

February 2021

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 customers). You are reminded that these codes should not be disclosed to others 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 2021-22 boat storage fee includes site and launch nest access. Boat park members can have two vehicles registered, but only one vehicle can be on site at once unless you fall into the 'Beach Rate' category.

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. Site and launching area vehicle access is not included with the beach rate and should be purchased separately if required.

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

A: Once you have paid your 2021-22 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: 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: I regularly bring two vehicles to site at the same time, do I need to pay parking fees?

A: If you have registered two vehicles to your boat and both are on site at the same time, you will need to pay daily parking fees for the second vehicle to arrive on site. If you regularly have two vehicles on site at the same time you may wish to purchase an annual parking pass via our online system. Parking charges can be found on our website www.calshot.com

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 2021

A: Please confirm this by emailing cacasupport@hants.gov.uk Please ensure you remove your boat from site on or before 31 March 2021. 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