

Dear Roger,

Thank you for your email.

Whilst you are correct in noting that berthing fees increased by 4.7% there was two previous discount windows in September and January which would have reduced the percentage increase significantly and which was taken advantage of by almost 100 berth holders. The September offer allowed berth holders to renew their berthing fess at the same price per metre as the previous year. Ultimately decisions on price increases are made by the Senior Management Team and are considered carefully on a site-by-site basis, taking both local and national factors into consideration.

Despite a very difficult and financially impacted year 2020, boatfolk continues to put Conwy marina at their forefront and invest heavily in the marina. For example, the marinas new pontoon main walkway renewal has significantly improved not only the aesthetics and customer experience but demonstrates what Conwy marina is and will be going forward. You will also be aware of the significant works currently going on shoreside to improve car parking numbers and increasing boat storage ashore spaces both of which have been clearly lacking for many years. I think that there has been very clear demonstration of boatfolk's commitment to improving Conwy Marina, with significant investment to maintain and improve the marina for all our customers enjoyment and benefit.

Communications I feel have significantly improved and increased considerably during the last year. This combined with a very big social presence, brand new website and brand-new monthly newsletters is providing berth holders with all the necessary information without being too intrusive. We will shortly be introducing a boatfolk app which will provide all berth holders with very site-specific information and a list of rewards and benefits that they can use as a berth holder and of course if anyone has any concerns or questions, they can simply contact the marina office with their query.

I can assure you that your concerns regarding boatcare are completely unfounded (we value customer choice), and in fact an additional three new companies have applied to become contractors at Conwy this season and all existing contractors have once again renewed their contracts. Boatfolk ethos behind boatcare is very simple and is designed with the berth holder in mind so that 'one call does it all' allowing you to make just one contact and everything else will be coordinated and arranged for you. At no juncture has there ever been any discussion regarding removing or reducing the number of contractors working on site.

As always, I am happy to discuss any concerns in more detail if required.

Regards,

Jon Roberts
Conwy Marina Manager

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The logo for boatfolk, featuring the word "boatfolk" in a bold, green, sans-serif font.

www.boatfolk.co.uk



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