

Newsletter: May 2026

Here we are, another newsletter! This has been a long time coming, and because of that, we have a lot of new things to let you know about! From the bin area, a great addition to the commercial corner and the Berth Holder's Lounge!

Bin Area

Let's kick it off with our bin area, this is something we've all been thinking a lot about, recycling, safeguarding and giving the right access to the right people!

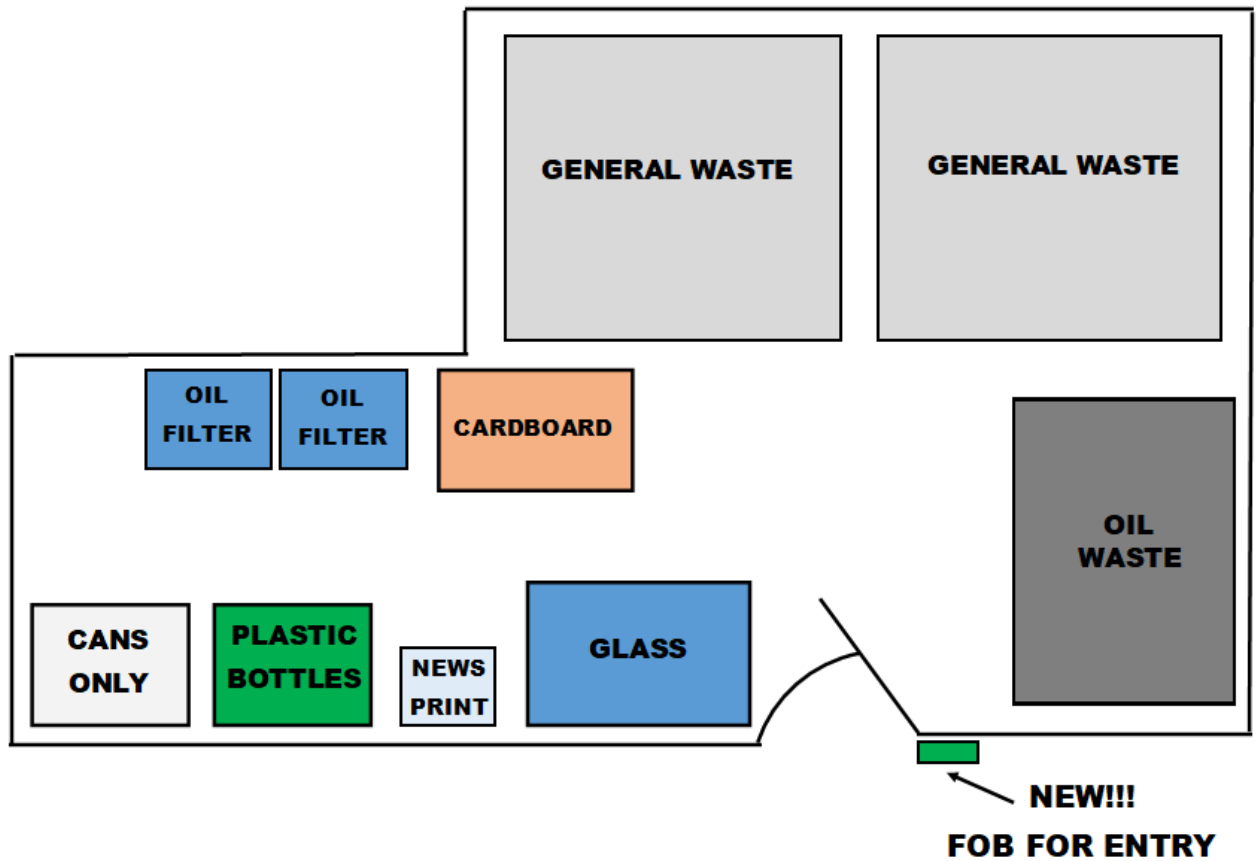
We've noticed that people outside of the marina have been using our bins as their personal public bins! This has become a bigger issue with recycling. So, we have installed a keypad and fob for the bin area, to keep what is yours, yours!



Above, is the entrance into our bin area. To the right of the sign with the red arrow, is the keypad for our berth holders to enter. If you look closely at the keypad, at the bottom of the keypad is a circle with a spot in the middle, this is where you place your key fob for entry!

Remember, please recycle, our team have been in the bin area to tidy it up, and keep it neat for our berth holders' multiple times a day, and since the keypad has been installed, we still find that there are glass bottles, cardboard and plastic bottles in our general waste bin.

For you to be aware, the Welsh Government has made it a law for businesses to recycle, if they fail, they get fined. As this is largely out of our control, we kindly ask you to recycle as you take your waste up. We have had warnings and must avoid the fine and reputational damage which could come next– it's completely avoidable if we all play our part!

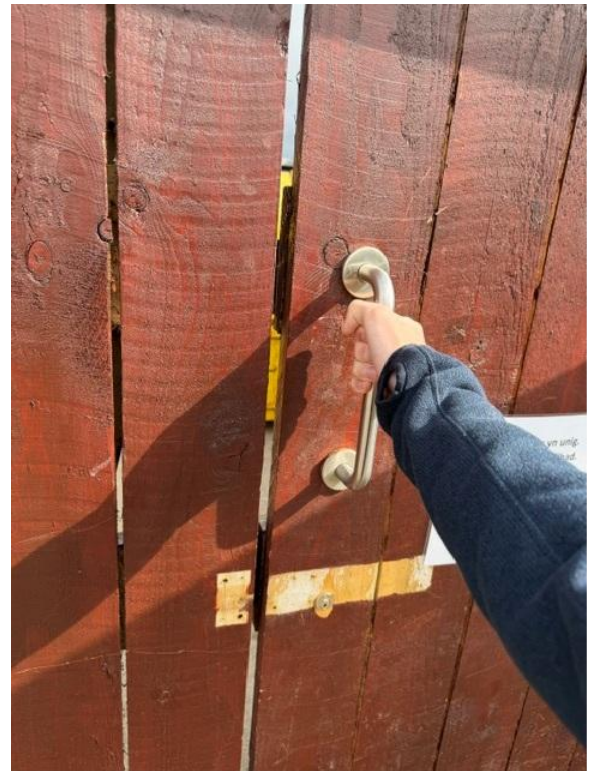


This picture showing the layout of the bin area will help you prepare for the trip, to make it quick and easy without needing to hang around sifting through your rubbish! We know it's not a glamorous job, and whoever takes the waste up has pulled the shortest straw, but our hope with this is everything will be tidy for you, and by recycling correctly, it will reduce the smell that comes from these bins.



As you leave our bin area, you might wonder how you get out... simple, press the red button which will release the latch, and off you go!

The final step is to please pull the door shut behind you, to keep what's yours, yours!



Notice: After a visit from the Fire Service, we no longer accept batteries in our Bin Area, we apologise for any inconvenience! We will soon have new shiny, signage for the bin area, this will help you further!

Fire Service Training

On Monday 11th of May, the Pwllheli fire crew came to visit us to increase their knowledge and understanding of our Marina. During the visit they focussed on points of risk, and testing that their fob for emergency access to the pontoons work as intended. Here at Hafan Pwllheli, we like to ensure safety on the Marina and be prepared for emergencies!

We are now planning a joint training exercise with the Fire Service to really be sure should be ever face a fire we can all respond as efficiently as possible.



New face in the Team

Some of you might have noticed a new face around the marina. We'd all like to welcome Cian who started with us as a Harbour Operations Assistant at the beginning of May. Cian has said:

"I have been introduced to some lovely customers and assisted with the transport of vessels from our launch area to your allocated berth!"

I've especially loved getting to know each of the few I have seen! Some faces I have seen previously, in my other job over at Tremfan restaurant! So, a fair few of you know that I have certifications from wine education. Therefore, any dockside help you require, what bottle for the sunset, what food to pair with, or where is the bin to recycle that bottle! I'll be there to assist you!

I will be organising our social media, which will bring more eyes to our marina, and hopefully an even larger community!

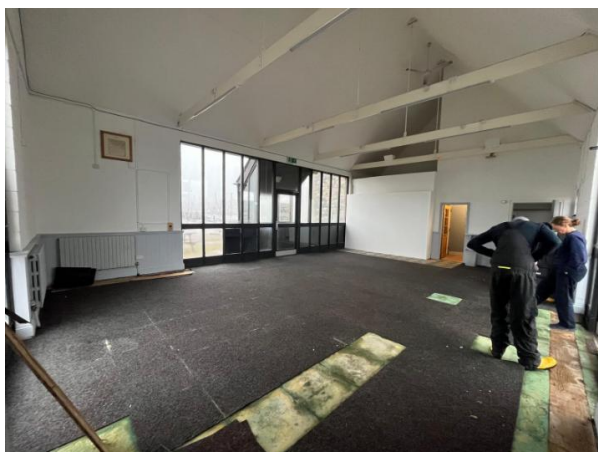
I am excited to work hard, help you all, develop the media pages, bring you newsletters and blogs to read; that are hopefully fun and exciting and not just spam. See you all around!



Berth Holder's Lounge

If you've visited the marina at any point over the past 5 months you cannot fail to notice all the exciting work which has been taking place in the old Firmhelm shop. We are close to finishing the transformation into a new berth holders lounge! As we write this the floor has been laid and the furniture is in transit. With a couple of finishing touches from the plumber, electrician and joiner we'll be ready to open during the Whitsun holiday at the end of May.

Once open the lounge will be fob access. We want you to relax and enjoy the space and please treat it respectfully. As much as we love our four legged companions in discussion with the Berth Holders Association we have decided to make this a dog free zone.



Before

After

New Cleaning Company

We are now cared for by Mynydd Cleaning, who will, as their slogan says... keep our space in peak condition. We are excited to have them on board. We'd also love to receive any feedback from you to help us provide you with the best possible service!



Abusive Behaviour Will Not Be Tolerated

Our small Hafan Pwllheli team works hard to provide a safe, welcoming and enjoyable environment for all berth holders, visitors and contractors. We are proud of the service we provide every day, often in challenging weather and busy operational conditions.

We would like to remind all customers that abusive, aggressive or threatening behaviour towards members of staff will not be tolerated under any circumstances. This includes verbal abuse, intimidation, discriminatory language or unacceptable conduct either in person, over the phone or by email.

We understand that frustrations can occasionally arise, and we are always happy to listen to concerns and work towards a solution in a respectful and constructive manner. However, everyone has the right to work in a safe environment and to be treated with courtesy and respect.

Thank you to the vast majority of our customers who continue to support our team and help maintain the friendly atmosphere that makes our marina community such a positive place to be.

Commercial Corner

There are some exciting new prospects opening in the local businesses around the Marina!
Here's one.....!

Total Boat Club Now Launched in Pwllheli

Total Boat Club has now officially launched from Pwllheli Marina, offering a new and simpler way to enjoy boating on the Llŷn Peninsula.

Based in the marina, the club gives members unlimited access to a premium fleet of RIBs, day boats and a WaveRunner — ready when they are — without the cost, hassle and long-term commitment of ownership.

The fleet is berthed and stored on TetraDock within Pwllheli Marina, keeping everything prepared, clean and ready to go.

Members simply book their time, arrive to a prepared boat, enjoy their day on the water, and leave the rest to us.

We take care of maintenance, cleaning, servicing, berthing and boat management, creating a calm, premium and effortless boating experience.

Membership is intentionally limited to ensure fair access and a high standard of experience for all members. All members complete an induction before using the fleet, with safety and responsible use at the heart of the club.

Some things are better enjoyed, not owned.

To find out more, visit:

www.totalboatclub.com