



VIADUCT AND SILO MARINAS USER GUIDE



VIADUCT MARINA



We are very pleased to welcome you and your vessel to our marina.

Websites: viaductmarina.co.nz
silomarina.co.nz

WE OFFER

- 24-hour security for your vessel
- Complimentary car parking
- Power, water, wastewater pump out and internet access
- Port of First Arrival – MPI and customs clearance

Our experienced team is available 24-hours a day, seven days a week to support your boat's arrival and crew requirements.

As a resident of our marinas, you are just a short walk away from dozens of restaurants, bars, shops, hotels, and transport links.

We hope this guide covers most of what you need to know during your stay, but please feel free to contact our friendly team if there is anything else you would like to know.

CONTACT US

Our office is located above the Maritime Museum at level 1, 220 Quay Street, Auckland Central, and is open between 8am and 4.30pm Monday to Friday. Between these hours, you can reach us by:

Phone: +64 9 355 7479

Email: info@viaductmarina.co.nz

VHF: Channel 73 (available 24-hours a day, seven days a week)

Should you have an urgent issue or need to contact us afterhours, please use VHF channel 73 or call +64 9 355 7479.

Please use VHF channel 73:

- To request clearance before entering and exiting Viaduct Marina
- If you require assistance with berthing or navigating the marina

QUARANTINE BERTH

Vessels arriving in New Zealand must meet strict biosecurity requirements to prevent the introduction of pests and diseases to our country. Requirements include arriving at a place of first arrival approved to accept your vessel type and cargo. All berths at Silo Marina are available for clearing customs. If you are berthing at Viaduct Marina, our quarantine berth is in Jellicoe Harbour. For more information, please visit the Ministry for Primary Industries website at mpi.govt.nz (search ships and boats border clearance) or contact the marina office.

ACCESS

We provide two key fobs that allow gate access to your berth and to berth holder car parks. If you require extra key fobs for crew members, these can

be purchased from our office for \$30 each.

PARKING

Berth holder parking is available on Hobson Wharf, Te Wero Island and Halsey Wharf. We provide two parking permits per vessel, unless otherwise agreed by marina staff. Please see marina map for locations.

BATHROOMS

Public toilets are available within the marinas, and these are shown on the marina map. There are no berth holder specific bathrooms within the marinas.

RUBBISH, RECYCLING AND WASTE

We value our clean marinas and appreciate your efforts to help us keep them this way. Our marinas are no discharge zones. We ask that no poisonous, dangerous, or offensive substance be discharged into the water.

Rubbish disposal

We encourage recycling and both recycling and rubbish bins are provided within the marinas; these are shown on the marina map. Please use the bins provided and do not leave rubbish in trolleys, on the docks or on fingers. There is to be no dumping of large items of unwanted hardware in the bins. Please contact the marina office to discuss disposal of large items or hazardous waste.

Black water pump out

The majority of our berths in Viaduct and Silo marinas have a pump out facility and there is a pump out hose on each dock. Please contact us if you require any assistance with pump out.

FIRE EXTINGUISHERS

Fire extinguishers and hoses are located on the docks and must only be used in the event of an emergency.

BUNKERING

Refuelling is permitted on weekdays only with prior approval from the marina team. We require at least 24 hours' notice of any bunkering occurring. Please contact the marina team if you would like details of businesses offering bunkering. There is a large fully equipped fuel dock located a short distance away at Westhaven Marina (the minimum depth at the fuel dock is 2.4 metres below chart datum).

EMERGENCY PROCEDURES

Medical emergency

1. Call 111 in an emergency
2. Call marina staff 24/7 on +64 9 355 7479 or VHF 73

Defibrillators are located at the Maritime Museum and at the bridge control booth.

Fire emergency

1. Evacuate the pier
2. Warn others on the pier of the danger

3. Call 111 and advise location
4. Call marina staff (24/7 on +64 9 355 7479 or VHF 73)

Tsunami emergency

Both Silo and Viaduct marinas are located within a tsunami evacuation zone. You should leave the marina immediately if you feel a long or strong earthquake or when instructed to do so by Civil Defence, emergency services or marina staff on their behalf.

MARINA ETIQUETTE

Securing your vessel

Every boat is different and mooring lines are your responsibility. Please ensure you have adequate mooring lines that are the right specifications for your vessel, and check and maintain these regularly.

Electrical connections

Any vessel connected to our shore power outlets must have a current Electrical Warrant of Fitness (EWOFF) and shore power cable test tag to meet the Australian/New Zealand standards. EWOFFs can be obtained from most registered electricians. Please contact the marina office for more information.

Health and Safety

You may not store or bring into the marinas any flammable liquids, gases, or goods without our permission. The lighting of fires or possession of fireworks are prohibited in the marinas.

Eke Panuku marinas' health and safety documents are available on request.

Oil and fuel spills

In the event of any spill, please contact marina staff immediately. The 24/7 contact for the marina is +64 9 355 7479.

Storage

For safety reasons, please do not store your personal property outside your boat within the marina (on your berth finger or otherwise). Any cables crossing the pontoons must be stored in cable trays. If you would like to rent a container or bring one with you, please contact the marina office to discuss this.

Children

The marina can be a hazardous place. Please supervise any children and young people at all times.

Noise

Excessive noise, of any kind, is inconsiderate to other marina users. All ropes, rigging and sails on your vessel must be secured so they do not create noise. We ask that you keep any noise (created through parties or the use of TV, radio, musical equipment, etc) to a minimum.

Maintenance of your vessel

All external maintenance must be pre-approved by the marina office. If you would like to carry out maintenance on your vessel while you are berthed, please contact the marina team before starting any work.

Contractors

To maintain safety and compliance, any contractors working on your boat will need to be registered with us

first. They will need to complete an online health and safety induction and provide a copy of their liability insurance for our records.

Oil drums

Oil drums are only permitted on the docks if they sit on an oil tray and are removed within a 24-hour period. Please do not leave oil drums behind when you depart the marina as any oil drums left may be subject to a removal fee.

No unlawful activities

Boat owners must ensure that no unlawful activities are conducted from or on their vessel, or otherwise on the marina grounds. Please note that Auckland Council has imposed an alcohol ban which applies to the marina area, pursuant to section 147 of the Local Government Act 2002. Alcohol can only be consumed within the marina on private vessels or at licensed premises.

Animals

No pets or animals are permitted in the marina without our consent. If you have obtained our permission to bring an animal into the marina, you must clean up any fouling left by any animal under your control.

No swimming or diving

For your safety, we do not allow swimming or diving within the marina. If your vessel requires hull cleaning, only professional registered divers are permitted to perform this, and the marina team must be made aware of their visit in advance.

Security

Members of the public frequently visit the marina to view the yachts from land (access to the pontoons is restricted). Please notify marina staff or on-site security of any suspicious persons or activity immediately.

Cranes

Strict regulations are in place for use of cranes within the marina. Please check with our marina team before arranging any work involving the use of a crane. We will need to make sure the crane company is an approved provider, and a permit will be required before a crane can be brought on site.

Trolleys

Trolleys should be not used to transport oils, paints, resins, or epoxies without suitable protection from spills, such as a liner.



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