

# Transitioning to Dockwa Waitlist Management



**4/29/2024**

**Dear Valued Customers of Cape Marina,**

We are reaching out to share a significant update on our efforts to continually improve the transparency, efficiency, and fairness of access to our marina storage options. We're introducing a pivotal shift in the way we manage our waitlists.

Effective immediately, we are discontinuing all existing waitlists for wet slips, active yard storage, and inactive storage. All previously held positions on these lists, except those imported from our Adobe Contract System, are now considered null and void. This change is crucial for adopting a more equitable and efficient system to enhance the overall customer experience.

Cape Marina is implementing a new policy to ensure further fairness in slip allocation. **Equal Access for Slip Spaces:** When active members are on a waitlist for a slip space group (40' Slips, for example), current customers wishing to upgrade or downsize to another slip must also join the waitlist. Current customers will in no way receive priority over potential waitlist customers when a slip becomes available. This policy guarantees that slip allocation is conducted fairly and transparently, providing equal opportunity to all interested parties.

**Communication of This Notice:**

**This notice will only be posted on Cape Marina's website and Facebook page and displayed in our office, and an email will be sent to current Cape Marina Wet-Slip Customers. Cape Marina will not directly contact customers on the existing lists,** nor are we required to do so. However, if we have the complete information that Dockwa currently requires, you may receive this notice via email.

**Why This Change Is Essential:**

This transition to a new system is motivated by the following:

- **Direct Customer Engagement:** Allowing customers to input their own information directly, minimizing errors and ensuring accurate recording of waitlist positions.
- **Enhanced Fairness:** Automating the signup process ensures a transparent and impartial system for all customers.

**Introducing Dockwa for Waitlist Management**

Starting April 29th, Cape Marina will exclusively use Dockwa for all waitlist signups and management. This system is renowned for its user-friendly interface and convenience, allowing customers to sign up from any device.

**How to Join the New System**

1. **Visit Cape Marina on Dockwa:** Begin by visiting [capemarina.com/waitlist](https://capemarina.com/waitlist)
2. **Create Your Dockwa Account:** Setting up an account is quick, free, and easy for newcomers.
3. **Submit Your Waitlist Request:** Submit your request to join the waitlist through the Dockwa form. Remember to enter the desired space size in the special request box. Your status updates will be communicated directly through Dockwa.

**Need Assistance?**

For any questions or assistance with the new system, please don't hesitate to contact Cape Marina at [dockmaster@capemarina.com](mailto:dockmaster@capemarina.com)

**We sincerely thank you for your understanding and cooperation as we take this significant step forward in improving our service.**

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