

March 2019

Calshot Activities Centre – Boat Storage Facility

Q: Who does this apply to?

A: Anyone who currently stores a boat / craft at Calshot Activities Centre (also applies to all new applications)

Q: Boat Insurance – what is required?

A: Everyone who stores their boat at Calshot Activities Centre is required to confirm they hold the necessary level of insurance (see Calshot Marine Rule 2).

Q: What if I don't have boat insurance?

A: Calshot Marine Rule 2 requires all boat storage owners to have adequate insurance and you will be required to confirm that this is in place.

Q: Where can I find the current Calshot site and marine rules?

A: Links to the current Calshot site and marine rules can be found below

[Calshot site rules](#) [Calshot marine rules](#)

Q: Can I access the Creekside slipway and the Pontoon?

A: Boat storage customers will be provided with Creekside slipway gate and pontoon access codes once annual storage fees are paid (except Beach Rate and Band Q rate customers). You are reminded that these codes should not be disclosed to others to minimise misuse by others.

Q: What is the Beach rate?

A: The beach rate has been introduced for small tenders / dinghies up to 3.0 m LOA that are stored without a trailer in our designated beach area. These craft can be launched from the shore and do not require access to the Creekside slipway gate or pontoon. Annual car parking is not included with the beach rate.

Q: What is Band Q rate?

A: Band Q rate applies to members of the Calshot Catamaran Club who store a catamaran max 2.5m beam and 5.49m LOA. Band Q customers will receive the code to the eastern slipway gate once annual storage fees are paid. Customers are reminded not to disclose the code to minimise misuse by others.

Q: Where should I store my boat on site?

A: You will be allocated a designated storage bay. Please do not leave your craft in any other bay. Marine rule 12 will apply to boats stored incorrectly. If you are unable to return your boat to your allocated bay, please ensure you advise Reception / Security / Duty Manager whilst you are still on site.

Q: Where should I park my car?

A: Cars should be parked in designated car parking areas. Please do not park in boat storage bays or between rows of boats.

Q: Do I have to pay for parking through the Automatic Number Plate Recognition (ANPR) system?

A: No, your 2019-20 boat storage fee will include parking for one car on site at any one time unless you fall into the 'Beach Rate' category.

Q: I store more than one craft at Calshot, if parking fees are included in the overall boat storage fees, will I be paying twice for parking?

A: We will let you know how to renew your fees in our personal communication to you.

Q: Last year I could include two car registrations on one annual parking pass. Can I do that this year?

A: Yes, you can include two cars with your boat storage application. Only one car can be on site at any one time. If you want two cars on site at the same time you will need to pay additional parking fees

Q: Where are the ANPR barriers?

A: There are entry / exit barriers at the main entrance to the site. In addition, there are entry / exit barriers limiting access to the main slipway to fee paying customers only.

Q: How will the ANPR system know I have paid my parking fee within my boat storage fee?

A: We will ensure your car registration details are added to the ANPR system once you have paid your 2019-20 fees. Please allow three working days for us to update our systems. This will enable you to enter / exit the site without additional (non-refundable) charge.

Q: How will I be able to access the main slipway?

A: Once you have paid your 2019-20 boat storage fees we will add your car registration details to the ANPR system. Please allow three working days for us to update our systems. This will enable you to enter / exit the main slipway area without additional (non-refundable) charge.

Q: I regularly have two cars on site at the same time, do I need to buy a second annual parking pass?

A: You may decide to purchase a second annual parking pass via our online system if you frequently have two cars on site at the same time. Parking charges can be found on our website www.calshot.com

Q: Where can I find out more information about the ANPR system?

A: More information can be found here [ANPR customer information](#)

Q: I am trying to pay for boat storage online and there is a pre requisite question about disclosing information. What does this mean?

A: The Centre works closely with the Hampshire County Council's Safeguarding team to ensure all our customers are sufficiently protected whilst under our care and supervision. Safeguarding and promoting the welfare of children is everyone's responsibility. Anyone visiting the site with an obligation to disclose information relating to safeguarding must do so. Thank you for your support in this important area. For a confidential discussion please contact the Centre and ask for the Business Support Manager.

Q: I am trying to renew my boat storage online, but the band rate appears to be incorrect?

A: We have determined the rate you need to pay based on the overall LOA of your craft. If you are disputing the LOA please contact the centre by emailing cacasupport@hants.gov.uk

Q: I have already removed my boat from Calshot Activities Centre and will not be returning.

A: Please confirm this by emailing cacasupport@hants.gov.uk

Q: My boat is on site now, but I will not be renewing from 1 April 2018

A: Please confirm this by emailing cacasupport@hants.gov.uk Please ensure you remove your boat from site on or before 31 March 2018. Calshot Marine Rule 14 applies to all unauthorised craft on site.

Q: I have a general question about my boat storage renewal – who should I contact?

A: Please email cacasupport@hants.gov.uk we aim to respond to enquiries within three working days