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Testimonials

Psst... Want to know a secret?

We've been in business since 1972 and continuously owned by the same owner—unique in the business. You cannot be successful that long without having some fine people working for you, and without servicing your clients.

We have always offered a unique price and service satisfaction guarantee. See it at:

www.bayacht.com/service.htm *Read here, what others have told us about our exceptional service.*

Ownership...scroll down

(Currently: Chris is our Sales Manager, Mark is our commissioning project manager, and Ken is our systems engineer. Kris is our business manager. Jeff was our former Project manager and is now working for Jeanneau America in that capacity. Others are mostly brokers.)

Charter, [click here](#)- OR next section

Ownership...

Chris--My wife and I want to take this opportunity to thank you and the entire staff of Bay Yacht for our recent boat buying experience. We couldn't be happier with the Jeanneau 50 DS. It's a wonderful boat and we are extremely happy with it.

I have bought and sold four sailboats, as well as other power boats since the early 70's. Without a doubt, my experience dealing with you and the Bay Yacht staff including, Bobby Allen, Kris Vereen, Jim Martin, and others far exceeded my expectations. Everyone went the extra mile to meet our needs and desires, as well as our schedule.

It's been five months since we bought the Jeanneau and to this day, your team has continued to be there for us. This is truly exceptional service! In addition to supporting our purchase of the Jeanneau, you went out of your way to make the moving (from Virginia) and listing of our old boat effortless.

I can honestly say this has been the best customer service I have ever had. Should the need ever arise, I would be happy to discuss my experience with others. You may feel free to give my contact information as a reference.

Sincerely,
Marc Pelaez

Comments on owner's meeting...

Just a quick note of thanks. Patti and I enjoyed ourselves very much this weekend. We realize that there is no requirement for something like this. and, in fact, it is a time sync for the BYA extended team. However, we learned a great deal and it is always good to meet folks that you end up doing a lot of business with over the phone. A few things we found particularly positive:

Value in meeting the entire team. Faces we haven't spent any time with like Sam and Jim.

Value in meeting other owners. Lots of really nice folks (your extended family). Good ideas for the boats. Good feedback on LGC, etc. Opportunities to hear things other owners would change.

Name tags - nice to have the type boat on them.

Nice detail touch.

Lunch - nice to have a drink included.

Informal versus formal. I spent too many years going to slick presentations. Enjoyed the more relaxed style.

Content - pretty straight forward.

Demo - nice to stay current. Chris your killing me.

Patti now wants to know why driving our boat is such a challenge :)

M.R . , PA

A new owner of a Fountaine Pajot 36—comments from Satisfaction report:

Q. Knowledge of Product Service and Options **A..**

Chris made this sale for my wife. He provided honest assessments of what we could do and covered options for purchase without pressure. We (my wife in particular) trusted that he was giving us the right information (a feeling she did not get with other dealers we have worked with in the past).

Q. Availability and Accuracy of the Information **A.** Always quick turn around of information. Always ...



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A. Timely and effectiveness of the information **A.**

Information was provided quickly.

Q. Efficiency of Settlement Process **A.** Whenever a step was due to be processed it was efficient.

Q. Timeliness of the Settlement Process **A.** As far as I can tell everything was done to move the boat as quickly as possible. On the plus side, all news was communicated as soon as possible, even when it was bad news. While no wants to hear bad news, it was better to know what was going on. (Boat was late from the Factory due to conditions beyond anyone's control)

Q. USCG Documentation Process **A.** Quick and painless

Q. Explanation of Commissioning Process **A.** Clear

Q. Explanation of Options and Assistance with Customization **A.** Clear and helpful (Ken and Mark were very good at giving the pros and cons of options considered—our engineer and project manager).

Q. Depth and Accuracy of commissioning information and pricing **A.** Same as above

Q. Effective communication thru the commissioning process **A.** Copious e-mails and phone calls—excellent

Q. Overall quality of commissioning work **A.** We did our trial sail before all of the work was completed. This was by agreement between Bay Yachts and us—because of my schedule. Mark and Ken worked very hard to get us a working boat and were very thorough on what was left to be done.

The work that was done was top notch. I expect the balance of work to be the same quality.

Q. Commissioning completed to order when promised **A.** See above - Was promised 4-Nov but we did the turn-over on 29-Oct due to travel constraints for me.

Q. Explanation of Warranty and after service **A.** Well explained

Q. Thorough handover process and sea trial **A.** By agreement, (because of my schedule)boat was not complete, sea trial was a trip to St Michaels and back

Q. Cleanliness of Yacht at Handover **A.** Yacht was clean even with some items that were left to complete

Q. May we refer new clients to you **A.** Yes -- S.W., MA.

After the Annapolis Boat show, a new Jeanneau 45 owner comments...

Please say thanks to Kris for the tickets to the event. We enjoyed the show on Sunday and learned once...

... we made the right decision by buying our boat...We are very happy with it!

We decided also to leave "Time out" in Annapolis until next year.

JL --Indiana

Owner of boat in Boat as a Business...

Karen and I had a great (eye opening) chat with Susan Pumphrey and I'm going to continue that discussion after she's had time to review our financials. We thought we had a pretty good handle on the Boat As A Business concept, but she taught even more yesterday. Once she and I have talked, I want to sit down with you again and discuss a strategy going forward...different alternatives, such as how we 'transition out' of the Topgallant and move in to another boat, etc. But I know the key is actually finding a buyer for Topgallant...so thanks for any efforts you and Chris make in the coming months there.

Happy to see so much business booked already for Topgallant over the next few months. Samantha is doing great. I'd better hurry and get my time reserved. Karen and I have been blessed with a boat that always seems to charter well...thanks in great part to you and the team when we commissioned her. We got the right mix of stuff on her...people enjoy her. (Samantha, can you or someone get me a sales associate contract/agreement...I don't think I've taken care of that yet.)

Jim is our favorite fleet maintenance/ops guy since we came aboard LGC in 2005. Karen and I love him. He always makes me feel like our boat is the most important boat in the charter fleet...I know that's not true, but that's how he makes us feel, and that's what's important. The condition of Topgallant is excellent...and it stays that way. We've had some tough challenges recently with her...namely the (1) generator and (2) poor work from Sail Loft...and we lost some charters over the generator, but Jim has that all fixed now with a practically new motor...and I believe it's fixed for good. Hopefully the Sail Loft will make good on their poor canvas work soon.

W.C. Md



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From a new owner who helped at the show.

"We want to thank you for your kindness during those three days, we really enjoyed every moment of it, We feel like part of the family, and we will be in touch with you guys. Special thanks' to Douglass, Rudy and Kris. We finally arrive in Montréal around noon , we slept on and off all the way. Darian (His Fountaine Pajot 41 just left for the Bahamas to be chartered there-call 410-263-1818 to charter in Bahamas)

Thanks for all your help and patience. My wife was a little leery of this and was particularly nervous about how our visit would go. She was waiting for the high pressure push with us both there but your approach is just right for us. You provided the facts and the options without pressure. By the end of the day she felt that it would be good working with you and that you were working to support your business but also trying to provide us with a fair deal.

I will wait for Mark's call if and when he has any questions. I would of course be interested in knowing what rates he is offering on this loan.

Thanks again,
Stan

Chris,
Pat and I wanted to pass-on again our heartfelt thanks for your help on Sunday. Both for giving us the push to get out and SAIL, and of course your very able assist getting back in the dock. You are a great teacher and confidence-builder and I am sure this is going to get a lot easier over time.

I was thinking last night that I wish we had more days like yesterday, as it is tough to train for any kind of high wind without the wind. It was a great chance to see what I need to work on.

Thanks again,

Bill

Thanks Mark (BYA commissioning manager)...Kathy and I are very comfortable and confident with

everyone. We have been in sales a long time and can tell the difference between a group of people and a team of people. Gabe & Kathy F. MD

Chris -

We are now halfway into our first week aboard Coexist and couldn't be happier. Our experience with Bay Yacht from pre-sale thru commissioning and after sale support has been seamless, thanks to you and everyone we have dealt with from Bay Yacht from start to finish. You made our purchase of the Jeanneau 44i one of the best purchasing experiences we have known. We only hope that you will be around for our next purchase ... 20 years from now!

We would especially like to give a big hand to Mark Sims for his project management of the commissioning process. From the first time we met him, we felt a real comfort level in our decision to purchase our boat from Bay Yacht. Mark and his group worked tirelessly to get our boat fully commissioned in as timely a manner as possible, considering the rainy season we have experienced and his other commissioning obligations. Mark has been totally upfront with us from Day 1 and has been a pleasure to work with. His knowledge and experience really helped us make informed decisions about equipment and add-ons that we were considering. I have worked with many project managers in varied industries throughout my career and can honestly say that Mark is one of, if not the best, I have worked with. At our turnover/walk-thru, Mark explained every piece of equipment and system and patiently answered all of our questions (and there were many). We have been relying on the file box Mark put together with all of our systems instructions and warranty information as our "cheat sheet". As we find punch list items and relay them to Mark, he or one of his crew are here before we can



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blink.

Hats off to all of you. We are truly impressed with our overall experience with Bay Yacht.

Thank you so much for everything. You're welcome to sail with us anytime.

Steve & Michele W.

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Hats off to all of you. We are truly impressed with our overall experience with Bay Yacht.

Thank you so much for everything. You're welcome to sail with us anytime.

Steve & Michele W., MD

Good Morning all,

Patty and I would like to express our sincere appreciation to Rudy and all who gave above and beyond over the past few weeks to make it possible for us to join the Owners Rendezvous this past weekend. Patriche II is spectacular and we are looking forward to many pleasurable years with her. The cockpit cushions are beautiful and quite the envy of all who saw them - special thanks to Ann - I do not have her email address so please pass on Dave and Patti A., DE

From a soon to be owner of a Jeanneau 42DS.

I thought I would drop you a quick note. My son and I were down for a visit Sunday to look at the boats again. Wow, that's a beautiful 54! I was able to talk to an owner of a 42DS, Jeff Watkins. His boat is on the right side of the Chart House at the very end. It is a 3 year old boat that looks new.

From a soon to be owner of a Jeanneau 42DS.
M.M. Md.

Jan just had his Jeanneau 45DS delivered recently...

Jean and I really want to give you a sincere "Thank You" for having Selene in such great shape for us last week. She was everything we hoped she would be.

All of you really made the extra effort to make this trip a success for us.
You worked together as a great team.



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This trip was really important to us as it was the last chance we could get our son out before he went back to school. It was an excellent experience for Ross and we all have some great lifetime memories.

Again, thank you very much.

Jan, Jean & Ross W. KS

Steve—had his FP delivered in France directly from the factory...

That is basically all I have seen that needs attention. Unless something major surfaces in the next couple of days this was not too bad, and the small adjustments to the floor and the slider door were really appreciated, too. All of your crew have been very pleasant to work with and helpful. Jeremie Brau has been especially effective in making this a smooth transition for us.

Please have someone call me on these items, I am trying to leave for the US as soon as possible.

Thanking you in advance, I am

Steve B., Orana 44 Mari's Leonardo WA.

Justin, Bill, and Jeff:

Thank you again for your seemingly tireless effort toward commissioning "Little Darling", helping me get comfortable with the yacht and its systems. I especially want to thank Jeff for working overtime installing the ground tackle and patiently responding to my list of touch up and repair items.

Also, I'm grateful to Bill for your time onboard addressing my concerns and questions about the sail plans and the running rigging.

Finally, please pass on my thanks to Mike Oh for splicing the rode for me.

I'm very confident all of your knowledge, abilities, and commitment, and I look forward to seeing you on the weekend of the 25th.

Yours,

Ken Adams (Jeanneau 42i) WI.

Dear Eric and Douglass,

Thanks very much for the check to cover the Total Care Package which arrived yesterday.

We also want to thank Bay Yachts for all your help getting us on the water in our first big boat. The Jeanneau is all we hoped it would be - comfortable, novice-friendly and beautiful. We continue to tell everyone what a great job Jeff did with the commissioning. We use his "orientation" lecture notes with every sail.

We look forward to seeing you at future Jeanneau rendezvous.

Thanks again,
Mark and Sue

One of our owners was questioned by a potential client about our Boat As A Business program—here's what he said when passing the information on to Bill Balough our Sales Associate:

Everyone seems to ask the same questions...

Would you buy again from BYA? Would you buy Jeanneau again?
How is LGC (Let's Go Cruising) to work with ?

Is it panning out business/tax scenario wise?

They BYA/LGC staff (yourself in particular) make those easy to answer in the affirmative.

GM, Maryland

About a boat in our Boat-As-A-Business Plan... On the maintenance issue.

Douglass/Eric,

Karen and I just arrived at the marina, loaded up Topgallant, and are making ready for departure tomorrow.

I wanted to get a note off to you immediately, because we feel it's important to acknowledge hard work and excellent performance.



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In the three years I've owned and sailed Topgallant, she has never looked better than she looked today. It was obvious at first glance to both Karen and I, and even more impressive after further inspection. We are so delighted with Justin and his management of our boat. His attention to detail is so refreshing, and his care for our 'girl' is so appreciated. I don't think she's ever been in better material shape, either. It's as if she is brand new. Folks strolling by call out how beautiful she is, and when they find out she's three years old they can't believe it. I think Justin deserves all the credit.

Everything we asked for was either done, or well in hand... everything. She shines like a new penny.

These next few days are going to be so helpful to our states of mind, emotions, stress levels, etc... and arriving at the marina to such a pleasant surprise was just what the doctor ordered... we are already enjoying this break and we haven't even started the fun part yet!!

Give credit where it is due... Justin has made an obvious difference, and we are delighted with him.

I'll be in touch.

Regards, W.C. Ashburn, VA Jeanneau 49DS

From first owner of Jeanneau 42i.

We had a super week sailing on the Bay, cruised to Worton Creek, Langford Creek (Chester River), Wye R and St. Michaels via Kent Narrow (at mid tide), Annapolis, Solomons of course and back to Baltimore. Natty Bloh performed beyond our expectations, fast, dry, comfortable and very easy to handle for just the two of us...we're thrilled with her. We even flew the new Quantum a-spin a couple of times. Thanks to you all and see you soon.

*Cheers,
Tim Jeanneau 42i*

From MD

“Chris/Jeff,

As I noted in earlier email, the trip to Baltimore went well, boat performed superbly, no major issues...

Love the boat...electric winches work great and would never own another boat of this size or bigger without them (the primaries are a huge aid in shorthanded docking with a beam wind on). The Max-prop is phenomenal both under sail and when powering forward and reverse.

All the systems and hardware, including those done in Annapolis, expertly installed...fit and finish is great.

Really impressed with the workmanship all the way around and special thanks to Jeff for a superb commissioning job...”

Tim & Jane

Concerning the Boat-As-A-Business Plan

Hi Chris,

I arranged a teleconference with TH (BYA's recommended CPA) at my CPA's office. My CPA had several questions, since he was unfamiliar with the "Boat As A Business" set-up. Terry was direct, easy to understand and polite. Speaking with him was of great benefit and definitely a smart suggestion on your part. My CPA and I, both, feel confident in my business plan.

SB, Missouri

Hi Kris & Chris,

Thanks for the pics and the great send-off yesterday. (So much fun, we almost forgot to leave Bob.)

It was a wet and wild run to Baltimore. Winds steady at 27 to 30 kts, gusts to 35 and from the bridge on, mostly on the nose. The boat sailed great, no problems.



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Chris, Besides the inop Autopilot we did have one "casualty"...the zipper slide on the mainsail cover broke (no handle now)...we can live with this for a short time, but obviously, will need to be replaced. So far all else survived and is working great.

Thanks to you all for a great start to our new "Natty Bloh".

Tim & Jane

Eric and Jon

"I having been meaning to write to tell you how much Carol and I enjoyed our visit to your facility in Annapolis in July. We also enjoyed and appreciated the "boat as a business seminar." We were very impressed with your facility and your operation (including Let's Go Cruising).

Thanks again"

Mike and Carol G.

Concerning delivery of a Fountaine Pajot Trans-Atlantic...

From delivery captain, Damian Likely, MSc; who on Sept. 13th completed the trans-Atlantic delivery of a Fountaine Pajot 43, Belize: "Compared to other catamarans that I have delivered, and especially compared to the Lagoon line, the Fountaine-Pajot Belize 43 is more responsive, points better and is much quicker to accelerate. The forward steering station is much preferred and the Fountaine Pajot station is much easier to work from than that on the Lagoon. I encountered very, very heavy seas during this trip and nothing has broken and no stress cracks were seen--that has not been the case on other catamaran deliveries. Also, on the Lagoon, they seem to glue all the pieces together, like some of the mass produced monohulls, and so when we did need to get access to components it was very difficult. On the Fountaine Pajot, we checked this and even though we didn't have to get to anything, it would have been very much easier. I used to be prejudiced against catamarans and preferred monohulls but, after the Fountaine Pajot delivery—I have definitely been converted!" Damian Likely

From FL

Hope all is well with you and the rest of the crew at Bay Yacht. My family and friends are enjoying our Jeanneau 54 DS in the BVI enormously, but I do miss the crab cakes in the Chesapeake. I noticed that Heather and my picture are front and center on the Bay Yacht website. I have much better shots if anyone is interested.

Robert Godwin, FL Jeanneau 54DS

From MD—after taking delivery.

Once again, I want to express my appreciation for making my transition to the 49DS a good experience. Certainly would welcome the opportunity to make this known to others...
John Rosa—Second boat with us.

From VA—on ordering second boat

"Thank you for providing a great website and helping with the business side of things." Capt. John Rosa, Owner of second boat from BYA, Jeanneau 49DS

From VA

"Club Carp" is doing great at sea. We hit speeds of 12.4, 13.1, on a broad reach with a 18 to 24 knt breeze surfing an ocean roller. She handles very well. ...She sails like dream."
Jeff C., From trip, Sailing Jeanneau 54 DS Annapolis, Tortolla

From VA

Thank you so much for making the commissioning of "La Sonata" such a splendid event! We and our friends had a wonderful time. The box clock (Chronometer) is beautiful, and we'll cherish it always. Bay Yacht is truly a first class operation with first class personnel, and we are so happy to be in your care. Thank you for everything,
Bob & Cathy Clime

From Elkton MD

"Once again, I cannot tell you enough how I appreciate your attention to detail and your keeping me informed. Working with you is a pleasure!!"
From DC, to Jim Lee, our project manager, Owner of 05 Jeanneau 54 written just before his trip to Bermuda.



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From DC

(Thanks for sending the information) I've been looking for that comprehensive tax info for the longest time and your boat as a business info is the best I've seen among all the charter companies. I appreciate your developing and sharing that comprehensive information very much and will put it to maximum use. Thanks again
Rich Myers

From VA

Thank you so much for your support, and your kind words. And thanks for the lovely chronometer! It is absolutely beautiful.

Yes, Saturday was a highlight in our lives...we will remember it forever. Whether you like it or not, both you and Eric are now members of our family...and we appreciate you very much. I know we've had some challenges over the boat, but that doesn't take away from true friendships. True friends are much more important than that.

God bless both of you.

B.C., Jeanneau 49 DS From VA

P.S. *this was so extraordinary, I put Bills commissioning plan at the end of this paper.*

From Harrisburg, PA

Let's Go Cruising has been managing my 36' Jeanneau, Lady Jane, for the past six years. During this time, they have been consistently courteous, helpful, ready and willing to do anything to make the yacht management experience pleasurable. Every time that I wanted to sail Lady Jane, she was always ready to sail, very clean, and well maintained. As far as I'm concerned this is the only way to really enjoy owning a yacht. I am extremely grateful for the service that the folks at Let's Go Cruising have provided me over the years and I highly recommend them to everyone.

Sincerely,

Bill Dornsife, Owner Lady Jane Jeanneau 36

From: PA

Hi Jeff, I was wondering if you ever heard back from Ken about what is wired to the "instrument" switch on the SO37 - see below. The idle works great

now...your suggestion did the trick. Also, I wanted to let you know how happy we are with the boat. Jim Lee has done an OUTSTANDING job of making sure that commissioning items are resolved. Jeanneau makes a great boat, and we are very happy with the purchase. We were out in the bay all last week, and are really pleased with how she sails!

Michael L.

Owner of a new Jeanneau 37

From PA,

"...In the next two years we attended boat shows and chartered different brands of cats. We started to collect information on the boats and management companies. After research and talking with Eric the decision was made to purchase the FP 38 Athena. We know it's the right boat for us to start with. Eventually we plan to move up in size and sail the world. I can't wait!

Steve's happy, I'm happy, & you could be too". SE, Pennsylvania Fountaine Pajot Catamran (Comments toEric)

From Texas,

"...Why did I choose you? Well, I guess it started with your Web site having so much information. Then when I met with you. You guys obviously knew what you were talking about and you answered all of my questions. Finally, I wouldn't have bought my boat (Jeanneau 52) this soon if you didn't have your program (YPSMP) that let me use my boat all summer, and then charter it out during the winter months when I'm too busy to use it.

Finally, your quote with everything was for less money, and the documentation was much more complete..." WJ, Texas (Comments to Jeff Jorgensen)

From Argentina,

"...I want to express my gratitude to your Agency for giving me such wonderful treatment in the business regarding the acquisition of my Moody 44. It was a pleasure and an honor doing business with Bill and with your Agency." Fidel Rotondaro, Caracus, Argentina

From Florida,



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"...I have been involved in the commissioning and outfitting of three new vessels, the third being a 42' Lagoon (from BYA). Franck Bauguil of BYA did an excellent job as my broker. ... (Engineered Marine Systems---BYA's commissioning agent) gave me excellent and fair quotes on equipment and labor. There were no hidden cost add-ons and (they) did a very high quality, professional job, and most of all, they completed the installation when they said they would by working late and on weekends. I would recommend (BYA) for any of your marine needs." **R. Jones, Captain, Blue Dolphin Charters. FL Catamaran**

From Baltimore,

"... We wanted to let you know how pleased we are with the service we received... Thank you again for going above and beyond the responsibilities of an agent. You made the experience an enjoyable one." **K. Schumacher; C. Riffin, Baltimore MD.**

Steve bought two boats from us—keeps one in the Virgins, one in Annapolis

From NJ

I'm overdue in expressing my gratitude for the fine way you've taken care of Shooting Star in Annapolis. (Jeanneau 37)

As you know, our 45 continues to do well in the Virgins, but I really enjoy having a boat in Annapolis and you and your staff have been extremely accommodating considering that I use her so often. I don't think any other program comes close to offering this kind of flexibility.

I'll see you next Friday at the Chart House...
Steve Baxter

From Connecticut,

"...I couldn't be happier with the BYA/SS Program. First in New England, and now in Tortola—The return has exceeded projections and I'm very happy with the management. We're thinking of a second boat..."

My objective is to buy and have the yacht pay for itself in not more than five years. Moorings say this is impossible but I am waiting on their proposal as I am waiting for yours.

I have chartered with TMM from St. Vincent last year June. Excellent charter no problems and found them very professional and the boat in good shape. She was a 1992 Moorings 445. – Signed: DM Trinidad-Tobago

From Arizona,

ERIC AND DOUGLASS,

"JUST WANTED TO DROP YOU TWO A NOTE TO TELL YOU THANK YOU FOR THE GREAT TIME. MY KIDS HAD A WONDERFUL TIME AND YOU TWO WERE SO GRACIOUS WITH YOUR TIME TO SPEND IT WITH US. DOUGLASS THE CD YOU DID FOR US IS SOMETHING VERY SPECIAL WE WILL ALWAYS CHERISH IT."

J. Tatum

They had never sailed before, but ordered a FP 43 to place in management. While waiting for the boat, we introduced them to sailing by taking an introduction to sailing. cruise.

From North Carolina...

Richard Hodges is delivering his new Fountaine Pajot 46 from Annapolis to Belize...

"Good morning. We left Key West last Thursday and ended up at Marcos Island Florida (west coast) to wait out Michelle. Beautiful morning today so we are about to start the final leg heading to Belize.

...the boat has sailed great. We've had many types of seas and wind and it has sailed with ease. Last leg we beat into 7 to 10 foot seas and 30 - 35 k winds. With two reefs and 1/2 head sail, the trip was easy and we still averaged 8.5 knots. Thanks for a great boat.

Richard Hodges, N.C. Catamaran

John and Marci Baucum, IN. Fountaine Pajot 38

After their boat arrived late due to weather delays, we almost couldn't get it ready for it's first use by the owner and his guests that were invited from all over the U.S.. In the end, we succeeded!



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Eric thanks for your assistance. You do run a "class" operation and it shows in your own quiet manner as well in your people. Thanks for a great experience in what could have been a real mess. Good luck and, for some reason, I feel pretty sure we will do some more business in the future.

Sincerely, John and Marcy Baucom

From Somewhere out there sail'n...

Gail and I are now living on our Venezia 42 "Fifth Season" in the Virgin Islands and are enjoying the lifestyle very much. We are currently anchored in "The Lagoon" near the east end of St Thomas. We have met numerous cruisers and enjoy hearing about their experiences.

We have several projects e.g. studying for our HAM license, installing an HF-SSB radio, a windscreen for the helm. We are also considering building some pantry shelves like the ones you show on your web site. Do you have any construction plans or tips on how to install them that you could share with us?

Also where can I find the dark Paduk stain that was used on the wood work? Should I contact Fountaine Pajot directly or is there another source? What is the FP customer service email address? (I can't remember the name of the service manager.) Thanks for your help. When you come down to the islands (where ever we are) we invite you to come visit us. The best way to reach us is via email. We also have a cell phone that we usually check daily for messages.

Dave & Gail (Fountaine Pajot 42' Cat)

From OK

A different kind of testimonial—we've become best friends. We taught Paul and Mimi not only how to sail, but how to enjoy the cruising life style and they're boat.

Paul is new to sailing. He bought his Fountaine Pajot 46 from us at the Annapolis Boat Show in 1999. We took him on his first catamaran trip with our group on a charter in the Grenadines in early 2000. He took delivery of his boat in Annapolis where we again had the pleasure of sailing with him, his wife Mimi and their children on the Bay, and then in December after his boat was delivered to

the Virgins, we again accompanied him and his friends on his first Virgin Island vacation on his own boat.

Paul and Mimi have since sailed the boat by themselves with friends, and we joined them at their cottage in Oklahoma this last summer for an enjoyable lake vacation.

He got a slower than normal start in Annapolis, however his first calendar year was about up to projections and everything is going quite well so far. Partly because of his experience, we changed our operation in Annapolis splitting off the charter group into it's own business. We have greatly expanded the program in Annapolis for this coming season and are looking forward to the best season ever.

Paul & Mimi Enid, OK (Fountaine Pajot 46 Cat)

On the new Monohulls we sell...

You have a beautiful boat and I recognize the additional costs that are associated with the hand construction your company uses in manufacturing.

Lastly, I wanted you to know how much I appreciated the straight forward and honest approach Bruce took when selling yachts. I felt he was informative and helpful in making the case for your boat. He is an excellent salesman with a great product...

BP, Alexandria, VA

Eric Smith, President Bay Yacht Agency,

Eric,

We would like to take the opportunity to commend your staff of Clive Jones, Jeff Jorgensen, John Cratin, Susan Nicola, and the commissioning master, Jim Lee, for the outstanding service, professionalism and expertise in purchasing, commissioning and sea trials of our beautiful new Jeanneau Sun Odyssey 32. The enclosed picture of us on "Antonina" should show you how pleased we



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are! The quality is exceptional and she sails beautifully!

It was just a pleasant experience to purchase our first new sailboat in the sailing capital of the world and Bay Yacht Agency! Thank-you again!

Mary Ann & Stephen Vuocolo (Jeanneau 32)

From PA
Jeff,

Let me say that you and your associates, and those of Let's Go Cruising, were the most pleasant, well informed, and helpful representatives I met at the show. My friends and I enjoyed visiting your area. We liked the new 35. It looks like a great boat for the price. The fit and finish inside was top-notch and had a solid feel to it. The boat was impressive. I'm sure it must sail as well as it presents itself dry. We went to see Beneteau expecting similar boats, but it was readily apparent that the same quality and attention to detail was not applied to Beneteau boats. The Hunters and Catalinas were nice, but the Sun Odyssey 35 left a lasting impression. By the way, The Bay Yacht web site is very informative I enjoyed visiting it.

Best wishes to you and all,

SP, Downingtown, PA

From MD:

Bob and I are extremely happy with the Jeanneau 43 DS. We wanted to let you know how happy we are to be dealing with Jim Lee. He has made having the boat commissioning really pleasant and efficient. He gives a real comfort level, and relieves a lot of anxiety that we might otherwise have. He is always there to answer questions. You certainly have a great asset there.

I also want to tell you what a pleasure it is to deal with Kris Vereen. She seems to keep on top of things.

Accolades to both!!!

Bob & Nan Kraemer (Jeanneau 43DS)

From PA

Thanks for taking the time to take us out and "show us the ropes". Thanks to your pointers, I feel confident that we'll be able to back into our slip in the future without incident.

Hope you and Douglass can meet us at our cottage in NJ next month.

The Crawfords... (Jeanneau 35)

P.S. The boat is doing great in charter—exceeding our expectations actually!

From MD

Carol says that she now trusts me to take the boat out, but she'll be the one taking it back!

Your instructions were right on target. I hope all of your customers get an opportunity to go out with you or Jim. You've probably cut weeks off of the learning curve.

You're welcome to come sailing with us anytime you have a free moment.

Larry & Carol Amaker (Jeanneau 37)

From MD

Your recommendations for the extra equipment were very helpful. I can't tell you how much I appreciate your patience and advice. Ken was especially helpful in showing me the alternatives, and Jim came back over and over until I was sure I understood everything.

You've put together a great commissioning team—thanks for your help.

Prasad Nataraj (Jeanneau 43DS)

From PA

Well, as you know, this is now the second boat that I've bought from you. We're having a ball and wondering why we didn't do this sooner—this sure beats land speculation as an investment.

The financials on our 42 in Belize are right on target, and so far it looks like our 46' will be following suit in St. Thomas.



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We need to go sailing again when you get some time—give me a call.

Tim Wentling (Fountaine Pajot 42 and 46)

From an owner whose boat is on order...
To Bruce Glaeser at our office...

Thanks for the information, which further validates the fine things I have heard about your company's commissioning work.

I'm on a couple of newlists where the subject of the 43DS comes up. Everyone raves about it. We are anxious for spring.

Best regards,

Ray Smith

From Ralph and Margaret—who have a new Jeanneau 43DS on order...

I can hardly believe it's been 19 years since we bought our first boat from you! But, here we are again, about to embark on our second (and hopefully last) great adventure with Bay Yacht Agency.

I can't thank you enough for all your time and attention. I know I'm a pain in the a__ sometimes with all of my questions, but this is truly our last boat, and as you know, we'll be living aboard for as much as a year while our house is being remodeled.

Thanks again, Margaret and I are really starting to look forward to our delivery next spring.

Ralph & Margaret Marlett, MD

From the Owner of the first Jeanneau 54 in the U.S.

Eric, thanks for the great hospitality (use of our dock next to the Chart House—a regular courtesy to visiting owners-as available) while I was in Annapolis. I really appreciated the loan of the Jeep and got in some exploring as well as shopping.

But, really, you outdid yourself when you had dinner served from the Chart House into the cockpit! Let me know if I can ever reciprocate...

All the best...
Dick Gates

From Puerto Rico—Purchaser of a Sunseeker 56
Before I close, allow me to compliment Scooter Pierce one more time. Throughout the process of buying Solitude, Scooter was professional, responsive and, most important to me, very understanding and patient. His after the sale support has been equally excellent. Lynn and I appreciated his help enormously; Scooter made what could have been a painful process (due to our ignorance of many things) a pleasant one.

Regards,

Luis C. Fabre

From Florida...

Eric,
Great news on the taxes.

You know, I am continually amazed at all the good info on your website. I read a new page just yesterday...Great stuff.

Robert Godwin, Jeanneau 54 client
From VA

Dear Chris,
James and I just received our Jeanneau 35, Genesis. To be candid with you, at the time I would have really preferred a used vessel that had been through the paces that we could have modified ourselves but supported James in his decision to purchase a new vessel. 2 week ends ago was the first time I got to work the boat because every time I went to the helm James beat me over the head with the Winch handle,

I have sailed for 35 years, chartered about 33 different vessels, and owned 6. I wish to make the following statements:

- This is the quietest engine of any boat I have been on



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- At idle I have to look at the Tach to see if its running
- Its the best sailing boat I have ever been on
- You won't believe this but it sails itself, without auto pilot engaged. When trimed you dont fight the wheel
- I spent all night on the hook, with lights a blazin, refrigerator refrigerating, and anchor light anchor lighting.
- In the morning the House batteries and the Engine Battery Read the Same 12.6 V. Its like they were on a charger all night

Where are you hiding the other batteries??

You see I told James to buy a new boat, and I am glad he listened

David Henkin writing to our salesman, Chris and his partner James



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Charter,

Have chartered with you for many years. Last year was the best!

We loved the Jeanneau we chartered! Dealing with Let's Go Cruising was a pleasure. No unexpected surprises, no hassles!

mwarner

We enjoyed our charter with you in 2007. Hope we can do another soon.

ccaddell

I regularly use LGC because of a new, nicely equipped fleet at competitive prices. Being based in Annapolis is another plus. I would be nice to see the same offerings by LGC in other locations. I regularly use TMM in the Caribbean and it would be nice if LGC was there. I just signed up for a "season pass" for the upcoming season.

djk

I'd like charter some where other than the Moorings (BVI). We have sailed there many times. One night in the "new" hotel is 250.00 and many rooms have not been upgraded. The club level boats can leave much to be desired, many times we have had to take the boat back in 2-3 times in one charter to have things fixed.

jzd

We enjoyed all aspects of our charter with you. We have expired USCG SPV Licenses. We would consider a newer, used monohull.

msherwood

Was very pleased with past rental from your co.

kwalden

Full bimini/dodger/connector are very important since I usually charter for a week and expect to get some bad weather.

glamb

ASA Sailing course

"My husband and I chose Let's Go Cruising to finish our ASA 103 and 104 certifications. We definitely chose the right place! We were impressed right away with the professionalism of the staff and their willingness to work with our tight schedule to complete our certifications. The boat we used was in perfect condition; it was clean and looked practically brand new. Our instructor, Ken Roach, was an excellent teacher and ensured my husband and I covered all of the necessary skills and then some.

We definitely recommend Let's Go Cruising for any sailing instruction or chartering needs!"

-Nicole B.
Fairfax, VA

This is the second year I've chartered with you folks and everything is first class - the people, the boats, the professionalism - just everything. I'll definitely use you again in the future.

Thanks for everything.
Dennis K. PA

Of all the charter services that we have worked with, you guys are the best! Your fleet is top notch and the service from you staff has always been great! We love the location of your boats in Annapolis, plan to charter with you again this season for a 4 or 5 day cruise with 2 other couples.
Steven G.

I chartered the Jennneau 54 in BVI. I perhaps commented to you (Chris Bent, BYA Broker) that she is a terrific boat. Sails very well and has one of the coolest cockpits in all sailing.

If one gets the owner's forward and has the two aft cabins for the kids, she is a truly marvelous boat. (When you need maximum headroom in owners cabin) Actually much prettier than the Beneteau 57.

Bob Lally

From Harrisburg, PA

Let's Go Cruising has been managing my 36' Jeanneau, Lady Jane, for the past six years. During this time, they have been consistently courteous, helpful, ready and willing to do anything to make the yacht management experience pleasurable. Every time that I wanted to sail Lady Jane, she was always ready to sail, very clean, and well maintained. As far



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as I'm concerned this is the only way to really enjoy owning a yacht. I am extremely grateful for the service that the folks at Let's Go Cruising have provided me over the years and I highly recommend them to everyone.

Sincerely,
Bill Dornsife, Owner Lady Jane

From PA, "Hello,

I would like to let someone know how appreciative I am of the cordial treatment I have received during the course of several telephone conversations I have had with an employee of yours, Ms. Whitney Stevens.

I originally called for information on boats available for charter and explained that my wife and I hope to purchase a FP, (probably the Tobago), within five or six years and that we have been doing our "homework" to that end.

Rather than dismiss us as someone "wasting the company's time" she not only sent me the requested info. but also provided the opportunity to speak with a sales agent regarding financing, charter business, etc.

In these days of fast and furious pacesetting it is wonderful to come across someone who is not only pleasant, but also intelligent, informative and helpful. I do indeed hope that when we are ready to purchase our FP and place her into charter that we meet and deal with someone of her caliber.

Now that I have elevated her to the status of "Goddess" I will sign off with a hearty Thank You and look forward to future contact. "

LV (Whitney)

Let's Go Cruising Annapolis & Solomons Island...

"Thanks so much for all your help. Be assured that you'll have me as customer for a long time - I appreciate customer service." Dennis

"Let's Go Cruising made it easy for our family to enjoy a spectacular week of sailing. Their staff is exceptionally knowledgeable. Solomon's Island is far and away the best place we have ever sailed. We'll be back!" Hollingworth Family

"The boats are great and the Solomons location is excellent." Leon, Winston-Salem NC

Corporate entertaining...

"I had the pleasure of working with Tracy Kirkman, at SailScape on two occasions. Earlier this spring I had to plan a meeting and outing, (the cruise), in Annapolis. Our office is in Oak Brook, IL (Oak Brook is a suburb of Chicago), so you can imagine my challenge in planning a cruise in another state for upper level management! Tracy was extremely helpful and I was assured every step of the way that the accommodations were what we expected. She went the extra mile for us whenever she sensed a need. I felt like I was working with a friend. Tracy even purchased a life jacket for me because one of our "sailors" was bringing her two-year old. They didn't have a life jacket in stock, which would fit the little boy. Rather than me going out and buying one and shipping it, Tracy went out for me and purchased one. Who could ask for better service! When the party forgot to take it home with them, Tracy shipped it out to me, very conscientious of her and the entire staff.

The crew and captain were courteous. They made everyone feel comfortable and welcome!

Tracy helped us charter another outing, this one was right here in Chicago. It will be on a four-masted sailing schooner. We are scheduled to cruise on Lake Michigan this Thursday. I have every confidence that the affair will be perfect rain or shine!"

DS ~
McDonalds
Corporate, IL

"We started chartering with your management company in 1995 and have already racked up something near 20 weeks of cruising time....."

P.M. Massachussetts

The BVI was everything we expected and more, peaceful anchorages, friendly people and a fantastic yacht.

SM, Dublin, Eire

You did an excellent job from arranging our airport transfers and providing a great boat, to a very informative chart briefing.



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FBH, Massachusetts

Although there are many charter companies in the Caribbean, I am not sure any would have gone to the lengths your crew went to.

I can't say enough about the entire package you get when you charter from your management company. You have a customer for life.

DC., Maryland

The Tobago Cays are so incredibly beautiful in fact they exceeded their description - that doesn't happen too often! *JK., Holland*

The reason Mary and I keep coming back is because of the great service and friendly staff. You continue to make us feel welcomed and we feel we have made some long term friends.

MK. Michigan

There's only one problem with cruising in Belize and that's having to say goodbye and return home!

PC. Hampshire, UK

On Belize...

On behalf of the whole crew, I'd like to thank you for helping to put together a great adventure. From your initial literature to our final confirmed reservations out San Pedro on Tropic Air, everything went as smoothly as it has on any trip we've taken with several different charter companies.

The Palms hotel was perfect and the staff was great. Being between the TMM office and the docks helped too. Also close to the grocery store and a great little local restaurant across the street.

Your management staff in Belize couldn't have been more helpful. Luis' regular e-mails, Kathy's cheerful help with last-minute questions and billing, Cal "The Kilt

Kicker" and his boat and chart briefing we're all great.

Special kudos to Claudio, our captain and divemaster for two days to Turneffe, who quickly became part of the crew and guided us to great diving. He also gave a distinctive local Belezian flavor to the trip and gave us some extra chart briefing details for the remainder of our trip.

Of course a great boat, good weather, and good sailing were the icing on the cake. Your provisioning plan and food kept the crew in top form.

On behalf of this year's crew of "Manly Sailing Adventures" I salute you!

M.K., California

From DC,

"...Everything about our experience with SailScape was perfect. Thanks again for your great service, a great boat, and the opportunity for a spectacular week of sailing...next year, not only for one week but for two!"

Paul Malvey, Washington D.C.

Robert,

Thanks for your note below. Karen and I had a wonderful time. The only problem was one that LGC-Tortola couldn't control...the two days of 25+ knot winds, and 8 ft seas near Gorda Sound!

First, the beginning of the process with LGC was easy. Between you and the website, most all questions were answered. However, the website alone would not have worked...you, Robert, were critical. Good job.

Second, LGC-Tortola was super. Everything went off as requested/planned...all transfers, taxis, etc. The marina facilities were great, everything very convenient (snorkel rental, convenience store, etc.), the boarding process was easy, the boat brief very good, the chart briefing was very thorough and



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enjoyable, the location was great, the boat handled great...not as good as the Endless Reach (Jeanneau 54 tried earlier), but fine nonetheless. I did have some malfunctions with the boat, but I overcame them with a little sailor ingenuity. One surprise was that wireless internet capability in the BVIs was widely available. I was surfing the web from my mooring (Saba Rock) in Gorda Sound over a broadband wireless service...amazing!

My 4 guests had the time of their lives...even enjoying sailing in the 25+ knot winds. (I sailed downwind from Gorda Sound to Marina Cay, jib only in those conditions. Very exciting.)

Bottom line: we will return at least once a year. Hopefully next time I'll get the Endless Reach, or another 54DS, 49DS, or 43DS. Love those Jeanneaus.

Thanks to you and all the folks at LGC.

WC, VA

**From MD, MI, GA, NY, PA, MA, CT and CO,
(Results of our feedback form on over 200 charters on
the Chesapeake Bay.)**

New Boats in immaculate condition insure a great vacation value for you. Here are the results of a few of our returned questionnaires:

A General handling by office personal

A Attitude and check out

A Condition and cleanliness of boat

YES Would you charter from us again

YES Would you recommend us to your friends?



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The Cokers commissioning celebration... "Sailing, it's a lifestyle for life."

Eric/Douglass, (BYA Owners)

Wanted to touch base regarding April 16th, commissioning day for Topgallant. The Chart House is all set...2-5pm is the time...below is my plan, subject to your agreement/suggestions:

2:00 to 2:30 Guests arrive/welcome reception...boat is kept just out of sight at a nearby pier.

2:30 to 2:45 Remarks by me...welcoming, letting everyone know what we're going to do, etc...during this time I plan to surprise my wife by 'marrying her all over again' with a brief exchange of wedding vows...my father is a minister and married us 25 years ago...he'll be there, so he'll just 'whip out' his minister's book and do it again...I plan to slap on a bowtie while I'm standing there (with my dockers and sweater on) and get my wife a hat or something, and a bouquet, (a complete surprise to her) and exchange vows...after we finish the vows we'll bring out a small wedding cake...to be eaten later with the other food (a bit dramatic, huh?)

2:45 to 3:00 Next, we'll file out onto the dock, and on cue, the boat will arrive alongside the Chart House to the oohs and aahs of the guests. (even more dramatic, right?)

3:00 to 3:15 Commissioning ceremony...I've got some great old verbage to 'pronounce' over the boat (not sure who'll do this yet...maybe Bruce?...he has a deep voice)...we'll pour champagne over the bow...lay a green leaf branch on her deck for safe returns from sea...toasting by all...and the ceremony is complete. I'm assuming most folks will stand on the pier, and some on the boat. Kris mentioned she'd provide the champagne...does this include plastic glasses, too?

3:15 to 5:00 Tours and rides on the boat for my guests. (Need Christine, or someone, to skipper while I attend to my guests.) While some folks are touring/riding...the rest will be eating...and this will go on in cycles until all have toured/rode the boat. How many can Christine take at a time? I expect to have 50 guests. During this time, I may even have a concert pianist from Julliard playing in the Chart House (TBD)...he's a close friend...and an amazing talent.

