

## RQYS Frequently Asked Questions – updated 8 July 2025

### **MEMBERSHIP**

#### **1. What types of membership does RQYS offer?**

We offer a range of membership options, including Full Membership, Crew, Social, Country Membership and Membership for Youth Sailors. Each category provides unique benefits and access to Squadron facilities and events. For more details, please contact our Membership Team or visit the Membership section of our website available [here](#)!

#### **2. How do I apply for membership?**

Joining RQYS is easy. Complete the online application form [here](#), or you can collect a form from our Clubhouse Reception. Applications are reviewed by our Membership & General Committee and a Proposer or Seconder must sign your application.

#### **3. Is there a joining fee?**

Yes, new members pay a one-time entrance fee. The specific amount varies depending on the membership category you choose.

#### **4. Are memberships annual or pro-rata?**

Membership fees are paid for a full 12 months of our financial year being 1 May to 30 April. Pro-rata options may apply depending on the membership type and time of joining, through to the end of the financial year 30 April.

#### **5. Do I need referees for my membership?**

Yes, your application requires signatures from two existing members who have known you for at least 12 months. If you're new and don't know any members, please contact our Membership Team and they will be happy to assist.

#### **6. How long does the membership process take?**

The process of Membership takes 4-7 weeks. Your application is viewed by the Membership Committee on the first Thursday of every month and General Committee formalise your application on the last Thursday of every month. Once we receive your application and payment, you'll become a temporary member and can start enjoying the facilities based on your selected membership category.

#### **7. Can I get a refund if I resign my current membership?**

Membership is a yearly commitment and payable for the full term (ending 30 April). Refunds are not available for unused portions, but we encourage you to enjoy the benefits for the entire term.

#### **8. Do members need to sign in their guests?**

Yes, members are required to sign in their guests when visiting the Squadron. This helps us maintain a safe and welcoming environment as well as adhere to our policies as well as Liquor Licensing Laws.

#### **9. Can visitors come to the Squadron?**

Absolutely! Visitors are welcome when accompanied by a current member or if they reside outside a 15km radius of the Squadron. Visitors must sign in upon arrival and members are responsible for their guests during the visit.



### **DINING AND EVENTS**

#### **10. Do I have to be a member to dine at the club?**

Visitors are welcome to dine at the club or attend events as a guest. If you live within a 15km radius of the club however, you must consider membership or be signed in by a current member of the club. Please note that certain restrictions apply.

#### **11. How can I get involved in Squadron events?**

We host a variety of events, from Opening Day celebrations to social gatherings and racing. Check the [events calendar](#) or member's [newsletter](#), or speak with our Events team for more information.

#### **12. Can I bring my boat to the Squadron as a member?**

Absolutely! Members have access to marina facilities and moorings in our marina and VIP jetty for short term stays. Please contact our Marina Office to arrange berthing or storage for your vessel.

#### **13. As a member, when can I use the clubhouse?**

Members enjoy access to the Clubhouse 7 days a week. Opening and Closing hours may vary and are published on our website and please check with our reception team if you are unsure.

#### **14. Do I receive an Australian Sailing Number upon joining?**

Yes, depending on your membership category all members are automatically given an Australian sailing Number. This includes Personal Accident Insurance for our sailors. Learn more about the insurance [here](#).

#### **15. What and where is Canaipa?**

Canaipa Point is located at the tip of Russell Island, where it meets the western side of North Stradbroke Island in Southern Moreton Bay. It is exclusively for the enjoyment of Full Members and their guests.

#### **16. Can I book the VIP Jetty for my boat?**

Yes, Full Members can use the VIP Jetty for short-term berths (one night maximum) up to six times per year. For more information, please see the policy available on the website by clicking [here](#).

#### **17. Do you have cruising groups?**

Yes! Full Members can join our Power Cruising and Sail Cruising Groups. Cruising in company is a fantastic way to meet like-minded people while exploring beautiful waterways. [Learn more](#).

#### **18. I paid my membership but haven't received my new card or sticker. What should I do?**

Following your membership renewal payment, Members can visit the Clubhouse reception desk to receive a new expiry sticker to place on the back of your existing membership card, plus a vehicle sticker for the bottom left of your front windscreen. Membership cards last the lifetime of your membership and are not printed every year that your membership is renewed.

#### **19. Can my family use the club facilities?**



## RQYS Frequently Asked Questions – updated 8 July 2025

Family and friends are welcome to visit and park in the visitor parking near the Clubhouse. Access to the marina is reserved for members in the appropriate categories.

### **20. Do you have live music?**

Yes! Enjoy live music every Friday night from 5–8 PM, featuring fantastic local musicians.

### **21. What other benefits do members receive?**

Members enjoy a 10% discount on food and beverage, member pricing on events, marina facilities (including fuel), gym access, and much more. In order to receive these benefits, a membership card must be produced. Contact our Membership Office for the full list of benefits that are available to you.

### **22. Who can I contact if I have questions about my membership?**

Our Membership Team are here to help! Reach out during business hours or send us an email if you have any questions ([membershipassist@rqys.com.au](mailto:membershipassist@rqys.com.au)).

## **SAILING**

### **22. Can I bring my boat to the Squadron as a member?**

Absolutely! Members have access to marina facilities, moorings in our marina and VIP jetty for short term stays. We also have dry storage on land. Please contact our Marina Office to arrange berthing or storage for your vessel.

### **23. I don't own a boat but would like to try sailing! How can I get involved?**

The RQYS sailing academy has a variety of courses available, suited to all ages and experience, from beginner to more experienced sailors, there are courses for everyone. The Academy has different types of vessels that you can learn to sail and information is available on our website [here](#).

### **24. When will sailing be called off or a race abandoned?**

Sailing may be called off when extreme winds or unfavourable weather conditions (such as severe weather warnings issued by the Bureau of Meteorology) make it unsafe. For regattas, please contact the Sailing Office for updates. For Learn to Sail courses, reach out to the Sailing Academy. Additionally, you can check our online weather station for real-time updates [here](#)!

### **25. Do you have to be a member to purchase fuel from the pontoon?**

No, our 24/7 fuel pontoon accepts most major cards and you don't have to be a member (although full members receive great discounts on fuel purchases). Simply swipe your card, select the dollar value of the total amount of fuel you would like we suggest entering in a value that is a little over the amount you would like), select the type of fuel you would like to use and you're ready to go.

### **26. Why won't my member card let me purchase fuel?**

In order to have fuel activated on your account, you will be required to complete and submit a member Direct Debit Authority form that is available on our website or at the clubhouse reception desk. On this



## RQYS Frequently Asked Questions – updated 8 July 2025

form, you will also need to provide a 4 digit PIN to activate your fuel account via your member card. Please note that this feature and the applicable fuel discount is only available for Full Members.

### **GENERAL**

#### **27. How do I avoid credit card fees when paying my account in person or via Debit?**

At the Squadron, all major credit cards attract a small transaction surcharge. If you would like to avoid these fees, you are more than welcome to pay in person by EFTPOS, by cash, cheque, or by submitting your bank account details on the Direct Debit Authority Form.

#### **28. How do I book events at Canaipa?**

Requests to use Canaipa for a function or a special event should be directed to the Canaipa Caretaker and/or Squadron Management for consideration. Fees and charges may apply. Permission by the Marina Manager to use Canaipa for an event does not give any member of RQYS or SYC, visitor or guest exclusive use of any of the facilities. For all RQYS marine sport events held at Canaipa, the RQYS General Code of Conduct (including Children and Young Persons) is applicable for all competitors. For more information, please see the policy available on the website by clicking [here](#).

#### **29. Do you have any swing moorings available at Deanbilla Bay?**

Yes we certainly do! We have several swing mooring spots available at Deanbilla Bay, available for Full Member use. Please book your spot with our marina office ([marina@rqys.com.au](mailto:marina@rqys.com.au)) who will accommodate you. For more information, please see the policy available on the website by clicking [here](#).

#### **30. How do I list my items for sale on the website?**

If you have sailing items, including boats and berths, for sale and wish to advertise them, please visit the “Wanted Buy/Sell” page at <https://www.rqys.com.au/adverts/> and submit an advert for approval by the Marketing team. Changes and removal of these adverts can be availed by emailing [marketing@rqys.com.au](mailto:marketing@rqys.com.au).

#### **31. I have some feedback on the club. How can I share my ideas and complaints with Management?**

We are always striving to deliver the best club to exceed your expectations. If you have constructive feedback or concerns, please do not hesitate to complete a [Member Feedback Form](#) found in the private Member’s section of the website. It can be anonymous and will be shared with the appropriate Team Leader for action (and a personal reply on request).

