

ALL ABOARD



LIVERPOOL MARINA MAGAZINE

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NOVEMBER 2020

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EDITOR'S NOTE

CHLOE BAKER

Over the past three years, we as a small team have been working hard to remedy areas of the marina which in the past have been overlooked. These works are ongoing and will continue to be so until we can fulfil our ambitions to refurbish the marina entirely. Within these features, we will take you on the journey and keep you updated on the current and future projects in our scope.

As you may know, due to Covid-19, a number of structural changes were made to the marina team which has impacted the way in which we operate. These changes have been largely positive, but, like any change, has caused some teething issues along the way. These teething issues are a key focus for us to iron out. We will be addressing them and the improvements we make to them within these features.

We are consistently striving to improve the service to our berth holders and our facilities.

I hope that this magazine will help take you all behind the scenes and welcome you into the works which are ongoing, upcoming projects and some helpful hints & tips along the way.

Chloe Baker
Managing Director
Harbourside Marina Ltd

RECENT ISSUES ADDRESSED

By *Chloe Baker*
Chloe@yachtclubliverpool.com



A number of issues have come to light in recent weeks which we would like to address.

1. **Generally** Complaints, malfunctions, omissions, or other problems reported via the website

www.liverpoolmarina.com come straight to Director's personal mobiles. Whenever possible they will be dealt with immediately and the time and action taken will be recorded.

2. **Security**

There have been a few security incidents in recent months which give rise to concern and have been investigated. .

The Entrance Gates:

The motors to the security gates at the entrance to Brunswick & Coburg have both had electrical fault issues which, despite the input of several contractors, took longer to resolve than expected. Padlocks and chains were fitted whilst they were out of action and a new motors have now been installed.

Please note:

(1) The most common cause of the faults which occur to the gates is impatient users trying to force them open manually. To prevent damage to the motors it is important that, having swiped the card, users wait for the opening cycle to kick in and then for it to complete.

(2) Whilst a level of security is provided by the swipe card access to both the entrance and the pontoon gangway gates; the CCTV and our own staff during normal working hours,



it would not be enough to prevent or deter unauthorised personnel gaining access. It is important that that berth holders ensure that the gates close behind them and that they are vigilant about ensuring that strangers do not slip in at the same time. If in doubt, question the person following you in. Our legitimate berth holders should be reassured by the false alarms these interrogations will inevitably give rise.

Visitor Identification

Because of the range of users the marina is now experiencing, including the overnight visitors, in the interests of security and to enable the category of visitor to be identified, the wearing of coloured lanyards has recently been introduced which we would ask berth holders to adopt and wear at all times when on marina premises. The colour code system is as follows:

Blue – staff

Yellow – Berth holders

Green – Approved contractors

Black – Berth holder guests

Orange – Motor home visitors

Red – Air B&B / overnight stay-aboard visitors.

There should be no one on the pontoons without a lanyard. Anyone you see not wearing one, who you don't recognise, should be questioned in the first instance or their presence reported to us immediately via the contact form on the website www.liverpoolmarina.com/complaints. You can also text or whatsapp me on 07711959222.



3. Out-of – Hours Emergencies

Our operating hours are now 9-5pm Monday – Friday and we are closed at the weekends. An out of hours emergency maintenance and security service (NWMS Facilities Management) has been put in place to deal with any incidents which may occur outside of those hours. We have a guaranteed response time of not more than 2 hrs for any incident which arises and is unequivocally either:

- 1) A risk to safety, or
- 2) A risk to trade

The contact number is **07944860936** and should be called out of office hours for all emergency maintenance works and any security issues. You can also email them to liverpoolmarina@nwms-ltd.co.uk Non emergency issues should be reported in the usual way via the website by clicking down on the 'Contact Us' tab.

- Maintenance
- Complaints
- Requests
- Feedback

For anything which is deemed to be a risk to life, please dial 999.

4. Improvements

Although it is not always recognised, over the last 3 years a considerable effort has been made to improve and upgrade the facilities and berth holder experience at Liverpool Marina which had been neglected for too long and these efforts are ongoing.

To date they include:

- The new shower facilities
- The new laundry facilities
- Installation of vending machine and 24/7 access to electricity cards
- pontoons: Replacement of over 1.5 miles of planking
- Refurbishment of reception office
- Reorganisation of Coburg Yard and waste disposal facilities
- Website redeveloped to allow for all services to be booked and prepaid for
- On-line reporting and director feedback for any immediate issues to be dealt with swiftly, with recorded response time.
- Refurb of the bar & restaurant following Alfie's takeover
- Professional training for all staff members including First Aid, Fire & Water Rescue & VHF Radio.

5. Lock Gate Closure

As many of you will have heard, CRT is proposing to undertake periodic maintenance work on the lock gates in the early new year. A number of dates have been bandied about and have appeared on their web site and have changed as a result of discussions we have had with them in an endeavour to reduce the timescale. Whilst these are still ongoing the closure dates have been reduced from nearly 3m to approx 7 weeks from 18th January to 8th April and the discussions are still ongoing. If boat owners wishing to remove their vessels because of this closure advise us in writing as soon as possible and at the latest by 30th November we are prepared to cancel their contracts without any penalty with effect from 7th January or the nearest date to the 7th when a lock is available.

5. Dredging

Our consultants have now completed the necessary investigative works to enable an application to be lodged with the MMO for a dredging licence which will enable us to discharge the accumulated silt from Brunswick back into the river. The intention is to kick start this process with a major dredge of 14,000 tons in the first instance which should take the water depth to not less than 3m throughout and for it to be an ongoing process thereafter continually increasing the depth by exporting considerably more silt than the rate of accretion. The lock gate closure is an ill wind, as they say but, subject to the Licence and CRT's co-operation, it does provide us with an ideal opportunity to get on with this work with minimum additional disruption to our sailors.

9. Bar & Restaurant

Over the last two years, we have been searching for a new operator to lease out the bar & restaurant function. One of our new partners Alfie (Bubbles) McCaughran is an experienced bar operator and the other, Bernie Stapleton has a particularly impressive track record of running F&B outlets. Despite the current Covid restrictions our new partners are enthusiastic about the potential the marina offers and determined to give it their best shot. 'Alfies Bar & Grill on the Dock' will offer a full bar & grill menu and carvery with sports & live acts. We are thrilled to have such experienced operators take on this part of the business and we should all give them the support they deserve to have the courage to take on this venture in such difficult times.

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MARINA PROJECTS

By David Beard

Storage

Our Terms and Conditions make it quite clear that storing anything on the pontoons is strictly forbidden and this issue was highlighted again in a recent Health & Safety Survey. We are very reluctant to apply the sanctions provided in the T's and C's but will be forced to do so if berth holders refuse to comply. It is understandable that many of our 'long stay' customers on canal boats seem to be the main culprits and we would remind them that we are not a dedicated live-aboard marina and have no facilities for the storage of domestic paraphernalia which must be kept on board of their vessel not on the pontoons, even when in boxes designed for that purpose. A period of grace will be granted until 29th November to allow plenty of time for those berth holders who are affected to make other arrangements but, after that date all items left on the pontoons will be removed by our staff and the penalties provided in our T's and C's rigidly applied. Initially this will not apply to plant containers on the Coburg pontoons which we are looking at separately. If there is sufficient demand we would be prepared to try to allocate space either in the boat yard or Coburg service yard and to provide suitable containers which will be secure, and look organised and aesthetically pleasing. If anyone is interested could they please simply email david@liverpoolmarina.com either with a rough indication of the amount of space they may require; the space required for a given number of storage boxes of a specified size or details of the items involved and he will collate those enquiries and look for a suitable solution.



The pontoons

Upgrading, repair and replacement of damaged and older pontoons continues. From the 6th October we have been replacing a considerable number of the blocks and chains in both docks. Initially we had hoped this project would take 6 - 8 weeks but we are now extending the work to last up until December. The work will be carefully programmed so that we are able to forewarn boat owners when it will be necessary to move their vessels temporarily. We apologise for any inconvenience this may cause but it is obviously of vital importance that the work is completed as soon as possible to protect the infrastructure from possible winter gale damage which as we know is likely to cause even greater inconvenience. Work on the Brunswick landing pontoon will take place early on in the programme. It is hoped that the work can be completed in a single day, but it will involve access via the pontoon gangway being whilst the works are being carried out. Discussions are currently in hand with designers and pontoon suppliers to reconfigure and renew the existing pontoon infrastructure in a format which will better suit the current demand profile and different categories of users.

"WE ARE LOOKING AT THE INSTALLATION OF A PEDESTRIAN BRIDGE FROM THE BACK OF THE RESTAURANT TO BRUNSWICK QUAY..."

Amongst the key elements to this proposal we are looking at the installation of a pedestrian bridge from the back of the restaurant to Brunswick Quay which will reduce the walk round to Sefton Street dramatically and open up the east side of the docks for more berthing. However, one of the consequences of having a bridge will be that masted craft will no longer have access to the Coburg Dock, which effectively accelerates a trend which is already occurring where most of the canal boats are concentrated there.

It would also seem to be a sensible longer term policy to separate the canal boats from other vessels in recognition of the different character of use and the issues of incompatibility which give rise to conflicts between those uses – wood burning stoves being just one of them!

If the bridge happens it is unlikely to be earlier than next 18m to 2 years. In the meantime we are looking at ways in which we can get better use out of our existing berthing which will involve some vessels being required to move to more berths of a more suitable size. We will of course endeavour to accommodate affected berth holders individual requirements wherever possible.

The upgrade and redecorating of gents wc's including new taps to wash basins and the installation of individual urinals is currently ongoing and we hope to have this project completed by the new year.

The division of the gents changing area and former laundry area is in scope with the idea to provide berth holders with a new post and locker room with external access.

*Written by David Beard
david@liverpoolmarina.com*



MARKET PLACE



swap



sell



buy



share



The place to list anything you no longer want or need.

Please email chloe@yachtclubliverpool.com to feature your items in the next issue.



After the sad demise of our boat Sea Champion after 25 years of ownership we are looking for a replacement vessel.

Please contact me if you have any of the following boats for sale either now or within the next few months: Beneteau, Jeanneau, Bavaria, or similar, aged from 2000 onwards and between 30 and 33 feet in length.

paulwilliams153@btinternet.com or
07849239713



6 Man Ocean Life Raft for sale £150. No longer required, service was due in 2018.

Also a stainless cradle available for £40.

Please contact:

jamesalbertlovet@gmail.com



Due to the takeover of the bar & restaurant, there is plenty of furniture and decorative items which need to go! Including crockery & glass wear, sofas, tables, chairs & decorative items.

Please contact:

Chloe@yachtclubliverpool.com
07711959222

REMEMBERING GARY EVES

*Written by friend Michael McAteer,
Blue Pearl*



In Memory of Gary

"A giant of a man in a small package; who was Gary as he was a very private person..."

He was all about balance in nature and life. He worked in America with under-privileged young adults doing out-of-bounds courses as a team leader for many years. The work stayed with him and took him through to Spain and Italy where he also worked on building maintenance doing his beloved mosaic tiling which came from his love of art and history.

Gary often seemed more at home with animals. Once, we were walking down the road and he stopped to pick up a snail and put it out of harms way. Another time he turned my dingy into a duck sanctuary! This is how Gary would like to be remembered; as he had no fear and wouldn't give up.

He had many battles; like keeping Broad Green A+E open and other similar things. He suffered with the worst kind of skin disorders which would keep him in hospital for 6 or 8 weeks at a time and yet never complained.

In 2015 he had a bad mountain bike accident smashing his shoulders and had the joints replaced. He was told by the doctors he would never work again, but he proved them wrong and eventually returned to work. He didn't know how to give up. I know some thought he may have taken his own life but that is not the Gary I knew - he was at peace. I believe he blacked out before going in and didn't suffer).

A true pearl amongst swine; I know for his time here at the yacht club, Gary (or Mary affectionately known by some of the residents) he was very happy. It was his place of peace and tranquillity and he had a real sense of belonging. He is with mum and dad now.



Gary Eves
31/03/1969 - 07/10/2020

PONTOON SAFETY

HOW TO KEEP YOURSELF AND FELLOW BERTH HOLDERS SAFE WHILST ON THE PONTOONS.

"Hi to all readers of the new Marina Magazine!

My name is Les and you will see me around the marina. Some of you I have already met and some I have not yet had the pleasure, but please feel free to introduce yourself at any time.

As a chartered member of the institute of Health & Safety the marina management team have bought me on board to assist with the health & safety and project works which are constantly ongoing here with the aim of ensuring we are consistently improving our standards and raising the bar.

These are strange times we are living through what with lockdowns; who can visit who and the rest of stage three, the clocks going back on Sunday the 25th of October, so darker nights and winter is on the way.

With colder weather comes slippery pontoons and greater care should be taken.

"REMEMBERING WHERE THE NEAREST ESCAPE LADDER IS TO YOUR VESSEL IS VITAL."

As the temperature drops and frost and snow appear on the pontoons you will find buckets of rock salt distributed around the marina to be spread on the pontoons. As you know the office is closed over the weekends, and although we will be distributing the rock salt on the mornings and evenings, please help us and each other by using these facilities when we are not available to do so on your behalf.

There is of course the thought that Christmas is also on the way, a time for celebration and good cheer, meeting friends and family parties. (if this is allowed) Parties and family gatherings should be enjoyed and no doubt alcohol will be partaken of, but please remember to enjoy yourself in a responsible manner.

Falling off your boat or from a pontoon into cold water whilst under the influence,

with the air temperature cold as well, can cause a person to become hyperthermic very quickly and of course this could and does often result in death.

In the event that someone does fall in, remember to warm them up naturally, take off wet clothes, dry completely put on dry clothes; warm drinks, sit near radiators, do not shower or bathe as this can be dangerous.

Remembering where the nearest escape ladder is to your vessel is vital.

The other cause of falls is leaving trailing cables and hoses across the pontoons. We kindly ask in the interest of the safety of everyone, when you have finished using a hose or a power cable, please put it away.

Remember, the marina is a community, so let's look after each other and stay safe.

Look forward to meeting you soon."

Written by Les Heather

NOTICE BOARD

LANYARDS

In light of recent security breaches, we have implemented a lanyard policy which requires, in the interest of all berth holders, all approved pontoon access goers to be wearing a coloured lanyard.

You can pick your lanyard up from Craig in 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
-  Party Boats
-  Motor Homes
-  Contractors
-  Berth Holder Visitors



ROCK SALT

As we expect the temperatures to continue to drop, inevitably the pontoons will become icy and slippery. As well as our team dispensing rock salt on the mornings and evenings, we will be providing buckets of rock salt along the pontoons in order for you to top up where needed. A big shout out to Jimmy for this excellent suggestion!



EMERGENCY WHISTLES

As we come into winter and the evenings become darker earlier, your safety whilst navigating the pontoons is our priority.

We are now providing all berth holders with free emergency whistles which can be attached to your lanyard which should hold your access card.

Please take advantage of this provision and use the lanyard system we have in place accordingly.

Please collect yours from the bowl at the front desk.

EMERGENCY NUMBER

In order to tackle the maintenance and security issues which occur out of business hours, we have introduced a facilities management company 'NWMS'. Please refrain from posting on social media when issues arise before reporting to NWMS as this will only delay the response time. If you have concerns surrounding the security at the marina or spot maintenance defaults which are a risk to trade or a risk to safety, please contact Chris from NWMS on 07944860936.

CONTRACTS & PAYMENTS

As Covid-19 took over at the end of March, we were faced with some operational obstacles which are now, thankfully, coming to a close.

Due to the reduction of staff and remote working, we upgraded our accounts software to make for a more automated accounting process.

We also streamlined our customer management system to reduce the work involved in checking vessels in and out of the marina.

What these changes did bring to light however, is that some Berth Holders do not seem to retain the contract or our terms & conditions which we recognise can cause frustrations.

Please be aware that in line with our terms & conditions, we require one months written notice should you wish to cancel your contract. This applies even if your current contract is due to end as your contract will automatically renew if we have not received notice.

If you pay monthly, your invoices will automatically be generated, and reminders and late payment fees will continue until the balance is settled. After three months, debtors are then passed to our legal team and all services and access cards are cancelled.

Please contact the office during working hours if you would like a copy of your contract. Our terms & conditions can be viewed online: www.liverpoolmarina.com/terms-conditions

Please always let us know if you are having difficulties making payments. We will always work with you where we can.

FESTIVE SEASON

Despite the ongoing Covid restrictions, we know nothing will stop most from enjoying yourselves with friends and family. We would like to take the opportunity to remind you however that navigating the pontoons in the dark, especially when they may be icy, is dangerous even without a mulled wine! Please take extra care and be vigilant with each other during the festive season to ensure everyone's safety whilst on the marina.

CASH PAYMENTS

Please note, we do not accept cash or cheque payments under any circumstances. All services can be paid for online via secure payment services or PayPal. If you need to pay an invoice over the counter, you must do so using a credit or debit card. Please remember to ask for receipt of payment.



David Owen from DPS Technical answers some your questions regarding the recent access gate issues. David works with NWMS on our electric gate maintenance.

1) WHY DO THE GATES KEEP BREAKING DOWN?

"The gates are 8-10 years old and are in constant use. Seals perish and parts wear and create some intermittent issues. We are currently working with the site owners to upgrade and repair the individual systems as will be noted with the replacement arm at Brunswick Dock."

2) WHAT HAPPENS IF SOMEONE FORCES THE GATES OPEN OR CLOSED?

"This should never be done unless in an absolute emergency. A clear set of instructions to all berth holders has been provided for use in the event of an emergency which involves calling NWMS. Forcing the gates open or closed will cause the motor to break."

3) WHY DO OUR ACCESS CARDS SOMETIMES NOT WORK?

"Access permissions may be restricted by the office subject to administrative requirements (late payers for example). The controllers battery back up are being replaced in the coming weeks. in the event this is due to power failure we are discussing a remotely monitored system so we are aware of issues as they happen and respond to them in an efficient manner. Your access. cards can sometimes break if they have been left near a mobile phone or electronic device, just as hotel keys sometimes malfunction in the same way."

4) WHAT DO WE DO IF THE GATE BREAKS WHEN NOBODY IS IN THE OFFICE?

"If the gates malfunction out of office hours or over the weekend, please call NWMS on 07944860936. They have been bought on board to respond to issues such as this within two hours, depending on the severity. "



ELSAN BLUE

Did you know:

Using Elsan Blue helps eliminate embarrassing odours from your waste tank, turns urine white and helps keep your tank smelling fresher for longer? Pour 1/2 a pint down the loo after a pump out and flush it through for a fresh smelling w.c!
You can now buy 4L Elsan Blue from the office for £18.99 or from any online retailer.



HOW TO: WINTER-PROOF YOUR VESSEL

Written by Andy Farrell

Andy from Blue Point Marine Services gives some helpful tips and tricks to winter proofing your vessel.

1. ANODES & SKIN FITTINGS

Before laying up for winter it is essential to check that your anodes are in good condition, are working properly and have plenty of capacity left. It is also worth checking all your skin fittings, seacocks etc. for any signs of electrolysis that may appear as Green tinges or “pink” metals or even a white fur. Our salvage operations are always busier in winter months recovering vessels that have succumb to water ingress often through electrolysis. It is also worth noting that during the winter months snow and ice can change the characteristics of your vessel’s water line as they are not able to freely drain away like rainwater. We have recovered several vessels that have holes above the normal water line usually from removed sink or cockpit drains which then become submerged when the vessel mass increases due to the added load of snow/ice. It is worth checking all your fittings!! Any doubts ask us at Bluepoint and we would be happy to come and take a look at your boat to discuss any possible issues.

2. ENGINES & HEATING SYSTEMS

The cold winter months can lead to engines becoming damaged if there is not the correct levels of antifreeze in their cooling systems. Similarly heating systems on barges can also become damaged so it may be worth looking at a winter drain down. We can organize this for you and check the glycol amount in your systems as well as a full winterization of all types of engines. If you are not using your boat and are also without a modern battery management system then chances are your



battery life will also be depleted and when you come to start her you may well be greeted with a flat battery. A common mistake is people using car battery chargers which can cause considerable damage via electrolysis as they are not designed for the marine environment and put out stray current! Please come and speak to us about a range of Marine systems that we can supply or fit if required.

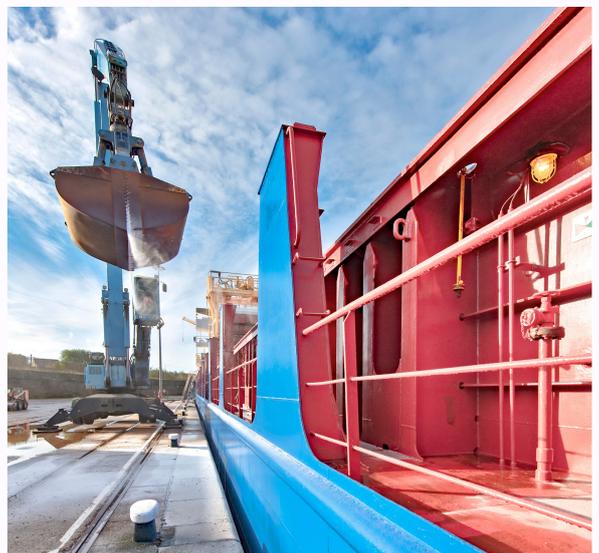
3. NEGLECT

Closing your boat for winter without ensuring adequate dehumidification / heating can cause a myriad of issues if you are not planning to visit your boat regularly. Neglect is one of the most damaging and common mistreatment of vessels that come through our yard! Bearings seized, flat batteries, mold and mildew, water damage the list is endless and often expensive. If you would like us to keep an eye on your boat and keep it cleaned and fettled during lay up months we would happily provide the service! Our on site Chandlery at the Boatyard can supply you with a range of items at good prices to allow you to locally source all of your boating related items.

4. USE IT OR LOSE IT!

Following a shortened season due the Pandemic why not extend your boating activities by using the now excellent weather forecasting data available. If you are berthed here at Liverpool Marina you have the added benefit of not only one of the most sheltered marinas in the UK for winter but also the River Mersey is a sheltered cruising ground that offers excellent sailing and boating opportunities all year round. Just look at the Liverpool Yacht Club who have far more competitors in winter months than in the Summer! Do not lock your boat up for winter but use it instead! In addition, and on a personal note I have had my own boat in various locations this summer. I had forgotten about losing sleep when your boat is on a mooring or at Holyhead and its blowing NE or in most other Marinas that have tidal surges and lack of the protection the coxks here offer with their surrounding walls and tall buildings.

See you on the water!



*Written by Andrew Farrell
Blue Point Marine Services Ltd*



SHOW AND TELL

Steffi & Chris - Merlin

Steffi & Chris purchased Merlin, their wide-beamed barge & decided to moor at Liverpool Marina, to have the best of both worlds - city centre living with a country-feel: we have no boat or sailing background, just imagination, a sense of fun & childlike wonder for the unknown - we knew it would work. We went with a Collingwood, designed from scratch - sail-away with extras (Chris having the skills to build the interior) - they were brilliant! Delivered 3 months earlier than planned & they gave us so much advice & direction - it's

what not to do that's important!

Moving on in January, waking to the sounds of swans, duck & moor-hens, watching the cormorants swoop in & a heron bed down for the night - magical! We feel privileged to be here & try to be careful with our surroundings - we are happy to listen, share & help those around us, are more aware of what we use & try not to waste anything.

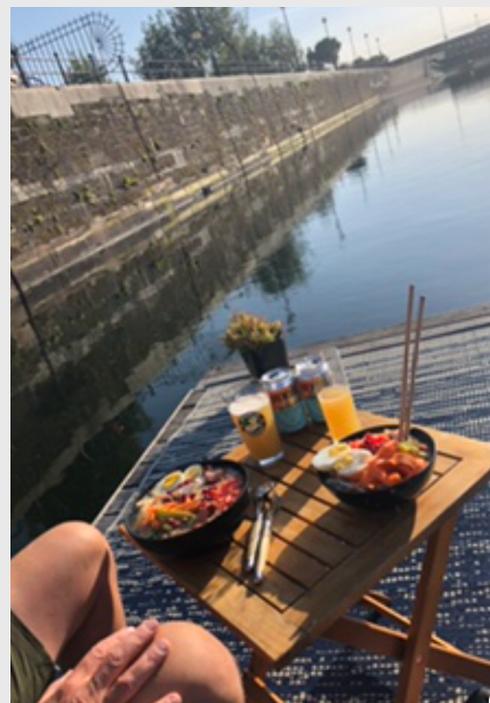
The Marina community is fun, Alfie's on the Dock bar & grill is a regular haunt plus there is a lot of knowledge floating round & skill-swapping is the norm; the sense of belonging is palpable & in 2020, having such a high quality life at our fingertips is to be cherished - not everyone is so lucky.

Steffi designed the interior too & knew exactly what would suit - somewhere open, bright, calm & welcoming with lots storage - a contemporary feel rather than the more typical wood surround. The lounge, as the main living area, is very large (over 30 foot) & incorporates the mudroom/pantry, kitchen, dining & lounging areas & office. Favourite area would have to be the mudroom/pantry, it absolutely works, keeping everything we use daily to hand but out of sight. We have 2 covered terraces (front & back) both with storage & seating, great for spring/summer/autumn evenings, & decided on 2 bedrooms & a shower room as this fits best with our needs & again, storage is everything - having your belongings stowed away is important on a boat - dust & soot (from the fire) seem to be more apparent, so keeping each area tidy is a must for us (robot vacuum/ mop help)

The inspiration was Steffi's Victorian flat: they knew what was important those Victorians - large living area, heating & a communion with nature. As for any future updates/plans - that would be telling!

We would recommend the lifestyle & the Marina, our first year has brought us closer to the natural world & we have connected with people we otherwise would never have met!"

written by Steffi & Chris - Merlin



GET IN TOUCH



A big thank you to all those that contributed to this months Marina Magazine. If you would like to be featured or have something you would like to share with us, please get in touch to be featured in the upcoming editions.

You can share with us:

- Feedback
- Tips & Tricks
- Renovation Projects
- Items to sell, share or swap
- Improvement ideas
- Show & tell

LIVERPOOL
MARINA

please email
chloe@yachtclubliverpool.com with your
content & images.

Thank you!
Chloe Baker & team

Alfie's ON THE DOCK

NOW AT



THE YACHT CLUB

sky **SPORTS**

BT Sport