



Conwy Marina Berth Holders Association
(CMBHA)
c/o Conwy Marina
30th June 2020

Simon Haigh
Operations Director
Boatfolk

Dear Simon,

The CMBHA committee was dismayed by the tone of your email received 27th June and has asked me to send the following response. The italicized sections are copied from both our earlier emails.

You express *"disappointment at the approach that the Conwy Marina Berth Holders Association has chosen to take in threatening legal action"* CMBHA has not considered, let alone threatened to take legal action against your company. The Association has no license or contract with Boatfolk.

Our email to you presented some background and a broad range of views of our members. Some felt:

- *"The offer of a discounted sling wash was welcomed and its value was deemed appropriate if calculated using last year's prices However, the offer holds only limited appeal as not all berth holders will wish to take advantage of it."*
- *"we also think it is fair to present to you the views of other berth holders, who are equally keen to make clear that they are not pursuing any refunds or compensation, because they have welcomed (as have we all) the recent upgrades we have seen."*
- *But "We are aware of several berth holders that have expressed their intent to take individual legal action. We would wish to avoid this" – we must be clear that we have no authority to demand that they don't.*

We agree with you and stated that *"Our members have enjoyed a good rapport with Quay Marinas, and as a result, have been active supporters and advocates for Conwy Marina and all it has to offer. We would like to think it is possible for us to maintain the same mutually supportive and respectful relationship with the new Boatfolk group, working together to establish goodwill and confidence in the new Boatfolk brand, attract new customers and underpin your investment in Conwy, which is in all our interests. As such, we remain disappointed that we have had to write to you in such strong terms."*

"We would like to be in a position to write to all members later this week discouraging independent actions"
Your latest email adds nothing that might dissuade them. It's not an outcome we would have desired, but perhaps it's time that CMBHA and Boatfolk move on and make the best of what remains of the boating season.

However, our email stated *"We welcome Boatfolk's patronage, and are looking forward to the positive changes and improvements being made at Conwy Marina. We are all keen to get back out on the water and see marina staff again, many whom we count as personal friends. At the same time, we are also keen to ensure that the relationship between your new company and ourselves, your customers, gets off to a positive start."*

Please feel free to telephone me if you wish to discuss these matters further.

Kind regards,
Roger Millward
Chairman, CMBHA
On behalf of the CMBHA Committee