



## CUSTOMER'S GUIDE

*Welcome to the beautiful Tahoe Keys Marina.  
Please take your time and look through your  
handbook for important information.*

**A**ll reservations must be paid in full in advance to guarantee your slip; otherwise slips are subject to change and/or cancellation. The Marina cannot guarantee unless your account is paid in full. Otherwise, we can only accept requests and will try to accommodate you in the best way we can.

\* Please call prior to allowing someone else to use your boat or charge to your account.

### **Upon Arrival:**

\* Please have all current information on your boat ready: registration, name, make and size (this includes swim step and bow pulpit). This information can be found on your DMV registration.

\* Please give us your permanent mailing address and phone numbers, not your vacation address. Please notify the Marina of any changes of your mailing address and phone numbers in case of emergencies, we will need the correct information.

\* Ask for trailer storage if needed and obtain a new tag. Please note that trailers are stored at owner's risk. The Marina will not be held responsible for any lost, stolen, or damaged trailers.

### **Upon Check-out:**

- Upon check out time please stop at the Harbor Master's Office to let us know of your departure and to settle your account.
- Make sure you are out of your slip by 11am. Failure to do so may result in the cost of an additional day's stay. Your vessel may also be subject to impound charges.

- If boat has been impounded, cash will be required to settle your account. No credit cards or checks will be accepted.

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**MARINA  
SERVICES**

WE ARE A FULL  
SERVICE MARINA

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Let the Marina and/or Service Dept. know in advance of your plans. It's your responsibility as the owner to contact all agencies within the Marina separately to confirm the work that is to be done to the boat.

**TAHOE KEYS MARINA HAS THE FOLLOWING NEW SERVICES:**

- Marina Star  
Josh and Alphonso  
Fiberglass Work & Detailing  
530-545-2926

## **Fuel Accounts & Gas Dock Rules**

### **FUELING ON ACCOUNT**

\* \* \* \* \* The Marina no longer offers fuel accounts, however, you may purchase a prepaid gas card in increments of \$500, \$1000, \$2000 and up. You gain 5% on a \$500 card, 10% on a \$1000 card and up to 20% on a \$2000 or more.

\* \* \* \* \* Please use petroleum absorption pads while fueling to catch splash back and the last drops when the nozzle is transferred back from the boat to the fuel dock.

\* \* \* While fueling, it is forbidden to leave your boat unattended at the gas dock. If a spill occurs please inform the Harbor Master's Office immediately so we can clean up. It is prohibited to use detergents or emulsifiers on fuel spills.

\* \* It against Marina rules and illegal to fuel boats at your slip from a gas can or other form of container. If caught doing this it will result in possible legal action and fine.

\* The gas dock is a **NO PARKING ZONE** for the restaurant and other facilities.

### **PUMPOUT STATION**

\* You will find 3 token operated pump-out stations on our gas dock.

Tokens cost \$5 for 5 minutes of pumping and can be purchased at the Harbor Master's office or at the token dispenser located near the pumps.

\* Our station requires a fitting that you may have to purchase for \$25 that comes with 3 pump-out tokens, or rent one for \$15 per use.

### Tahoe Keys Marina Slips

**W**hen returning to or leaving the marina, always put your boat in the slip assigned to you. If there should be another boat in your slip or something blocking your passage, bring your boat to the gas dock and report to the Harbor Master. Do not attempt to move the boat yourself! You can be held liable for any damage. We understand the inconvenience this may cause and be assured we are doing everything we can to keep this problem to a minimum. Please bear in mind that any move authorized by the Marina is done so with good reason and we hope we can count on your flexibility and understanding.

\* Do not allow other boats to occupy your slip, such as guest, friends etc. The Marina will move and/or impound any unidentified boats and it will be at the owner's expense.

\* Make sure your boat is always securely tied to the eyelets on the dock. We don't want any drifters.

\* Please note that Tenants will use the slip only for recreational use of the boat by Tenants and **NOT** for any commercial use or unlawful use.

### The Launch Ramp

**THE LAUNCH RAMP GATE IS OPERATED FROM INSIDE THE HARBOR MASTER'S OFFICE.**

\* First, drive up to the ramp waiting area, then go to the office to check-in. If you need help, just let us know and a dockhand will be made available to you. Please have your boat ready for launching and clear the exit area as quickly as possible. This will help avoid any long waits of congestion. Do not park your trailer in the parking lot or leave it parked in the street for more than 72 hours. If your trailer is being stored with us, make sure you have a new tag for it and leave it in one of the two yellow-bordered trailer spots in front of the ramp.

Before backing down the ramp check: trailer connections (disconnect all electrical to trailer), **make sure your boat plug is in**, take trailer straps off, and carefully back down the ramp. If you have a roller

trailer make sure a safety chain or rope is connected. NO chains or ropes will be permitted as trailer extensions. A fabricated metal trailer extension is the only extension that the Marina will permit.



Ramp users must use our washing facilities when launching from a dirty trailer, drain bilge into the designated zone and dispose of any milfoil on the boat or trailer prior to leaving the marina.

## **When hauling your boat out, you will need to:**

1. Check the out drive (make sure it is up).
2. Check to see that the boat is on straight and pull forward outside of the Marina parking lot. Preparation for transport (wipe down boat) is to be done outside of the parking lot.

\* Sailboats will need to have the mast stepped or un-stepped outside of the parking lot or in the water and away from the ramp.

\* If you need to launch/haul out your boat with the travel lift, forklift, or jib crane please call to make an appointment in advance. Park your boat on the street at the entrance of the parking lot or on the gas dock, and walk into the Harbor Master's Office to check in.

## **Rules and Safety Tips**

Everyone shall comply with all applicable rules, regulations and instructions of the United States Coast Guard, the Tahoe Regional Planning Association, the Regional Water Quality Control Board, the City of South Lake Tahoe, the Hazardous Waste Task Force, and all laws, ordinances, rules and regulations of federal, state, or any other government agencies.



Make sure all boat ties/dock lines, hoses, and electrical cords are neatly coiled and out of the way so as not to create a hazard on the docks. Also temporary, removable, non-affixed dock steps may be placed in the finger, subject to Marina approval, and must be no wider than one-half of the width of the half finger and no longer than five (5) feet. Do not attach, affix or install any other objects or materials to fingers or floats.

- Do not run on docks and watch out for hazards along the way. Remember, some boats have longer prows and our feathery

friends from Canada leave a slippery mess, which is difficult to keep up with.

- Do not feed the geese, ducks, or any other animals off the docks or from your slip, they will make a home where you feed them and create a mess.

**QUIET HOURS:  
10 PM TO 8 AM**

**Be courteous to others around you. Main engines, power generating equipment, and any other noise making shall not be tolerated during these hours.**



**Shower facilities are for Marina Tenants and their guests during the summer season only.** Please note that keys cost \$30.00. We ask that you do not give your key to anyone other than your guests whom you will have to be responsible for.

When leaving the marina or checking out please, return your key to the Harbor Master's office so that proper security and care can be enforced by the marina staff.



Notify the Marina of any unsafe or hazardous conditions that come to your attention. Disorderly or indecorous conduct by any owner or owner's family, agent, licensees of invitees that might harm or reasonably offend any other person or damage the property or harm the reputation of the Marina is prohibited. The Marina reserves the right to board any Vessel in the event of any unsafe conditions of discharge of materials into the surrounding waters causing a prospective hazard to the Marina premises or other vessels.

**HAVE ENOUGH  
COAST GUARD  
APPROVED LIFE  
JACKETS. THEY  
FLOAT, YOU DON'T!**

MAKE SURE YOU HAVE ENOUGH LIFE JACKETS TO ADEQUATELY FIT EVERYONE ABOARD YOUR VESSEL.

CHILDREN UNDER THE AGE OF 12 AND NON-SWIMMERS MUST WEAR LIFE JACKETS WHILE ON THE DOCKS AND BOAT AT ALL TIMES

**NO SWIMMING, DIVING, SCUBA DIVING OR  
SNORKELING WITHIN THE CHANNELS AND HARBOR**



Do not discharge and/or deposit any solid or liquid material from any Vessel at any time on the Lake. This includes but is not limited to refuse matter, oil bilges, galley drain water, or flammable liquid (Waste Materials). All waste materials shall be disposed of in the appropriate receptacles within the Marina's premises, subject to the Marina's supervision. Do not empty sanitation device in any toilet or lavatory in the Marina.

\* No sanding, paint removal, spraying or scraping shall be done on topsides, above decks or underwater while Vessel is in the water.

\*No fueling or transferring of fuel from the docks shall be permitted. (More information under Fuel Accounts & Gas Docks.)

\* Please keep all supplies, materials, accessories, equipment or gear of any kind in Marina approved dock boxes. Do not leave anything on the dock. If a dock box is needed please order one at the Boat Gear and make arrangements to have it installed at the Harbor Master's Office.



## FISHING DO'S & DON'TS

There is absolutely no fishing from any of our docks. We provide information pamphlets regarding the introduction of non-native fish to Lake Tahoe. Our local chandlery "BOAT GEAR" can provide you with tackle & bait. Fishing licenses can be obtained through local stores.

### **Animals must be leashed and/or crated when in the Marina.**

Owner is responsible for all clean up of any soiled area and to dispose of the waste in appropriate receptacle. The Marina will be the sole judge of whether the owner's efforts to control animals and pets are deemed to be adequate.

Owner is responsible to comply with all rules and regulations and all amendments thereto as are published by the Marina from time to time and posted on the bulletin board located in the office of the Marina.



Use range markers: Finding and entering the East Channel is made easy by use of the range markers which are two night lights, one higher than the other, which, when lined up leads you down the channel in the lake and into the East Channel.

\* Keep a nautical map of the lake and become familiar with it. In an emergency this could prove very helpful in giving a rescue party an accurate indication of your location.



Remember the speed limit in the Tahoe Keys Channels and Lagoons is **5 MPH** at all times or **NO WAKE**.

- In an emergency you can call for help on V.H.F. Channel 16, which is monitored by the Coast Guard 24 hours a day. (Please note that the Tahoe Keys Marina does not monitor V.H.F. radio.)

## **BOAT REFINISHING AND HULL REPAIR REQUIREMENTS**

- \* No boat refinishing or repair shall be done until written permission has been obtained from the marina. No scrapings, sanding or paint particles are to be allowed to enter marina waters.
- \* All sanding shall be done with a vacuum sander.
- \* All paint particles shall be swept up twice a day. No TBT bottom paint is to be removed or applied in the marina.



## **BOATER INSTRUCTIONS**

1. Dirty trailers or boats must be washed before being put into marina waters. Use the marina boat wash facility at Travel Lift.
2. All boats must have an oil-absorbing sock in the bilge. You may exchange a used oil pad for a new one in the Harbor Master's Office.
3. Do not drain oily bilge water in the marina. See the marina office for assistance in using the oil separator. Drain clean bilge water only at a location where the bilge water will not run back into the marina waters.
4. Remove all milfoil (the long stringy green stuff) from your boat and trailer before leaving the marina and dispose of in the trash receptacles.
5. Do not use non-native fish for bait or otherwise allow non-native fish to enter marina waters or the lake.
6. No fuel cans are allowed in the marina. All fueling must be from the pumps at the gas dock. (See Gas Dock Rules on page 2.)
7. As a general rule when out in the middle of the lake, it is not safe to dive from your boat to take a quick swim. Lake Tahoe waters are extremely cold and will take your breath away quickly. You may find free brochures on watercraft safety and regulations in the Harbor Master's office.

## **PHONE NUMBERS**

Tahoe Keys Marina

530-541-2155

Walker Marine Service Dept.	530-541-8514
Fresh Ketch Restaurant	530-541-5683
Marina Star	530-545-2628
Boat Gear	530-541-5022
Boat Rentals	530-544-8888
Party Boat	530-542-2111
Balloons Over Lake Tahoe	530-544-7008
Safari Rose Charters	888-867-6394
Police Emergency	911
Police Non-emergency	530-542-6100
Coast Guard/ Tahoe City	530-583-4433
H2O Towing, Vessel Assist	775-832-0139
	or 530-544-4522