

Customer Online Portal

All customers have the opportunity to create and view their online portal page. The portal can be used to make online payments and to amend some of your contact information. If you are one of our waiting list customers you can also view your status on our waiting lists from this area. Some of our customers are already familiar with the portal as they use it to pay for their mooring fees and harbour dues, but if you have not yet used it, please follow the instructions below to get online.

On your portal page you can see any outstanding balances, the boats registered to your account, information about any waiting lists you are on, marketing preferences and your personal details. Here is an example of what a portal page with an outstanding balance looks like:-

Account Information (Customer Ref: 25036)

[Contact Us](#)
[Logout](#)

Contact Info

Name:

Address:

Phone:

Mobile:

Email:

Invoicing: Email

[Edit your Details](#)

[Update Consent Groups](#)

Latest offers, and exclusive invitations to events.

Share your information with selected 3rd parties.

Subscribe to Local Notices for Mariners

Active Vessels

Name	Type	Length (m)
Isidertest	Brixham Sailing Trawler	10.00 (m)

Waiting Lists

List	Position	Boat (LOA)	Joining Date	# on List	Oldest
DITTSHAM	57	Isidertest (10.0m)	05 Feb 19	57	22 Apr 03

If any of these details are incorrect, please let us know via the "Contact Us" button.

Outstanding Invoices

Below are the unpaid invoices that are attached to your account. Please select which ones you'd like to pay for, and click the "Pay Online" button.



Total Due: £ 1.00 [Click here to Pay Online](#)

ⓘNB: You do not need a PayPal Account. You can pay for your order with Visa, Visa Debit, Electron, Mastercard or PayPal. On the next screen please either log in to your PayPal Account or enter your card details to simply pay by Credit Card.

Summary of Invoice 162358 Created on 05 Feb 19

Product	Unit Cost	Quantity	Total
Shower Token DYC	£ 1.00	1	£ 1.00
Invoice Total			£ 1.00
Payments Received			£ 0.00
Pay for this now		Outstanding:	£ 1.00



Total Due: £ 1.00 [Click here to Pay Online](#)

Instructions to Access your Portal Page

Go to <http://dartharbour.org/pay> to create your account.

Step 1: Click the link “Register” and entering your Renewal Code (this can be found on your annual mooring invoice), otherwise, please contact us on 01803 832337 or email info@dartharbour.org, so we can send this to you.

Step 2: Create a login and password for future use and keep this safe for future reference.

On future occasions you will need to click the Login button and enter the login and password you created, to access your account, and you will no longer need your renewal code. This area may be developed further in the future and we will let you know when any changes are made.

Dart Harbour Wifi

We are pleased to be able to announce that wifi on the river has been reinstated and will be free to use for our berth holders (within the range of the wifi network). We have been working with a local expert who has set this up for us. We are pleased to let you know that this is now up and running. If you would like to access this service, please contact us by email to give us your name, boat name and account reference and we will issue you with a code to access the wifi network. We are hoping to extend the coverage of the wifi further in 2019.

Newsletters

From time to time we circulate Newsletters to our residential customers. These are normally about operational matters that we deem to be essential or of benefit to all our customers. There is not an option to opt out of these, as you may miss essential safety or navigation messages for the safety of yourself and others using the river.

Notices to Mariners

There are generally, two types of Local Notices for Mariners (LNTM).

Essential safety related LNTMs (eg Port of Dartmouth Royal Regatta, changes to navigation marks, obstacles etc). These essential LNTMs are circulated to all residential customers and to visitors who are in the port at the time for operational reasons.

LNTMs of interest, for example visiting ships and events taking place on the river are optional. If you wish to subscribe to these, please follow the link below and register to receive them. You can unsubscribe from this list whenever you wish. <http://eepurl.com/dkf0g5>

Marketing and Special Offers

There may be occasions when we promote campaigns for the latest offers and exclusive invitations to events. These are normally associated with events taking place, for example the Food Festival or Music Festival. If you wish to receive information about these, you will need to register to receive them. In the marketing options on your portal page, you can manage your preferences.

Privacy Policy

To see a copy of our Privacy Policy and see the ways that we may communicate with you, please visit <http://www.dartharbour.org/protecting-your-privacy>.

