

FAQ –

- 1) How can I pay my bill if you send it to the wrong e-mail address? **It's each member's responsibility to maintain updated contact information on the Online Mooring site. Please refer to the instructional video on the DBC website for instructions.**
- 2) How come we get charged an extra 3.5% to pay our bills on-line? **There is no additional fee if you pay by check. Paypal charges an additional 3.5% for the convenience of paying by credit card. The Club cannot afford to absorb this cost.**
- 3) How come my spouse can't vote for me in case I can't make it to a meeting? **Article 14, Section 2 of the Bylaws clearly states "Only the active, honorary, or senior citizen member of a member family present at a meeting may vote."**
- 4) How come a person who joined the Club after me got a slip before me? **There are a couple of reasons this can happen. Either you passed on the slip offer and he didn't, or perhaps he was on another Slip Class wait list where the line moved faster.**
- 5) Why can't I get a better idea of when I'll get a slip? I was told 5yrs, and its been 7yrs! **There is no telling when people might give up their slips. We have no way of knowing. We might turnover 20 slips one year, but only 1-2 the next year. Our estimates are based on averages over many years.**
- 6) How come you don't update the wait lists more often? **The wait lists are updated during the year, but only reordered once a year prior to the season on February 15. This insures no gaming the system during the year if one wait list moves faster than another.**
- 7) How come you don't post updated wait lists on the website. **Wait lists are available for all to see 24/7. Go to the DBC website, log into Online Mooring via the link, then scroll down to view the waitlists. There is an instructional video on the home page of the website on how to do this.**
- 8) How come we have to have railings that block the view of the harbor? Why can't we get cables instead? **We're looking into cabling the railing or coming up with some other alternative to improve the view.**
- 9) Why doesn't the dock staff clean up any mess on the tables? **The dock staff are not paid to clean up after members. We're self-sufficient here at the DBC. Each member is responsible to clean up their own mess. The Club provides cleanup wipes from a container mounted to the wall outside the door to the Police Office to help with this. Please ensure you leave the area cleaner than how you found it!**
- 10) How come we can't empty porta-potties in the club toilets? **Please either pump your pottie out at the "Pumpout Facility" on the gas dock, or bring it home to dump out. This rule is for sanitary reasons. The last thing we need is additional smelly mess in the Club bathrooms.**
- 11) How come we can't get hot water and use soap and shampoo in the shower? **The shower was never intended to be a bathing shower. It's only for rinsing saltwater and sand off. There is no proper drain to a sewer, so water goes right into the harbor. Please respect the environment and don't use soap or shampoo.**
- 12) Can I offer cash tips to the staff? **Absolutely!! Tip heavily and tip often (but discretely) if the dockhands, launch drivers or manager provide excellent and friendly service.**

- 13) How come we can't have a fire pit? **Because if the Club burns down, we'll never, ever be able to rebuild due to new zoning requirements implemented after Hurricane Sandy.**
- 14) How come we don't have reciprocal services with other Clubs? **We are a seasonal not-for-profit (501-3C) Club looking to keep costs low. We don't have a full time accounting staff, so are unable to accommodate high volumes of billing. Many Clubs (Ponus & Stamford) which are all-season Clubs accept credit cards. Try calling in advance and see what they say!!**
- 15) How come we don't have a store at the Club that sells boating items and food/beverages? **We try and keep it simple at DBC. We have a soda machine, and might look into a snack machine. We just aren't set up to carry and manage inventory. We do sell some DBC "swag" at picnics other events.**
- 16) Why don't we add more slips? **Between 2005 and 2015 we spent countless volunteer man hours as well as almost \$100k on a project to add more slips. We actually obtained permits from the Army Corps of Engineers, but then got denied by the DEEP. The simple answer is that we're prohibited from dredging above the low mean tide line. Without being able to dredge, we would only have picked up 25 slips at the expense of 17 moorings north of the Club. The cost was prohibitive, and the payback on 25 slips was not sufficient to cover the cost.**
- 17) Why doesn't the Club have kayaks, boats and paddle boards for members to borrow or rent? **The Club is not in the business of renting out kayaks, sailboats, or power boats. Make new friends and see if you can borrow one.**
- 18) How come the season is so short? Why can't it last until December? **It takes time and quite a bit of work to prepare the Club in the Springtime, and to close the Club down in the Fall. We are usually able to open a couple of weeks before official opening day (traditionally the first Saturday in May). Dock plumbing needs to be purged before the first hard frost.**
- 19) Why don't we make members check in at the gate like at the YMCA? **We try and keep it simple here at the DBC. The last thing we want is to employ a full time individual to sit at the gate all day and check ID's. The Board doesn't see use by non-members as a problem. We encourage members to notify dock staff, the Club manager, or the Executive Board if you witness unaccompanied non-members making use of the Club.**
- 20) How come I have to pay for a parking sticker if I'm not using the beach? **The Darien Boat Club is located within Pear Tree Point Park. Admission to the park is regulated by the Town, and the Town requires a beach sticker.**
- 21) How come I have to be a member to buy gas? I see non-members buying gas. **Non-members are prohibited from buying gas at the Club. If the boater is short on gas, we'll dispense a limited amount to help them get to the next gas dock in Norwalk or Stamford.**
- 22) How come I can't reserve tables? **We're a small Club with a large membership. Tables are first come/first served. Deck Rules state that if the table is unattended for more than 20 minutes then the table can be cleared and given to the next member who is waiting. Deck Rules also state that there is only one table allowed per member family when the Club is busy.**
- 23) Why can't I bring guest families and take up more than one table? **The Deck Rules state only one table per member family. Please be considerate of your fellow members.**

- 24) Why can't we come down and use the Club room in the off season. **We use the Club Room to store items in the off season. Members can technically come down in the off season, but please note there are no restroom facilities available. Members are also prohibited from disrupting the stored furniture.**
- 25) Why can't we have power on the docks? **The cost of introducing, then maintaining power on the docks is prohibitive, and would only benefit a handful of members.**
- 26) Why can't we have gas grills instead of charcoal? **We don't have a natural gas hookup or a large propane tank. There's moral hazard (as well as fire hazard) in people leaving burners on and not shutting off the gas. Plus, how do you equitably distribute the additional cost of the propane amongst the primary users?**
- 27) How come you can't provide us with clean grilling utensils? **We have no hot water and no wash sink to properly clean grilling utensils. Members should rely on themselves to bring their own utensils and charcoal.**
- 28) How come you don't Dutch Auction slips to maximize revenue and clear the wait lists? **The Club is for all citizens of Darien no matter their financial means. We price the slips to be affordable and still cover costs.**
- 29) Why don't you provide day care, camp, boating/sailing lessons for kids. **We try to keep things simple here at the DBC. If we can find members to lead programs at little or no additional cost to the membership, then the Board will try to be as supportive as possible.**
- 30) How come you don't provide more programs for adult members such as navigation, boating safety etc. as well as lectures? **Again, if we can find volunteers to organize these activities, then the Club will try to be as supportive as possible. Try joining the Darien Power Squadron if you want these types of programs.**
- 31) How come you removed the elevated deck lighting? **While the elevated deck lights provided a little more light, they were frequently knocked over by carts, snagged hoses, and boat lines. We took away the elevated lighting, but replaced it with low profile dock lighting.**
- 32) How come we can't make a requirement to have people use their boats a minimum number of times per summer? **There is no real way to enforce use of someone's boat a minimum amount of times. You say the boat next to you is never out of the slip, but are you here between 5am and 8am on the weekends when your neighbor is fishing? If a boat is filled with green water, we'll pump it out, fine the member, and suggest he consider giving up the slip.**
- 33) Can people just park on the gas dock or at the end of "B-Dock" overnight? **Boats should not be left on the gas dock or the end of B-Dock without prior permission from the Club manager. Keep in mind that boats drop off and pick up passengers from the gas dock 24-7. We cannot have boats impeding this activity.**
- 34) There are too many members. Why can't we just double all the fees? This would reduce membership, make it less crowded, and reduce wait lists. **The Club is open to all residents of Darien as per the original Charter in 1948. The Board prices membership and fees to cover costs and make boating affordable for all members.**
- 35) Can the Club provide additional services like boat cleaning/supervision for an extra fee? **Our staff members are not employed for that function, but feel free to contract that out individually if staff members are interested in doing it independently on their own time.**

- 36) I gave up my slip for a couple of years and when I wanted it back I was not number one on the wait list. What happened? **All slips are distributed as per the bylaws and rules and regulations. If you give up a slip, and then want it back at a later date, you will be added back to the wait list according to your bond date. Lists are re-ordered on Feb 15 for the entire year. The oldest bond dates will have the highest priority.**
- 37) Why can't we have more open slips next to the gas dock to service more people waiting for gas? **Empty slips mean less revenue for the Club and unhappier members on the wait list.**
- 38) How come the gas pump is so slow? **If you have an issue please notify the club manager. We try to keep the equipment functioning at peak performance all summer long.**
- 39) I have water in my gas tank after buying gas from you. What can you do to prevent that? **We find it highly unlikely that water was introduced to your gas tank by our gas delivery system. We have sophisticated water detection systems in our tanks and water separating filters in our delivery system.**
- 40) Why can't we have wider railings on the deck to hold plates of food and drinks at the picnics? **The railings are a good 6-8" wide? How big a plate do you want to put on the railing?**
- 41) Why can't we replace the Clubhouse with a bigger, more usable Clubhouse? **We'll likely never, ever be able to replace the Clubhouse. While the existing structure is grandfathered in its existing form, if we rebuild, we'd have to elevate it to current elevation standards which would effectively require us to put it on stilts. We'd then have to make it fully handicapped accessible and deal with very angry neighbors.**
- 42) Why don't we add a huge awning to the deck to provide cooler seating? **Awnings are expensive. A lot of members like the sunny deck, and we offer umbrellas for shade if you want them.**
- 43) Why can't we get a bigger launch like Noroton? **The "6-Pack" launch we have is affordable and suits the needs of the majority of our membership. The captain's license needed for the 6-Pack is a much lighter commitment than for a larger launch. If we had a launch like Noroton, we'd have to charge 2-3x the amount we charge for launch service now.**
- 44) Why can't there be lots of shared boats and kayaks for members to use? **We're not in that business. How would we equitably share the costs of that program? It would be prohibitively expensive and there is moral hazard in the use of a boat that's not yours. Make new friends and see if you can share.**
- 45) Why are there fines for missing deadlines? **If we didn't impose fines, we'd never ever get paid, get our necessary paperwork, or have people use their facilities on time. Deadlines are very strict but very easy to comply with. One should never have to pay a fine if they plan ahead properly.**
- 46) Why can't the launch be open until midnight during the summer weekends? **Very few people use the launch late at night. The cost to keep staff on hand is too high to justify the additional cost.**
- 47) Why can't there be Pilemates on all the pilings including the ones to the west of A dock? **The Club endeavors to put Pilemates on all the Club pilings over the next few years starting with the east side of the marina where icing occurs the most, and gradually moving west.**

- 48) Why can't I pay directly from my bank account through PayPal for no fee? **This is a good question. I agree there should be no additional fee paying with Paypal directly from a bank account.**
- 49) How come racks are so expensive compared to slips? **Good question and something the Board should discuss.**
- 50) How come you don't post a member directory? **Good suggestion. We can look into that, but we want to avoid our 700 name member list being used for commercial purposes.**