

# Reopening Duncan Mills Memorial Slipway FAQs Phase Three transition out of lockdown

Saturday 11th July 2020



## Can I launch my boat or craft at the Duncan Mills Memorial Slipway?

You will be able to launch your boat and other powered craft when the slipway reopens, from 8.30am on Saturday 11th July.

## What's different about how the slipway will operate?

In light of COVID-19 and the need to minimise the risk of spreading the virus, physical distancing measures have had to be put in place. Watch the video at [www.lochlomond-trossachs.org/slipway](http://www.lochlomond-trossachs.org/slipway) for more information on how the slipway will operate following its reopening.

To operate the slipway safely in line with current safety guidance we have put in place new procedures including a staggered queuing system to comply with rules on physical distancing. To protect themselves and others, we are asking users to wear a face covering, particularly while on the pontoon where physical distancing will be more difficult. This will help keep everyone safe.

## Why will things take longer than usual?

To operate the slipway safely in line with current safety guidance we have put in place new procedures including a staggered queuing system to comply with rules on physical distancing. We also anticipate that a lot of users will want to get back out on the loch after the lockdown. This might mean that queuing and launching may take slightly longer than usual.

## What can I do to help things run smoothly?

Before you visit please run through the checklist available on our Slipway web page ([www.lochlomond-trossachs.org/slipway](http://www.lochlomond-trossachs.org/slipway)). Signage is up to direct you around the site and Rangers will be on hand to help you. Please follow their instructions at all times and bear with us as we help you to enjoy the loch safely and responsibly. Please respect the distancing and hygiene measures in place to help keep you and others safe.

## Will toilets and showers be available?

Toilet facilities will be open but we are afraid that changing and shower facilities will not be open. We advise you to remember to 'go' before you go and only use the toilet facilities if you really need to. Please follow the signage around physical distancing and be prepared for queues.

## Can I still park at the slipway?

There will be priority parking for vehicles and trailers however, to maximise the space available to slipway users, we would ask that cars not towing boats/trailers park elsewhere.

## Do I need to wear a mask or face covering?

We would advise you to use a face covering when on-site, especially when on the pontoon where physical distancing is more difficult.

## What are the slipway opening hours?

The slipway will initially be open from 8.30am to 9pm, with loch users only able to launch during these times. Arrangements will be in place to allow anyone who is retrieving their vessel to exit the site outside of these times. Slipway opening hours vary across the season with our opening hours scheduled to be:

11th July to 2nd August	8:30am to 9pm
3rd August to 16th August	8:30am to 8:30pm
17th August to 30th August	8:30am to 8pm
31st August to 27th September	8:30am to 7:30pm
28th September onwards	9am to 4pm

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## How do I register my vessel?

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Please head to our [registration page](#) and follow the instructions. Once we have received all of your documents, ID (copies of two forms – not originals) and payment, we will post your annual marks out to you. New registrations require a set of Registration Numbers £8.00, (incl. 2.00 postage) if there are no Registration Numbers on the boat being registered.

While we work on reopening our facilities at Duncan Mills Memorial Slipway and sift through re-registration applications we will take a relaxed approach to byelaw 2.2 (5) - Display of current annual mark for a period of time until further notice. If you have any questions, please email [boatregistration@lochlomond-trossachs.org](mailto:boatregistration@lochlomond-trossachs.org)

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## How do I re-register my vessel?

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You should have been sent a letter at the end of January to re-register. You must complete this form and either complete your re-registration in person, by post (DMM Slipway, Pier Road, Balloch, G838QX), or by scanning and emailing it to us at [boatregistration@lochlomond-trossachs.org](mailto:boatregistration@lochlomond-trossachs.org).

Once we have received your form we will post your annual marks out to you. While we work on reopening our facilities at Duncan Mills Memorial Slipway and sift through re-registration applications we will take a relaxed approach to byelaw 2.2 (5) - Display of current annual mark for a period of time until further notice.

If you require replacement registration numbers, you can purchase these on our [online payment page](#). If you have any questions, please email [boatregistration@lochlomond-trossachs.org](mailto:boatregistration@lochlomond-trossachs.org)

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## I emailed in my completed registration form during lockdown. When will I receive my annual mark? Can I still launch while I wait for it?

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Now that the slipway is reopening we will be able to begin processing registration forms again and will contact you to take payment. In the meantime, while we work on reopening our facilities at Duncan Mills Memorial Slipway and sift through re-registration applications we will take a relaxed approach to byelaw 2.2 (5) - Display of current annual mark for a period of time until further notice.

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## I had a valid multiple launch pass when the slipway was closed. Will this be extended or will I get a refund?

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Loch users who had a multiple launch pass at the time of closure have had their pass extended for the duration that the pass was valid while our site was closed (up to 16 weeks). If you have any questions, please email: [boatregistration@lochlomond-trossachs.org](mailto:boatregistration@lochlomond-trossachs.org)