



RCR Yachts Buffalo

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Launch Season Frequently Asked Questions

Why can't I just call the office to schedule my launch?

We require everyone to submit the proper paperwork in order to schedule their launch dates. Of course the forms contain the typical, legal jargon that help protect the company but beyond that there are too many boats to try to properly schedule everyone over the phone. Once the forms go live it is not uncommon for us to receive more than 50 completed forms within the first hour. There is just no way we could handle that volume of calls. Not only that, the forms are copied and used as the actual work orders that are given to the techs in the yard. This is more time efficient and also alleviates any problems with hand-generated workorders.

Why do you wait until March to send out the launch forms and how early can I launch?

We typically start launching boats mid-April. The exact date depends on the amount of ice on the lake and in the channel and also the overall weather patterns. We need a few weeks of decent weather to be able to get docks ready, launched and set in the canal and customers usually need a weather window to get ready as well. Because there is no way to know or even guess what the weather will be like 2 months in advance, we wait to open up the launch schedule until there is a reasonable expectation of appropriate weather. The last thing we want to do is have customers schedule too early and then have dozens of last minute changes because boats couldn't be waxed, covers couldn't be removed in time or personal schedules needed to be changed. We feel that opening the schedule about 1 month out gives everyone enough time to plan ahead without too much risk.

I don't have email, can I have a paper version mailed to me?

Yes, absolutely. We have a handful of customers who either don't have email or don't like the electronic forms so paper versions are mailed to them. Be advised that even though the paper version is mailed ahead of time, there is no guarantee it will arrive on the same day the online version becomes available so by the time it is received and returned to us your desired week may already be booked. Customers also have the option of picking up the form directly from the office and can even complete the form in the office the day it is released.

Why are launches scheduled by the week?

Due to numerous factors, we schedule launches by the week and not for a specific date. Why, you ask. The simple answer is the weather. It directly impacts everything we do here. It dictates what boats can be launched at any particular time (no big boats on windy days), lightning and severe rain keep us from stepping masts and service work like bottom painting and waxing have to be done on warmer, dryer days. If we scheduled 300 individual launches on specific dates, we would never be able to stick to

any type of schedule. An afternoon storm could force us to cancel all the boats planned for that day and then they would need to somehow be rescheduled without negatively impacting everyone else. By working on a weekly basis and looking at an extended weather forecast we are usually able to plan ahead and accommodate all the boats scheduled that week.

How do I know my launch has been scheduled?

Once your launch form has been processed, you will receive a text message or email (whichever you prefer) that shows the week you are scheduled and gives you a confirmation number. If you don't receive a confirmation number within 2 business days of sending in your form, please call the office to verify that it has been received.

Will I be notified when my boat is in the water?

In most instances, yes. We strive to contact owners by text or email the day their boat is launched to let them know the boat is in the water and encourage them to check on it as soon as possible. We always check for leaks when the boat is still in the work area but owners should check on the boat as soon as possible too. We aren't perfect, sometimes other duties interfere and there is a delay in notifying the owner that the boat has been launched but we are working on getting better in this area.

Will I be given advance notice as to what day my boat will actually be launched?

Not usually. While the launch crew starts each week with a general idea of the order in which boats will be launched there are just too many unknowns to be able to accurately schedule and notify boatowners ahead of time. Any number of things can go wrong to disrupt the schedule. For example: we may find that the first boat of the day leaks and needs to be hauled out and reset in the cradle again. In this situation the extra time needed to reset the boat would mean that one or two boats previously planned for that day, wouldn't make it in the water. At that point those unlucky owners would need to be contacted and advised of the situation. Not only do we not have the staff for this additional task, it just simply becomes a bad day for everyone involved. Our goal is to get the boat in the water by the end of the scheduled week.

I scheduled my launch date but haven't been able to get my boat ready in time.

Can I move my launch date back a week?

The short answer is 'no'. We get this question several times per season and while we would like nothing better than to keep our customers happy by accommodating this request we simply can't without causing a domino effect and disrupting the entire schedule. We know how many boats our crew can launch on a weekly basis and we set our schedule around it. Forcing additional boats into an already booked week would mean that someone who had properly scheduled for that week would end up being 'bumped' from the lineup. They, in turn, would be moved to the following week, causing another owner to be 'bumped' and on and on it would go. If an owner is not ready to be launched on the week they are scheduled, they will be rebooked for the next available spot. In some instances it may work out to be the following week but in others it may be 2-3 weeks later.

I need to wash and wax my boat before launch. When will the water be turned on in the yard?

We get it, as soon as the snow is gone and the ice starts receding everyone wants to get their boat ready for the water. We are boatowners too and understand the excitement BUT this is still Buffalo. We can get freezing temperatures until May. In order to protect our equipment and infrastructure we are not able to turn on the water in the yard or on the docks until we are relatively sure that the freezing weather has passed. Please keep this in mind when scheduling your launch dates. Whether you are a DIYer or are having us do the work, your boat may need to be put in the water without some of the cleanup work being done. Launch dates will not be extended due to water not being turned on.

I dock my boat somewhere else and that marina doesn't open until May 15th. Can I launch before then?

Yes, we actually encourage it. Half of the boats we store don't actually stay with us during the summer so there is always a mad-rush of customers trying to schedule their launch for mid-May. Customers who launch early are permitted to use a dock at RCR for no charge, however, they are expected to move their boats to their marina on the day it opens. Since the opening day of the marina is no surprise, owners should be able to expect and plan their schedule accordingly. RCR reserves the right to charge guest dockage fees for any additional days.

I dock my boat somewhere else, do I have to move it the day it is launched?

Owners are expected to have their boats moved to their marina no later than Sunday night following their launch so that the slip they were occupying is empty for us to use beginning Monday morning. We feel this is a fair balance. Most owners seem to move their boats on the weekend anyhow, so this gives the owners the ability to plan their schedules and get their crew lined up in advance. As a courtesy to RCR and the other boatowners who will need a slip, please be conscience of the requirement to move your boat when choosing a launch date. Don't choose your launch date and then call the office to say you can't move the boat for 2 weeks because you are leaving for vacation on Saturday (don't laugh, this happens all the time). RCR reserves the right to charge guest dockage fees for any additional days.

I received the online form but can't seem to get it to work.

If you are having problems with the online version you are always welcome to contact Tearria for assistance. She routinely walks customers through the process of completing the form over the phone. Be aware that it usually isn't a quick call, but it is effective. The most important thing to remember when completing the form is that there are several required fields and the program will not give you the option to submit it until ALL the fields are complete. The top right hand of the screen will show you how many required fields are left. Required fields are marked with an asterisk (*). The tricky ones to find are usually the 'I agree' legal statements and the initials required on the bottom of all the pages.