
Harbour Services

Policy number:	MS-HAR-001
Section:	Municipal services
Sub-section:	Harbours
Author:	Parks and Open Space
Authority:	Council
Effective date:	2011-05-30
Review by date:	<i>5 years from Council/CAO approval</i>
Last modified:	<i>Council/CAO approval date</i>

Policy statement

The Corporation of the Town of Oakville (town), through the Harbours section of the Parks and Open Space department, is committed to providing safe public use and enjoyment of its harbours while maintaining a clean, natural environment.

Purpose

The Harbours section shall ensure the operation and upkeep of the mooring slips it operates, together with related facilities and assets, are administered in a responsible fashion.

Scope

The Parks and Open Space department, through the Harbours section, provides harbour services which include, but are not limited to: issuing permits for mooring slips, launch and haul out; winter and summer storage of vessels as well as cradle and/or trailers; maintenance of municipally operated harbours and yards, and general oversight of all Town harbours that may be subject to a licensing or other agreement governing the use of the premises

References and related documents

Harbours By-law
Harbour Operations - Payment Procedure
Harbour Operations – Change or Transfer of Vessel Procedure

Harbour Operations – Payment and Refund

Procedure number: MS-HAR-001-001
Parent policy number: MS-HAR-001
Section: Municipal services
Sub-section: Harbours
Author(s): Parks and Open Space

Authority: CAO
Effective date: 2011-05-30
Review by date: *5 years from Council/CAO approval date*
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Purpose statement

The Parks and Open Space department, Harbours section, in its capacity as a harbours operator, has a responsibility to provide products and services to boaters for a fee, as approved annually through the town's rates and feesbook.

Scope

This procedure applies to all payments and refunds for harbour products and services within Bronte and Oakville Harbours, operated by the Town of Oakville (town).

Procedure

The framework for payments with respect to the provision of harbour products and services to customers is as follows:

Mooring slip and payment terms:

1. Mooring slip contracts are sent out in mid-December for the next fiscal year, and for the application to be considered, all contract submissions require a \$250 non-refundable deposit due January 15th, and balances for previous year services must be paid.
2. Once the mooring is assigned by the Harbour staff an invoice will be issued for the total contract less the \$250 non-refundable deposit. The balance of the payment is

due by March 15th and overdue accounts will be charged a late fee penalty each month, as prescribed in the town's annual rates and fees of 1.25% per month.

Boats will not be launched until full payment has been received.

3. Application for mooring slips must include an insurance certificate and boat registration, as well as proof of Oakville residency. Non-residents are required to pay a 10% surcharge.
4. Any new mooring slip applications will be subject to a non-refundable administration fee, as listed in the town's Rates and Fees, in addition to payment terms in clause 1 above.

Refund terms for approved mooring slips contracts:

Once moorings are allocated and paid for, fees may be refunded upon application provided space is relinquished and vacated, based on the following conditions:

- ~~1. Prior to March 1st – Customers will be entitled to a full refund of the mooring contract amount, less any non-refundable deposits or administration fees~~
 - ~~2. March 1st to March 31st – Customers will be entitled to a one-half refund of the mooring contract amount, less any non-refundable deposits or administration fees. If the contract is unpaid, an account adjustment will be made and an invoice will be issued for the balance of the contract.~~
 - ~~3. After March 31st – Customers will not be entitled to receive any refunds.~~
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1. Prior to and including April 30th – Customers will be entitled to a full refund of the mooring contract amount, less any non-refundable deposit, administration fee, infrastructure levy fee, and TOWARF fee + HST.
 2. After April 30th – Customers will be entitled to a full refund of the mooring contract amount, less any non-refundable deposit, administration fee, infrastructure levy fee, and TOWARF fee + HST, as well as a “Tenancy” fee (“Tenancy” fee is calculated on the number of days after April 30th until which time the slip is re-leased to a new customer. Tenancy fee (mooring rate x 1% x # of days leased + HST)).
 3. After April 30th, refunds will only apply to dockage that is released to a new customer. If the slip is not released, no refund will be issued.

Pro-rating of docking fees (on or after July 15th)

1. Pro-rating of docking fees will begin on July 15th of each year. At this time, the dock may be released at 40% off the original dock fee.
2. Each day thereafter, until September 15th, an additional 1% per day reduction will apply.
3. After September 15th, no new seasonal contracts will be entered into. Dockage will only be offered as transient dockage.
4. Pro-rated mooring fees do not include all other additional fees (i.e. infrastructure levy fee, trailer storage, etc.).

Haul out and storage fees payments:

1. Applications for haul outs and storage fees will be accepted by the Harbour office on or before September 15th, along with a \$250 non-refundable deposit. –Boats must show proof of insurance with the application. -Invoices for storage will follow less the non-refundable deposit.
2. Any outstanding balance on the account must be paid prior to haul out or storage.
3. No rRefunds will be issued for storage ~~are not allowed~~.
4. Any unpaid amounts for haul out or storage will be charged late fee penalty each month, -as prescribed in the town's annual rates and fees. of 1.25% per month.
5. Abandoned boats will be collected within the confines of the *Repair and Storage Liens Act*.

The Town will not perform the services of launching or hauling out boats until full payment has been received for all services. Boats left in the yard or in the water that have unpaid balances will be held until outstanding balances are paid in full. -NSF cheques will be subject to a n administrative fee, as prescribed in the town's annual rates and fees. \$40.00 ~~administrative fee and a~~ All efforts will be made to collect outstanding balances, including utilizing legal or collection agency services.

Payments will be accepted ~~by cash, cheque, credit card or debit card via mail, phone or in person at visit to the Harbour office~~ in accordance with the town's Cash Handling Procedures.

In the event of extreme financial circumstances, the Manager, Parks Operations, or designate, is authorized to negotiate alternative terms of payment, subject to no financial loss to the Town.

References and related documents

Harbours By-Law

Harbours Services Policy

Harbour Operations – Change or Transfer of Vessel Procedure

Repair and Storage Liens Act

Responsibilities

The Harbours Supervisor (or designate) shall be responsible for the administration of and ensuring compliance with this procedure.

Harbour Operations – Change or Transfer of Vessel Procedure

Procedure number:	MS-HAR-001-002
Parent policy number:	MS-HAR-001
Section:	Municipal services
Sub-section:	Harbours
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Authority:	CAO
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Purpose statement

The Parks and Open Space department, Harbours section, in its capacity as a harbours operator, has a responsibility to provide products and services for boaters, including the opportunity to transfer or change a vessel that has been issued a permit for a mooring slip.

Scope

This procedure applies to all transfers of vessel ownership or changes in type or size of vessel within the Harbours operated by the Town of Oakville (town).

Procedure

The following is the framework for changes in type or size of vessels and transfers of vessel ownership with respect to mooring slips. All changes and transfers will be subject to availability of slips and current slip application requests. All ownership transfers must comply with any Federal or Provincial statutes.

Terms:

1. Where there is a transfer of ownership of a vessel, there is no guarantee that the new owner may retain the permit issued for the existing mooring slip. An application

may be made to retain the permit, wherein the following information is required:

- a. Written direction from the original mooring slip permit holder authorizing the transfer in a form provided by the department, and
 - b. A new mooring slip contract must be completed by the new owner of the vessel, together with any required payments in accordance with the current fees. Pro-rating of fees in accordance with the Harbours Operations - Payment and Refund Procedure.
2. Retention of the mooring slip permit is determined based on current slip requests.
3. Mooring slips are reviewed and allocated yearly and, as such, there is no guarantee that the new owner of the vessel will be granted a slip for the following boating season.
4. Where an existing mooring slip permit holder has changed their vessel, (size and/or type) and desires to retain a mooring slip location, the following is required:
 - a. Written direction from the mooring slip permit holder outlining the change of vessel, including all required dimensions; and
 - b. Boaters may not substitute another vessel for the vessel originally accepted under the mooring contract without the written approval of the department.
5. A boater coming into a new season with a larger boat than previously moored will not automatically receive a mooring slip as all new requests will be subject to slip availability.
6. Where any change or transfer of a vessel is requested, the applicant must pay the administration fee in accordance with the Harbour Operations – Payment and Refund Procedure.

References and related documents

Harbours By-law
Harbour Services Policy
Harbour Operations – Payment and Refund Procedure

Responsibilities

The Harbours Supervisor (or designate) shall be responsible for the administration of and ensuring compliance with this procedure.