

BOAT YARD



THE ANCHOR

Bar . Kitchen . Terrace

SAVOR THE BEST OF LIVERPOOL'S WATERFRONT AT THE ANCHOR BAR, KITCHEN & TERRACE

Discover a haven nestled in the heart of Liverpool Marina – The Anchor Bar, Kitchen & Terrace. This vibrant spot offers more than just dining; it's a full-fledged experience that combines great food, stunning views, live music and a relaxed atmosphere. Whether you're a local or a visitor, The Anchor is your go-to destination for a memorable waterfront dining experience.

A Feast for the Eyes and Palate

Located within the prestigious Gold Anchor Liverpool Marina, The Anchor Bar, Kitchen & Terrace is a culinary gem where exceptional food meets picturesque marina views. The moment you step onto the terrace, you are greeted with panoramic vistas of the tranquil waters and the elegant boats docked at the marina. It's the perfect backdrop for enjoying a meal, whether you're dining solo, with family, or hosting a gathering with friends.

Our culinary team sources fresh, locally-sourced ingredients to create a diverse menu that celebrates both traditional British favourites and contemporary flavours. Whether you're craving a classic fish and chips, a gourmet burger, or a refreshing salad, you'll find a dish that hits the spot. For those with a sweet tooth, our desserts are the perfect way to end your meal on a high note.



The Perfect Setting for Any Occasion

The Anchor isn't just a place to eat; it's a destination for creating memories. Our versatile spaces cater to various events and gatherings. The expansive terrace is ideal for al fresco dining on sunny days, offering a laid-back atmosphere where you can enjoy the gentle marina breeze. Inside, our cozy dining area provides

a warm and inviting setting for those who prefer to stay sheltered from the elements.

Planning a celebration or a corporate event?

The Yacht Club Function Suite is the perfect venue. With a dedicated events team, we ensure that every detail is meticulously planned and executed, so you can relax and enjoy your special occasion. From intimate gatherings to larger celebrations up to 200 guests, we tailor our services to meet your needs.

Sip, Relax, and Unwind

No visit to The Anchor is complete without trying our impressive selection of beverages. Our bar boasts a variety of craft beers, fine wines, and signature cocktails. Whether you're in the mood for a crisp pint, a glass of your favourite wine, or a creatively mixed cocktail, our bar has something to quench your thirst.

On weekends, the vibe at The Anchor is even more electric with live music and entertainment that add an extra layer of enjoyment to your dining experience. It's the perfect spot to unwind after a long week or to kickstart your weekend celebrations.

Join Us at The Anchor

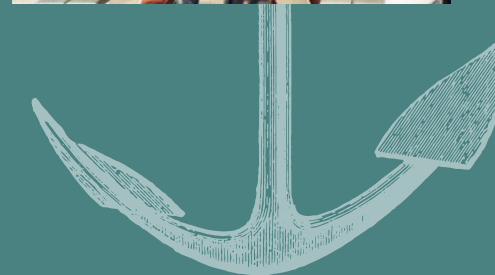
Experience the best of Liverpool's waterfront at The Anchor Bar, Kitchen & Terrace. We invite you to come and enjoy delicious food, refreshing drinks, and the stunning marina views that make every visit special. Whether you're looking for a casual bite, a venue for a special event, or simply a place to relax and watch the world go by, The Anchor is your destination.

We look forward to welcoming you!

Contact: 0151 707 6888

hello@theanchorliverpool.co.uk

Open Monday – Sunday 8.30am – late



THE QUAYOSK

We're excited to share that, based on customers recent feedback, we've opened a new on-site kiosk, affectionately named 'QuayOsk.' Operated by our wonderful Elaine and her enthusiastic team of volunteers and berth holders, the QuayOsk is open daily from 9am to 5pm.

At QuayOsk, you'll find a delightful selection of hot drinks and pastries, alongside everyday essentials and fresh groceries. It's the perfect stop for those last-minute needs.

For added comfort, the QuayOsk has created a cosy seating area outside, offering a sheltered spot to enjoy your coffee and treats.

Whether you're picking up a quick snack, grabbing milk and a newspaper, or stocking up for before setting sail, the QuayOsk has got you covered.

Come visit QuayOsk and experience the friendly service and convenience that our community kiosk offers!



LYC LIVERPOOL YACHT CLUB

Sailing in the heart of Liverpool

Based at Liverpool Marina for over 20 years, Liverpool Yacht Club have an all-year round racing programme and an active cruising section.

Racing

Join the crew of a racing yacht and experience the thrill of sailing right in the heart of Liverpool. The club races most weekends on a Saturday and a Sunday, based upon the tides, and there are usually yachts looking for extra crew.

Please enquire via the Contact Us page on our website or pop into The Anchor bar where we meet every Wednesday for informal social and quizzes.

www.lyc.org.uk



HARBOURSIDE SEA SCHOOL

Harbourside Sea School, now located at Liverpool Marina, offers practical powerboat and PWC courses in the challenging waters of the River Mersey. Their training center provides comfort and modern equipment for courses in marine radio and navigation.

Using top-of-the-line equipment, including RIBs equipped with DSC Vhf radio and GPS Chart Plotters, they aim to enhance knowledge and skills for commercial or pleasure purposes. As an accredited RYA training center, they offer a variety of courses and shore-based training, highly regarded by students.

Explore their commercial offerings and push your skills to new levels today. Contact us for more information.



50 YEARS OF COMBINED EXPERIENCE

The courses on offer are below:

- Powerboat level 1
- Powerboat Level 2
- Intermediate Powerboat
- Advanced Powerboat
- Safety Boat
- Personal Water Craft / Jet Ski
- Own Boat Tuition
- Powerboat Instructor
- Tender Operator
- VHF/SRC
- Radar
- Diesel Engine
- Yacht master Theory
- Day skipper Theory
- First aid @ Sea
- Advanced First Aid
- PPR
- CEVNI
- Sea Survival

To book on a course, or contact

Harbourside Sea School visit:

www.harbourside seaschool.co.uk

info@harbourside seaschool.co.uk

0151 662 0737



GOOD TO KNOW

ACCESS

The lock is operational between the hours of 5am - 10pm. Out of hours locks can be booked online. To gain access to the marina, radio the lock on approach via ch37. Max beam = 7.75m, Max Draft 4m.

To gain access to the grounds, you will **require an access card** which is used to open the secure doors located at the main entrance and both side entrances of the marina building.

You should swipe your card against the card pads and they will flash green. There is an access card located at the front of your welcome pack which will be provided to you at the berth on your arrival.

For health & safety and security, we ask all berth holders & approved visitors to wear the relevant lanyard around the neck at all times when on marina grounds and the lock operates a no jacket, no passage policy.

Please note, the water levels much reach a minimum of 6.5m for the locks to operate. This is 4.5m sill height plus 2m clearance.



WIFI

You are welcome to use our complimentary WiFi.

Username:
Liverpool Marina Berth Holders

Password:
Sailintothecity

Please note that our WiFi is top of the range & newly installed but does have restrictions. For example, streaming lengthy movies may be slower than usual due to its capacity but general use will be faster, such as social media and remote working.



PARKING

As a berth holder, you are permitted to park in the inner or outer car parks for free. Every berth holder receives **one free car parking space**. If there are two named on the contract, you will receive two spaces. Additional spaces can be purchased for £360 per annum.

To register your car, please head online to:
www.liverpoolmarina.com/parking

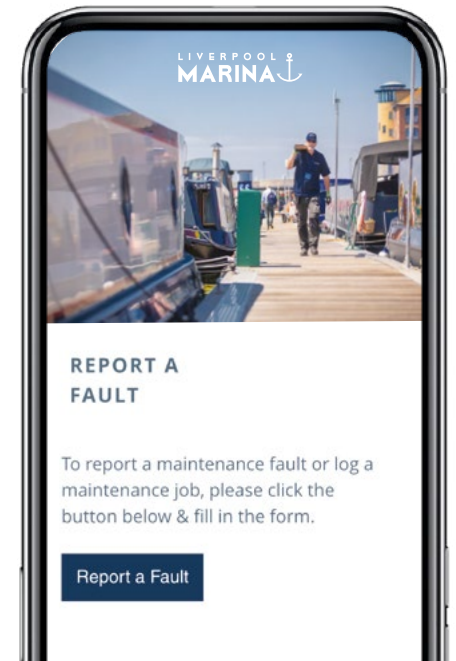
Fill out the form and we will pass your details to Smart Parking to add you to the whitelist. If you change your car at any time you will need to update your details on this platform.

If you have more than one visitor car, they will be required to pay for parking using the pay machines in the car parks. These machines take both card & cash. You can also pay via the Ringo app.

Logging / Reporting Issues

Due to having such a small team, we rely on our **online reporting system** to respond to faults quickly. Having an online log of all faults or issues also ensures that we can easily identify where continual issues arise and where more of our attention is possibly required. By clicking '**contact us**' on our **website**, you will be directed to a host of contact options which ensures your log is sent to the correct person. Here you can:

- Report a maintenance fault (broken bollard, planking issues etc)
- Change your berth
- Raise an accounts dispute
- Book all services



RULES & REGULATIONS

In order to ensure we follow health & safety regulations, there are a number of rules to follow whilst berthing with us. These rules are listed in our terms & conditions and form part of your contractual obligations however, some policies may be introduced separately with notice.

Please read through these rules & regulations thoroughly.

- The maximum speed permitted whilst manoeuvring in the dock is 5 knots
- Refuelling with any fuel outside of our services is strictly forbidden. A fine of £150 will be applied for those found to be bunkering.
- Waste water and sewage must not be emptied into the dock. A fine of £1000 will be applied for those found to be emptying their waste tanks into the water. Regular audits for the use of marina pump out facilities online are conducted and investigated.
- Dogs must be kept on leads at all times and must not be permitted to run around the pontoons at any time. All dog mess must be picked up and disposed of in the dog waste bin in Coburg yard. There is a £100 fine for leaving your dog mess on the pontoons.
- The pontoons must be kept clear & tidy at all times. No storage boxes, dinghies, canoes, bikes and other items are permitted on the pontoons. Please store these items on your vessel. Our team will remove them if they are left on the pontoons.
- For security, lanyards must be worn on the pontoons at all times. Anybody seen to not be wearing a lanyard does not have authorised access and should be reported to the office immediately.
- There are five trolleys which should be left at the top of Coburg when not in use. Please do not leave a trolley on the pontoon when you are finished with it, but bring it back up for others to use. Trolleys are available on Brunswick too

- Due to the many health & safety rules & implications, commercial & private lets of vessels including Air B&B, booking.com and other private lets are strictly forbidden without management agreement. Whilst we welcome these agreements, we must be made aware of them before you list on affiliate sites.
 - To prevent security breaches, we have implemented a lanyard policy which requires, in the interest of all berth holders, all approved pontoon access goes to be wearing a coloured lanyard. You can pick your lanyard up from the office during office hours. It is essential that your lanyards are clearly on display when on the pontoons to help us all identify those who are not approved by the marina and crack down on trespassers. We thank you in advance for your co-operation.
- Staff
 - Berth Holders
 - To-Let Boats
 - Motor Homes
 - Contractors
 - Berth Holder Visitors
- Life jackets should be worn whilst on the pontoons and on vessels at all times. Children under the age of 16 must wear a life jacket at all times on the pontoons.
 - Appropriate footwear should be worn whilst on the pontoons to prevent slips. Heels are not permitted at any time.
 - Music and noise is to be at acceptable levels, and no noise is permitted after 8pm.

- Working on your vessel is not permitted within any of our docks and must be done on hardstanding at Bluepoint Marine Services.
- If you wish to sell your vessel or transfer your contract to another name, there are several steps you must follow. Please read our handy guide online: liverpoolmarina.com/post/selling-your-vessel
- All payments must be made in advance on the 1st of each month by direct debit or standing order. Late payment reminders are charged at £20 each. After three months your account will be passed to a debt collection agency. Please do let us know if you are struggling to keep up with your payments so we can help.
- The lock operates a 'No Jacket, No Passage' policy. All crew members must be wearing a life jacket whilst navigating in and out of the lock.
- Please do not force close or open the access gates. Applying force causes the gates to malfunction and they will have to remain open until an engineer can come on-site which jeopardises the security of the marina. Please be patient and allow them to open in their own time.
- Please do not log faults or issues in passing, or on Facebook. We will always do what we can within reason to resolve any issues in a timely manner, but we cannot do so if we are unaware of them. Please log all issues via the online reporting system on our website: www.liverpoolmarina.com/contact-us



CAMPERVAN / RV PARKING

As well as offering a full service marina with a range of facilities, services & amenities, we also have a 12 bay campervan / RV parking facility.

There are 12 available bays for larger vehicles / campervans between 6.5m - 7.5m within the marina's inner carpark which is on the far right hand side as you enter the marina car park. The RV Parking is a self service facility. Please book your space using our easy booking system on our website: www.liverpoolmarina.com/rvparking All spaces must be pre-booked online. Prices vary due to demand based algorithm and range between £25 - £60 per night.

Please note, because the carpark is a self-service customer managed facility, the bar & restaurant staff are not affiliated with the carpark and will be unable to service any queries. The marina is a 24/7 operation and will be happy to answer any questions you may have. We hope you have an enjoyable stay and enjoy the array of entertainment and culture Liverpool has to offer.

www.liverpoolmarina.com/rvparking to book your bay now.

FAULTS / ISSUES

We take great pride in the facilities available at Liverpool Marina. However, the marina is over 40 years old and naturally, there will be issues and faults which arise along the way. We are lucky to have a team of knowledgeable and caring experts to hand for when issues do arise, from snapped pontoon joints, broken planks or a blocked loo!

We have designed our own in-house maintenance app which the team use to conduct daily, weekly, monthly and bi annual checks to ensure the safety of our berth holders is paramount. We also have third party health & safety audits every three months and a quality audit every 12 months. In addition, we are now members of TYHA and the Global Marina Institutes prestigious Gold Anchor programme where mystery shops on our customer service and facilities on site are not uncommon.

However, if you do find an issue, please report it online to allow it to be filtered through to the correct team and retain an online log of all faults.

You can log a fault online at liverpoolmarina.com/maintenance

Our offices are open 24/7, so for any immediate emergencies, please speak to one of our friendly on site team members who will be happy to help. If they are on pontoon patrols and the office is closed, you can call the night operatives mobile on 07928 482 308.

TERMS & CONDITIONS



Scan to read

EMERGENCY/KEY CONTACTS

- **Chloe Baker, Managing Director**
07711 959 222
or email chloe@liverpoolmarina.com
for in-hour emergencies
- **Operatives – 07928 482 308**
- **Merseyside Fire & Rescue**
0151 296 4000
- **Marine Fire One Coast Guard**
0151 296 4000
- **Bluepoint Marine Services Boat Yard**
0151 708 2857
- **Doctors**
6 David Lewis Street, L1 4AP
0151 247 6500
- **Hospital (The Royal)**
Prescott Street L7 8XP
0151 706 2000
- **Emergency Services 999**
- **Pharmacy**
0151 295 9261
- **Taxi - A free taxi phone is provided in the marina foyer next to the QuayOsk**
- **The Lock CH37**
0151 640 0947
- **The Anchor**
0151 707 6888



LIVERPOOL
MARINA 

LIVERPOOL MARINA, COBURG WHARF, LIVERPOOL L3 4BP

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Google
Reviews ★★★★★