

PSA Marina Committee Report

Date: 09/19/25

1. Slip Oversell and Refund

- An administrative error resulted in the overselling of jet ski slips.
 - A refund was issued to the affected member, as no additional slips were available to accommodate the overage.
 - Corrective measures will be taken to prevent future oversell situations, including improved tracking and verification of available slips.
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2. Loyalty Program Revision

- Proposal to revise the Marina Loyalty Program requirements:
 - To retain an existing slip, members must submit full payment and all required paperwork no later than **February 28th of each year**.
 - Failure to meet this deadline will result in forfeiture of the slip and reassignment to the next eligible member on the waiting list.
 - This revision is intended to ensure timely processing, accurate slip availability, and equitable opportunities for members.
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3. Action Items

- Implement tracking controls to prevent slip oversell.
- Draft written policy update to incorporate Loyalty Program revisions for board review and adoption.
- Communicate changes to all slip holders prior to the start of the next Marina season.

Report by:
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