



## **Updated Information – Office Safety Procedures**

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### **Greetings from The Marina at Dana Point!**

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Due to recent state guidelines and to keep our staff safe, we have implemented new office procedures effective immediately. As always, our office is open, and our team is available to assist you. Normally it would be our great pleasure to see you and serve you in person. However, during this time, we will be conducting as much business as possible as touchless as possible.

With that, any business that can be done over the phone or electronically will be done so. This includes the following:

- Slip or other payments can be made over the phone using a credit card. Paper checks can be mailed or dropped in the mail slot outside the office door.
- Work order requests can be made over the phone or via email.
- Parking issues including RFID tag troubleshooting and guest pass guidance can be done over the phone or via email.
- Slip License Agreements can be done through email via DocuSign and payments for slips and/or slip transfers can be processed over the phone.
- Waitlist applications, status checks and/or deposit payments can all be done over the phone and/or via email.
- Customer concerns, complaints and feedback can be taken over the phone or via email.

Need to get in touch with someone on our team but don't have their email address? Please click [HERE](#) for a staff directory and contact information.

Although almost all business can be done over the phone, through email or with a combination or both, we understand that there are some things requiring in-person service such as key and access card purchases, issue of parking RFID tags and delivery of holiday goodies. If an in-person visit is essential, please feel free to come to the marina office. Our office door is locked, but we are inside and available to assist you. Need to come inside the office? Ring the doorbell for assistance (located to the left of the office door) and one of our friendly staff will assist you. Please be advised of the following:

- We are limiting the number of customers permitted in the office to ONE (1) at a time.
- All customer transactions will take place on the first floor. Customers are not permitted upstairs for any reason.
- Customers will be assisted on a first come, first serve basis. Any customers requiring service will be asked to wait in a distanced line outside the office until we are available to assist you.
- Any business that can be done over the phone or electronically will not be permitted inside the office.
- A facemask is **REQUIRED** while engaging with marina staff and/or waiting in line outside the marina office.
- Only one person will be permitted into the marina office...others in your party will be asked to wait outside.

**WE APPRECIATE YOUR COOPERATION**

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## Frequently Requested Services and How Best for us to assist you:

### Need to make a payment?

Call with a credit card (949) 496-6137.

Drop checks made payable to Dana Point Harbor Partners, LLC in the mail slot located outside on the wall to the left of the office door.

**\*\*Credit Card or ACH Autopay is available for an easy touchless solution\*\***

Give us a call or send an email to get setup on monthly autopay.

### Need a Parking Access RFID Tag?

Be sure to have your vehicle registration and driver's license, come by the office anytime daily between 8 AM to 5 PM then ring the doorbell for assistance.

### Need to Request Dock Repair or other type of Work Order?

Call (949) 496-6137 to report the issue and we will put in a Work Order right away.

Email is always available if preferred: [KRinderknecht@themarinaatdanapoint.com](mailto:KRinderknecht@themarinaatdanapoint.com)

### Need to pick up keys, Cards or Parking Access?

Come to the marina office and ring the doorbell for assistance.

### Inquiries for boat slip availability and those looking to get on the slip waitlist:

Please call the marina office at (949) 496-6137. We are happy to go over availability, rates and wait times with you over the phone. Our waitlist application process does not require in-person visit and can be done 100% electronically.

Guest Slip Reservations can be made [HERE](#)

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Dana Point Harbor remains open with restaurants offering takeout and retail open and adhering to all state guidelines. Holiday lights are on nightly.



Take care. Stay safe. Enjoy the holiday season!

Please feel free to contact me direct via [EMAIL](#) should you have questions, concerns or feedback. I always enjoy hearing from you.

Cheers & Happy Boating!

*Kelly Rinderknecht*

## **Holiday Hours**

Our regular office hours will be slightly modified for the holidays to allow our employees to enjoy time with their families. Please note the following changes:

Wednesday, December 23, 2020 – **8 AM to 12 PM**

Thursday, December 24, 2020 – **8 AM to 12 PM**

Friday, December 25, 2020 – **CLOSED**

Thursday, December 31, 2020 – **8 AM to 12 PM**

Friday, January 1, 2021 - **CLOSED**

**Our normal office/maintenance hours are 8 AM to 5 PM daily except for the above.**

**We wish you and your family a safe and happy holiday season.**

The Marina at Dana Point | 34555 Casitas Pl, Dana Point, CA 92629

Sent by krinderknecht@themarinaatdanapoint.com powered by

