

Conwy Marina: A Quick Practical Guide

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Welcome to Conwy Marina, and thank you for being part of our community.

Whether you've just arrived or you've been with us for a while, this guide is here to help you get the most out of your time at the marina. Inside, you'll find useful information on everything from facilities and site access to electricity meters and local services. If there's anything you're unsure about or need a hand with, the marina team is always happy to help.

Sill Gate Information



As many of you know, Conwy Marina has a tidal sill gate at the entrance. The sill helps maintain water levels within the marina. It raises when the tidal level drops below a certain point and lowers again as the tide comes back in.

As a general rule, the gate will raise and lower roughly **3 to 3.5 hours either side of high water**, depending on tidal height.

You'll see two towers on either side of the sill:

- The **north tower** has a **tidal gauge** and a **windsock** at the top to help you check wind conditions before entering or exiting the marina.
- The **south tower** displays **three navigation lights** at all times.
 - **two green lights** and a white light in a vertical line mean it is safe to enter or exit the marina.
 - **Three red lights in a vertical line** mean it is *not* safe to enter or exit.

You can download the latest **sill gate and tide times** using the button below:

Please note: Tide times are predictions only. Actual gate movements can vary depending on **weather conditions**, especially pressure and wind. Always use the tidal gauge as your main reference before making your approach.

A word of caution: When the tide is rising and getting close to the time the sill gate lowers, there can be a strong **tidal surge** into the marina. This can push you off course and into **A hammerhead** and surrounding waters. If you're coming around for fuel or trying to exit the marina just as the gate is due to lower, it's something to bear in mind. Waiting a few extra minutes can often save a lot of hassle.

If you're ever unsure, give us a call or pop into the marina office and we'll be happy to help.

Using the Electricity Smartcard Meters



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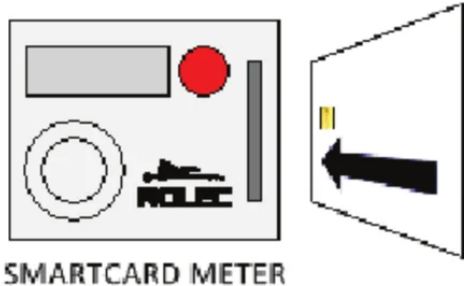
All pontoons are fitted with Smartcard electricity meters. Here's how to use them:

To Add Credit:

1. Make sure the meter is clear of any leftover credit from another Smartcard. If it shows **'IN USE'**, that needs to be used first or cleared by the marina office.

2. Insert your Smartcard with the chip facing left.
3. The meter will automatically transfer the credit from your card.
4. When the transfer is complete, the display will confirm the credit has been added.

To Add Credit to the Meter



1. Insert card into meter and wait until the meter displays "Success".
2. Remove the card.

To Check Remaining Credit:

- The display shows your remaining balance in kWh.
- If your credit drops below 3 kWh, the screen will alternate between the remaining balance and **TOP UP** as a reminder.

Low Light?

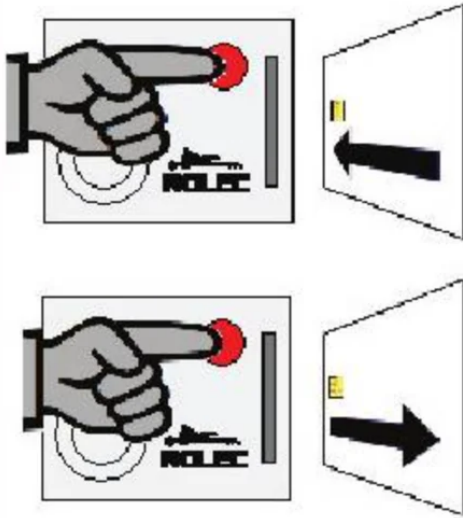
- A quick press of the red button will turn on the backlight.

To Refund Unused Credit:

You can transfer any remaining credit back to your Smartcard (but only to the same card that was used to add it).

1. Press and hold the red button.
2. Insert your card while holding the button.
3. When the display shows **b_good**, remove the card and release the button. The credit has now been returned to the card.

To Refund Credit from the Meter



1. Press and hold the red button then insert card.
2. When the meter displays "b_good" remove the card and release the red button. The credit has now been transferred back to the card.

Electricity Top-Ups

If you need to top up your Smartcard for the electricity meters, just come up to the marina office. A member of staff will be more than happy to help you add credit to your card and answer any questions.

If you're ever unsure about anything, give us a call or pop into the marina office and we'll be happy to help.

Wi-Fi Guide



We want to keep you connected, so here's a quick guide to using our Wi-Fi.

Network Name (SSID): Conwy Quays Marina WiFi

How to Connect:

1. Select **Conwy Quays Marina WiFi** from your device's Wi-Fi list.
2. When your browser opens the login page, enter your **email address**.
3. You will then be asked to enter a **valid Voucher Code**.
4. If your Voucher Code is still valid on your next visit, you will only need to enter your email address to reconnect.

Voucher Codes

You can get valid Voucher Codes from the marina office upstairs. Just pop in and a member of staff will be happy to help.

Please note: We are aware that the Wi-Fi is not always the best. We are currently upgrading the marina's network and will do our best to keep any disruption to a minimum. Thank you for your patience.

Coverage:

Wi-Fi is available across the marina, including pontoons, the marina office, and communal areas.

Troubleshooting:

- If the login page doesn't appear, try opening a new browser tab or visiting a non-secure site (like <http://neverssl.com>).
- Restart your device if needed.
- For help, contact the marina office on 01492 593000.

Security Reminder:

This is a shared public network. Please avoid accessing sensitive personal or financial information while connected.

If you have any questions or need assistance, feel free to ask.

Car Parking



To help keep the marina running smoothly, especially when we're moving plant and equipment around the yard, we ask that you follow these simple parking guidelines:

- **Longer stays:** If you're leaving your car for an extended period (overnight or longer), please park in the **white parking bays** (as pictured).
- **Short visits:** If you're only stopping by briefly, please use the **yellow parking bays**. These are ideal for quick trips and help us keep key access areas clear.



Visitor Parking

If you have guests visiting the marina, they can park in the **visitor section**, which is the car park you drive through just before entering the main berth holders' car park.

Overflow Parking

If spaces are tight, you're welcome to use

our **overflow car park**, located just down and across the road from the main entrance. It's signposted with our usual green signage and labelled "**Overspill Car Park**".

Number Plate Recognition (ANPR) System

If you haven't already, you can register your vehicle's number plate with us. This allows the barrier to automatically recognise you as a berth holder and lift without needing a fob or card.

If you've recently changed your car or registration, just let the marina office know and we'll get it updated for you.

If you're ever unsure about where to park, or need help with registration, just pop into the office and we'll be happy to help.

Useful Contacts

Below are the key contact details for services and businesses based here at the marina. Whether you need help with your berth, boat maintenance or just fancy picking up some supplies, here's who to get in touch with:

Marina Office (Upstairs)

Phone: 01492 593000

Email: conwy@boatfolk.co.uk

For berthing enquiries, electricity top-ups, electric car charging purchases and general marina matters. You can also collect post here – please do so within 7 days as storage space is limited.

boatcare (Downstairs)

Phone: 01492 685300

Email: conwy@boatcare.co.uk

For all repair and maintenance needs, including GRP work, refits, carpentry, Coppercoat applications and more. Mercury outboards are also sold here, often with some good offers available.

boatpoint (Downstairs, with boatcare)

Phone: 01492 580001

Email: conwy@boatpoint.co.uk

Buy or sell new and used boats with the UK's largest brokerage. Boatpoint operates out of the same office as Boatcare.

Beyonder (Subscription Service)

Phone: 023 8017 8699

Email: hello@beyonderboating.co.uk

Enjoy boating without the hassle of ownership. Subscribe to a Merry Fisher 795 and head out when it suits you. Two boats are available here at Conwy.

Yachtshop Chandlery

Phone: 01492 588823

Stocking a wide range of marine equipment and supplies, Yachtshop is your go-to chandlery onsite. Yachtshop also stocks gas cylinders here.

Mulberry Stores

Phone: 01492 572580

Your local grocers and convenience store, just a short walk from the pontoons.

Northspar (Rigging Specialists)

Phone: 07445 935767

Email: solutions@northspar.com

Onsite rigging services for yachts and small boats.

Astronav UK (Maritime Training)

Phone: 0151 374 0099

Email: training@astronav.co.uk

Offering training courses for the small boat and yachting sectors.

Recycling and Waste Disposal

In line with updated recycling regulations, we've made a few changes to how waste is sorted around the marina. Doing our bit helps keep the marina clean and the planet happy, so please take a moment to separate your rubbish properly.

Here's a quick guide:

- **Mixed glass** (clean, empty bottles and jars): use the **black** wheelie bins labelled *Mixed Glass*
- **Plastics, cartons and metal**: use the black wheelie bins with **orange lids**
- **Paper and cardboard**: use the black wheelie bins with **blue lids**
- **General non-hazardous compactible waste**: use the large wheeled bins with **black or grey lids**



Please do not dispose of **electrical items** or **expired pyrotechnics** (flares) in any marina bins.

Flare Disposal Services Nearby

If you need to safely dispose of expired flares, here are the closest options:

- Compliance Armour**
 Facility: Flares disposal
 Postcode: LL75 8YP
 Contact: griffith535@btinternet.com
- Liverpool Marina**
 Facility: Flares disposal
 Postcode: L3 4BP
 Website: www.liverpoolmarina.com
- Norwest Marine**
 Facility: Flares disposal
 Postcode: L5 9RJ
 Website: norwestmarine.co.uk

If you're unsure where something should go, feel free to ask at the marina office. We're always happy to help.

Waste Oil and Oily Waste Disposal

We also provide designated receptacles for **waste oil**, **oil filters** and **oily rags**. These are located in the **boatyard** and are clearly marked for each waste type.

Please make sure you use the correct container to help us manage waste safely and responsibly.

Picture below for reference.

If you're ever unsure about what goes where, just ask a member of the marina team.



Fuel



If you need fuel while you're here, we supply both **unleaded petrol (E-10)** and **diesel**.

To arrange fuelling, please contact the marina office on **VHF Channel 80 (International)**. Alternatively, you can give us a call on **01492 593000**.

A member of the team will be happy to assist.

Pump Out



We also have a **self-service pump-out station** available for the emptying of holding tanks. Instructions for use are clearly posted on the machine, so please take a moment to read them before you begin.

If you run into any issues or need a hand, don't hesitate to contact the marina office. We're happy to come over and help if needed.

Please use the facility considerately and ensure the area is left clean for the next user.

Laundry Facilities



A **laundry room** is located downstairs, just off the entrance foyer. Washing and drying tokens can be purchased from the **marina office upstairs**. If you need any help finding it, just ask one of the team.

Water Hoses on Pontoons



You'll notice that we don't keep hoses permanently on the pontoons. This is to help prevent contamination of the water supply, reduce trip hazards, and stay in line with water safety regulations.

Please use your own hose when filling up or washing down, and make sure it has a shut-off nozzle or trigger. Once you're done, we ask that you disconnect it and store it back on your boat.

We hope you've found this guide useful. If there's anything you're unsure about or need a hand with, just pop into the marina office or give us a call. Whether you're here for a short stay or something longer, we're always happy to help and want to make sure you get the most out of your time at Conwy Marina.

Safe boating, and we'll see you on the pontoons.

Kindest regards,
Conwy Marina Team.

01492 593000

conwy@boatfolk.co.uk

boatfolk.co.uk/conwymarina

**Conwy Marina
Ellis Way
Conwy LL32 8EP**