

ACREW

PALMA

THE BOAT HOUSE

Palma de Mallorca
3RD - 4TH November 2016

PROGRAMME

REGISTER AT WWW.ACREW.COM



ACREW

In their continued quest to bring professional learning opportunities to Crew, ACREW have teamed up with The Boathouse Palma to deliver an end of season celebratory event!

The event will include workshops for all yacht departments but with a focus on seasonal requirements such as:

- Tackling Complex Refits
- Alternative and Holistic Therapies to help recover and recharge
- Considering Radios and Comms at Refit
- Improving Health and Wellness Onboard

Been to an ACREW event before? ACREW Palma at The Boathouse has all of our favourite elements, all of which feature in various combinations throughout all of our events:

- 16 workshops for all departments, presented by passionate experts
- A 3 course Menu Del Dia
- Superyacht Crew Drinks 5 - 7 each day
- A Crew party featuring DJ Dani L Mebius
- Captain's Dinner - Invite only

LUNCH

Hosting an event in a restaurant has its advantages! The Boat House have created a special 'Menu Del Dia', 3 courses of great food for only €10. Including some beautiful dishes such as Mallorquin flatbread Boathouse style and special spinach salad for starters, as well as Thai fish cakes, spicy chicken fajitas or vegetable risotto for the main course, with classic desserts to follow!

If you are in Palma make sure you come along whether you're crossing or sitting tight for a refit it's a great opportunity to meet up, learn and have a great party!



EVENT SCHEDULE

DAY 1 - THURSDAY 3RD NOVEMBER

09.30 - 10.45	Blood and Breaks: The Basics of Bleeding and Fracture Management
11.00 - 12.15	Radio Alchemy Floristry Skills for Stews
12.30 - 13.30	LUNCH: Menu Del Dia for all participants
13.30 - 14.45	Health Awareness for Superyacht Crew Noise and Vibration Reduction
15.00 - 17.00	Alternative and Holistic Therapies for Post-Season Recovery Tackling Complex Refits: An Experts Forum
17.00 - 19.00	Crew Drinks

DAY 2 - FRIDAY 4TH NOVEMBER

09.30 - 10.45	Make Your Money Work for You: UK Passport Holders Make Your Money Work for You: International Passport Holders
11.00 - 12.15	In-Water Emergencies & Rescue for Superyacht Crew A Superyacht Guide to Storing and Serving Wine
12.30 - 13.30	LUNCH Menu Del Dia for all participants
13.30 - 14.45	Private Aircraft Safety for Yacht Crew Drugs and Alcohol in Yachting: A Captain's Round Table
15.00 - 17.00	Modern Ropes: What You Need to Know Deciphering Wine: A Practical Guide to Understanding & Tasting Wine
20.00 - 01.00	The ACREW End of Season Party 2016

Join the ACREW Professional Learning Community by registering at www.acrew.com.
Once your profile has been created you can register for as many workshops as you wish!

THE BOAT HOUSE

Situated in the heart of Palma's waterfront, The Boat House is quickly becoming a popular place for Crew to hang out on the Paseo Maritimo! A fun, relaxed gathering place where you can feel at home with casual dockside dining and warm, friendly service.

Their style is simple and rustic with a modern nautical flair - Inside is cool, light and airy with glass walls to still enjoy the view or soak up the sun on the deck, terrace, chill out lounge or bar.

The food is fresh and flavourful, all home made using local ingredients. There are always great fish dishes featured but their signature seafood platter is definitely impressive and their Captain's Breakfast lives up to their claim and worth getting out of bed for!!

Open all day, everyday - so pop in and grab a newspaper, catch up with your emails, enjoy a lazy lunch, sip cocktails at sundown, have dinner with friends or simply sit and watch the world go by we promise it will be 'time well spent'.

You'll find them on a small dock (across the road from the Palma Auditorium) surrounded by boats, palm trees and panoramic views from the port over to the Cathedral. Added bonus is the on-site 24 hour parking!

You'll find The Boathouse at: Estacion Maritima de las Golondrinas, Avendia Gabriel Roca, 07014 Palma de Mallorca.

THE ISLANDER

The Islander celebrates its 20 th birthday in March and has stood the test of time. Since Simon and his team took over the magazine in 2013, the content of the magazine has increased from 36 pages to over 130 each month. They now include content aimed squarely at the Yacht Crew community, making Palma the perfect spot!

The Boathouse is the venue for the monthly "Grill & Chill" events where Crew are invited to come along and meet up with each other as well as industry professionals in a relaxed

environment. It provides a great networking platform in addition to being able to sample good food and vino!

ACREW and the Islander have enjoyed a great relationship, both being very Crew focused organisations that share the values of knowledge sharing, professionalism in yachting and honesty. You can keep up to date with ACREW news and events through their regular feature in the Crew section of the magazine.

ACREW AND THE PYA

The partnership between ACREW and the Professional Yachting Association (PYA) has been a great success. Crew have appreciated their presence at ACREW events at Palma Superyacht Show and Monaco Yacht Show this year.

Being able to demonstrate to captains that you have taken an active interest in your own Continuing Professional Development (CPD) is of immense benefit in any recruitment scenario. ACREW's programme of worldwide events offers crew in all departments a wide variety of professional development workshops to attend.

In an exciting development, your attendance at PYA-endorsed workshops can now be recorded in the PYA Crew Work Book, and will enable you to prove that you have personally invested time and energy in learning new skills and knowledge relevant to your career. This commitment has been highlighted by many captains as a positive factor when hiring crew. In addition to recording your Continuing Professional Development, the PYA Crew Work Book can also be used to list your qualifications and act as a work log to record your sea time. This can be presented to future employers and crew agencies in conjunction with your CV.



ROAMING EXPERT

RoamingExpert was formed in 2012, to tackle the problem of high mobile roaming costs for businesses. Working with an existing yacht management customer, Mark realised the yachting industry required a solution for their specific needs.

After research RoamingExpert built a range of mobile roaming solutions; data only, boat plans and crew tariffs tailored to the yachting industry. RoamingExpert's individual crew phone plans are designed to be used by the crew on a yacht and cover all voice and mobile data usage.

A few key points of the crew tariffs are:

- Unlimited calls and texts within Europe (countries list available online).
- 100 minute call allowance from the UK to Europe per month.
- Inclusive data can be used within Europe, including the UK.
- USA / Caribbean bundles can be added.

RoamingExpert is confident they can make significant savings for crew compared with their current bills.



Mark Pattman
Managing Director, RoamingExpert

Mark will be available throughout the two days at the Boathouse, to chat one to one with crew about making savings on their mobile bills.

09.30 - 10.45 THURSDAY 3RD NOVEMBER

BLOOD AND BREAKS

The Basics of Bleeding and Fracture Management

ENDORSED BY:



In this short introduction to first response onboard, Sara Butler from MedAire will look at how to conduct a primary survey assessment of a casualty onboard based on military field response training. Different types of bleeds will be analysed, and demonstrations of effective treatment using direct pressure, Celox and tourniquet (as a last resort) will feature.

The session will also cover SHOCK, what it is and how you, as a first responder onboard, can use simple techniques to assist in preventing its onset in a casualty, improving long term recovery.

We will take a look at the different ways someone can sustain a fracture, looking at direct and indirect force and the different ways to treat different types of fracture.

The equipment used for fracture management in the MedAire system will be presented, including the gold standard vacuum splints, a KTD traction splint, a pelvic sling and a vacuum mattress. In order to really gauge the effectiveness of learning it needs to be applied. The session finishes with a multiple trauma casualty scenario, where participants will look to use the techniques learned in the session to treat the casualties' multiple injuries, treat for shock and prepare for aeromedical evacuation.

FACILITATOR:



Dr. Amit Bajpai
General Practitioner, MedAire

Dr Amit Bajpai is a private GP working in Palmanova, Mallorca for the past 15 years. He graduated from Liverpool University and after spells in General Practice in the UK and Dubai he has settled in Mallorca. He is a Trainer with MedAire and a MCA Approved Doctor for ENG1 Medical Examinations on Seafarers. He continues to work in an A+E Department in the UK once a month.



11.00 - 12.15 THURSDAY 3RD NOVEMBER

FLORISTRY SKILLS FOR STEWS

A comprehensive and inspiring workshop for stews wishing to learn more about presenting beautiful flowers onboard. More complicated than just arranging the flowers, stews need to know how, where and when to buy them, and importantly how to store them to ensure they remain fresh and vibrant for

as long as possible. Attendees will then have a chance to learn about producing a simple vase arrangement, creating their very own during the workshop with the advice and materials all provided.

FACILITATOR:



Jess Spada
Florist, Wego Mallorca

Jess discovered her passion for flowers after working for more than 10 years as Chief Stewardess onboard prestigious sailing and motor yachts. After she decided to move ashore, she knew she wanted to have her own business supplying beautiful flower arrangements to yachts and Villas in Mallorca. With her experience as Chief Stewardess, Jess was able to quickly appreciate the requirements and expectations of her customers and make sound recommendations pertinent to the demands of busy charter programmes. She has a great eye for detail that enables her to offer the best possible service to her rapidly-expanding customer base.



13.30 - 14.45 THURSDAY 3RD NOVEMBER

HEALTH AWARENESS FOR SUPERYACHT CREW

ENDORSED BY:



Working as Crew on a superyacht is a unique experience which brings a wealth of opportunities as well as challenges. One area that needs careful consideration is Crew health. The physical effects of a long season, long hours, wind damage, sun damage, not to mention burning the candle at both ends can mean you finish a season exhausted.

- Eye health
- Skin health
- Preventing burnout
- The effects of drugs and alcohol

These issues will be 'jump-off' points that will lead to a broader discussion around all things crew health. Facilitators will dispel misconceptions, address common myths and deepen knowledge in key areas.

Focusing on practical tips and listening to Crew experiences, MedAire and Pantaenius present a workshop that will cover:

FACILITATOR:



Jens Ploch
Sales Manager, Pantaenius Yacht Insurance

Leading the Sales Team in Spain and sharing his time between the offices of Palma de Mallorca and Barcelona, Jens is a key contact for clients and Business partners in the western Mediterranean. Jens has lived on Mallorca since 1989 and worked in the yachting industry, both on and around yachts, for almost 30 years



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General Practitioner, MedAire

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13.30 - 14.45 THURSDAY 3RD NOVEMBER

NOISE AND VIBRATION REDUCTION

Facilitated by Van Cappellen Consultancy, this workshop will discuss invaluable lessons on noise and vibration control. The focus is always on problem solving and prevention. Delegates will have an insight into the most common problems encountered when looking at making improvements in this area. Analysis of the origins of noise and vibration will help

create test protocols and methods to keep on top of these issues in the long term onboard.

With over 30 years of experience of maritime engineering, Van Cappellen are passionate about sharing their expertise in these areas.

FACILITATOR:



Sandor Matla
Project Manager, Van Cappellen Consultancy

Sandor Matla graduated as Chemical Engineer in 1994 and after a brief career in the chemical industry, found his passion in acoustic engineering. 19 years later Sandor has gained experience in a wide range of disciplines in the yacht acoustics industry. He now focuses on SEA noise predictions, trouble-shooting following on-site inspections, as well as noise and vibration measurements. He has also become an expert in acoustics on board composite yachts. The recently built test facility at Van Cappellen Consultancy allows Sandor to carry out leading R & D for various marine clients.



15.00 - 17.00 THURSDAY 3RD NOVEMBER

ALTERNATIVE AND HOLISTIC THERAPIES FOR POST-SEASON RECOVERY

Hopefully you are all breathing a sigh of relief after a long summer season but are you wondering how to get yourself feeling human again after the long hours and heavy workload you have endured the past few months?

Is it time to slow things down and bring some vitality back into your body and balance into your daily routine before heading off across the Atlantic for Round 2 (ding ding) or settling into a winter refit ?

Ex-chief stewardess and Yachtie of 13 years, Zoe Stenger has spent the last few years re-inventing herself with training in Holistic Nutrition & Health Coaching as well as the complimentary therapies of Chi Nei Tsang (Chinese Abdominal Massage) & Reiki. In her role as Health Coach she recognizes that there are many different theories as to what we might consider 'healthy' or 'unhealthy' but at the end of the day it all comes down to our Bio Individuality. What is right

for you is not necessarily right for someone else. Individually tailored programmes can help Crew recover both mind, body and maybe even a hint of sanity! Her approach as a coach puts the Crew member at the centre and all else follows. Understanding the transient nature of Crew life and how brief our time can be in one place Zoe wants to be able to provide a few tried and tested recommendations for those of you interested in seeking out holistic alternatives to putting yourself back together again. In Palma word of mouth seems to be the best way to find those individual practitioners who don't have big advertising budgets let alone a website!

One of those practitioners is Nathaniel Dainty Stewart who will join Zoe and demonstrate the benefits of Tai Chi and Chi Kung in a practical session designed to introduce these wonderful alternative practices. Known for its calming balancing and grounding qualities, it has a lot to offer Crew.

15.00 - 17.00 THURSDAY 3RD NOVEMBER

ALTERNATIVE AND HOLISTIC THERAPIES FOR POST-SEASON RECOVERY CONTINUED

FACILITATORS:



Nathaniel Stewart
Practitioner

Nathaniel has a Masters degree in Contemporary Fine Arts, a Certificate in Tui Na Therapeutic Chinese Massage, a Black Belt in Chinese Kung Fu, and studies in the Chinese Healing Arts of Acupuncture and Thai Massage. Nathaniel shares his unique Holistic Healthisfreedom approach combining more than 15 years of Tai Chi Chi Kung experience. Healthisfreedom (aka) Nathaniel has a Masters degree in Contemporary Fine Arts, a Certificate in Tui Na Therapeutic Chinese Massage, a Black Belt in Chinese Kung Fu, and studies in the Chinese Healing Arts of Acupuncture and Thai Massage. Nathaniel shares his unique Holistic Healthisfreedom approach combining more than 15 years of Tai Chi Chi Kung experience.



Zoë Stenger
Health and Wellness coach, Sattva Holistic Health

After 13 years in the yachting industry I decided to change tack and re-invent myself for a new life working in Holistic Health. After a year studying Holistic Nutrition and Health Coaching at the Institute for Integrative Nutrition and then adding the complementary therapies of Chi Nei Tsang (a traditional Chinese Abdominal Detox Massage) and Reiki to the repertoire I am happily residing in Palma de Mallorca. My aim is to provide easily accessible and individually tailored programmes that encourage you to make healthful changes to your lifestyle regardless of the demands of work, in particular wanting to bring it back to the Crew as I know from experience how unbalanced we all get!



Lindsay Purcell
Taylor Made Designs

Lindsay has a vast experience of customer service and sales, particularly from owning her own Lingerie Boutique. A relative new-comer to the Superyacht Industry, however, she brings with her a vast knowledge and expertise of the Uniform and Merchandise industry gained from her time at Taylor Made Designs



Carla Poole
Taylor Made Designs

Carla is the marketing guru at Taylor Made Designs, with years of marketing experience from blue-chip organisations through to a start-up business, she is, however, also a relative new-comer to the Superyacht Industry. Keen to understand the industry better to ensure she's getting the right message across to the right people!

15.00 - 17.00 THURSDAY 3RD NOVEMBER

TACKLING COMPLEX REFITS: An Experts' Forum

Extending boats, complex sound reduction, installing swimming pools, paint jobs and AV will all be discussed in terms of real projects that have presented particular challenges but have been delivered.

Delegates will hear about the art of the possible for refits that require the extra resources and expertise of those that really know refits. Questions and comments from the floor will be encouraged as the panel discover what Captains and Crew really want to know about.

After the panel discussion drinks will be served as delegates are invited to chat informally and if interested, see some great refit products from ACREW partners VesselWatch, Wild Group and Pinpoint Works. They will be available to demonstrate their products and answer any questions on radios, wrapping and maintenance logging.

FACILITATORS:



Rob Papworth
Compositeworks

An English naval architect graduate from Southampton University who moved into the field of high-tech composite sailing yacht construction after spending a couple of years working on racing and cruising sailing yachts around the world. After various management roles on high end carbon cruising, Volvo Ocean Race and America's Cup yachts, in 2001 he moved to Compositeworks, France where he is now one of the Directors with the commercial, marketing and contractual elements forming the main parts of his responsibility. Since 2010 he has been the Chairman of the ICOMIA Superyacht Refit Group. He is married with two children and lives in Bandol in the South of France.



Sandor Matla
Van Cappellen Consultancy

Sandor Matla graduated as Chemical Engineer in 1994 and after a brief career in the chemical industry, found his passion in acoustic engineering. 19 years later Sandor has gained experience in a wide range of disciplines in the yacht acoustics industry. He now focuses on SEA noise predictions, trouble-shooting following on-site inspections, as well as noise and vibration measurements. He has also become an expert in acoustics on board composite yachts. The recently built test facility at Van Cappellen Consultancy allows Sandor to carry out leading R & D for various marine clients.



Angelique Lenton
Sales Director and Designer, Galleytek

Angelique Lenton has worked in the yachting industry for over 25 years, as a chef aboard charter and private vessels for 17 years and currently she works at Galleytek as a sales director and designer. Together with her partner Salvus AG of Switzerland Angelique supplies cutting edge galley equipment, ranges, refrigeration and storage solutions of the highest quality and functionality. "My specialty is fitting in the best features needed in a galley to create a fully functioning modern space while considering the long term usage and energy solutions that will caters to the yacht's specific requirements".



James Stockdale
CEO, Pinpoint Works

James is the founder and CEO of Pinpoint Works. With a degree in Naval Architecture and an affinity for sailing, he entered the yachting industry with a high level of technical knowledge and a passion for all things "boat". Over ten years as crew and Captain, he managed numerous shipyard periods including warranties and new builds. It was while managing a new build in 2014 that he developed the idea for Pinpoint Works. James understands the importance of good organization and clear communication and his aim is to share the benefits of Pinpoint Works to other industry professionals.



09.30 - 10.45 FRIDAY 4TH NOVEMBER

MAKING YOUR MONEY WORK FOR YOU

Workshop 1: UK Passport Holders

Workshop 2: International Passport Holders / Non UK domicile

Working onboard brings a good wage with few outgoings relative to being ashore. It is an opportunity, if managed correctly, to create a great deal of financial security. Managing this period of wealth means making the most out of it and making it work for you. Our finance partners, Reedman Wealth Management, United Advisers Marine and International Foreign Exchange (IFX) will deliver workshops designed to make you aware of the many ways to manage your earnings and assets to secure long time financial security and benefits. From currency exchange to investment plans, bringing assets ashore to seafarers allowances, key

information will be presented through real life case studies and scenarios from real crew.

In order to deliver advice tailored specifically to your circumstances, Tim Reedman will lead on those crew with UK passports and Oliver Maher and David Cooper will lead on all International Passport Holders / Non UK domicile. Jonny from International Foreign Exchange will present in both workshops, giving all crew a full finance support package wherever they are based.

FACILITATORS:



Oliver Maher
United Advisers Marine

Oliver works in the superyacht industry to help crew understand and plan their finances. He started his financial services career with Fund Advisers (the founders of UAM) in 2010 as a Client Relationship Manager based in Geneva. Successfully working his way up through the company and passing his required exams, Oliver is now working as Wealth Manager / Financial Planner for UAM.



David Cooper
United Advisers Marine

As the man responsible to develop the Marine division for United Advisers, David is focused on helping Captains and Senior Crew with their financial planning for their lives onshore. With over 25 years experience with senior level financial planning and wealth management he is perfectly placed to discuss the complex international financial situations that present themselves. Having been both an owner and director of UAM, he has a skill set and understanding of the maritime sector that is both unique and invaluable.



Tim Reedman
Reedman Wealth Management

With over 26 years experience in wealth management advice, Tim is perfectly placed to help crew manage their finances. His career has included work with private banking clients at Lloyds Bank and now runs his own business, Reedman Wealth Management, working with many key companies in the superyacht sector including Warsash Superyacht Academy, Da Gama and Wilsonhalligan. Tim is personable and knowledgeable and puts this to great effect in his role advising UK crew on all aspects of their finances.



Jonny Allbut
IFX

Jonny's main passion in life is water and his young family. He heads up the yachting division for International Foreign Exchange. IFX work with key management companies, captains and crew reducing their exposure to the volatile foreign exchange markets whilst delivering them a bespoke solution tailored to their individual circumstances. When not trading, Jonny races in the Powerboat P1 championship and has raced all around Europe with Team 26.

11.00 - 12.15 FRIDAY 4TH NOVEMBER

IN-WATER EMERGENCIES AND RESCUE FOR SUPERYACHT CREW

ENDORSED BY:



Having a well honed skill set related to water based emergencies is of huge benefit to superyacht Crew. For those supervising and working with toys, tenders and watersports these skills can save lives. In a workshop to build upon the knowledge Crew already have, Brad Robertson from Superyacht Lifeguard introduces yacht crew to:

- basic in water managerial roles & responsibilities
 - basics of snorkeling, freediving & lifeguarding
 - specific techniques used with rescue aids on board their vessel
 - fine tuning & improving existing procedures on board
- An essential workshop for anyone working in water. That will be all Crew then!

FACILITATOR:



Tyler Zetterstrom
Trainer, Superyacht Lifeguard

Tyler specialises in aquatics coaching, working with the most aquaphobic all the way through to high level athletes. His background includes many years participating in the international freediving community, lifeguarding, swim coaching, surf coaching and coaching water confidence topics across all these activities. He has enjoyed skippering his own boat and enjoys anything to do with water! His work now brings his deep knowledge of water to help people overcome their fear of water, using breathing techniques learnt from free diving to help. Working with Superyacht Lifeguard has been a great way to use his passions to inspire people to be prepared when working with water.



11.00 - 12.15 FRIDAY 4TH NOVEMBER

A SUPERYACHT GUIDE TO STORING & SERVING WINE

It's a known fact that wine storage on board yachts is usually limited and impractical. In an environment where guests are still expecting the very best this can prove a challenge. In this workshop Charlotte from Number 12 Fine Wines and

Provisions will discuss perfecting this fine balance. Looking at the optimal storage locations on yachts, the best choices of styles and types of wines to store for best results, and the key elements to serving fine wine to your guests.

FACILITATOR:



Charlotte Painter
Regional Sales Executvie, No12 Fine Wines

Charlotte grabbed at the first opportunity on board a yacht cruising the Caribbean and spent 8 years working on both sailing yachts and motor yachts, eventually settling in idyllic Mallorca with her family. Charlotte now runs the Number Twelve office there, enabling her to share her knowledge and experiences and of course a few bottles of wine! She works enthusiastically to expand her knowledge of all wines from around the world.



13.30 - 14.45 FRIDAY 4TH NOVEMBER

PRIVATE AIRCRAFT SAFETY FOR YACHT CREW

TAG Aviation have flown in to Palma to share their expertise on how to operate safely as a professional when asked to accompany owners on private jets. For many interior crew, having a basic understanding of operating procedures and

safety for air travel on jets can be highly advantageous. A great addition to any CV, especially when working on or aspiring to bigger yachts.

FACILITATOR:



Lesley Coleman
Senior Instructor, TAG Aviation

As a senior instructor and facilitator for TAG Aviation, Lesley designs and delivers ground school training programmes for Pilots and Cabin Crew operating within business aviation. Her experience is gained from over 15 years in aviation learning and development and previously operating as crew for Japan Airlines and British Airways.



13.30 - 14.45 FRIDAY 4TH NOVEMBER

DRUGS AND ALCOHOL IN YACHTING: A Captains' Round Table

Drug and alcohol use is an issue rooted deep within society and culture. This is reflected onboard, especially as superyacht Crew are predominantly in the 18 - 30 age bracket, again the highest users of recreational drugs and alcohol in society. In an honest attempt to talk openly about a variety of strategies to deal with this onboard, this

is an opportunity to learn a great deal from each other's experiences. Captains also have years of experience onboard as they worked their way through the ranks, so are blessed with multiple perspectives on these issues. Captains, Partners and ACREW all care about keeping Crew safe and we hope to open an ongoing dialogue to improve practice.

FACILITATORS:



Jens Ploch
Sales Manager, Pantaenius Yacht Insurance

Leading the Sales Team in Spain and sharing his time between the offices of Palma de Mallorca and Barcelona, Jens is a key contact for clients and Business partners in the western Mediterranean. Jens has lived on Mallorca since 1989 and worked in the yachting industry, both on and around yachts, for almost 30 years."



Dr. Amit Bajpai
General Practitioner, MedAire

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Tony Nicholson
Director for new builds, MedAire

Tony has been working in support of the yachting industry over the last 15 years, specifically in the medical and travel safety sector. Following a military career he was a co-founder of Yacht Lifeline and after merging with MedAire in 2011 has been expanding the range of support systems to keep pace with the changes in the Yachting Market. As part of his current role Tony consults with a broad range of clients in helping them to meet best practice standards from extensive medical clinic set ups to the more standard cruising yacht requirements. He consults with management companies and yacht manufacturers to provide guidance on operational protocols for safe practice from a medical and travel safety point of view. Tony is based in Mallorca and is currently MedAire's Director for New Builds.

15.00 - 16.45 FRIDAY 4TH NOVEMBER

DECIPHERING WINE

A Practical Guide to Understanding and Tasting Wine

Label. Appearance. Nose. Palate. Finish.

These are the fundamentals of casting your senses over any wine that you are lucky enough to come into contact with! Whether a bargain supermarket special or a vintage Burgundy, you can apply these principles and hopefully

learn to discern notes and flavours, as well as learning what you like No 12 Fine Wines will enthusiastically guide you through a practical wines tasting, presenting their wines and then using this structure to help you develop your taste buds and understanding of wines.

FACILITATOR:



Andrew Azzopardi
General Manager, No 12 Fine Wines

Andrew was one of the pioneers behind the growth of Number Twelve and is responsible for the general management and logistics. Through a combination of experience in tourism, food and beverage, and logistics Andrew has acquired a balance of skills to help you find the right bottle of wine whenever needed.



15.00 - 17.00 FRIDAY 4TH NOVEMBER

MODERN ROPES

What You Need to Know

Arnas Eimutis, Rigging Coordinator and racing crew member for ONE Palma (www.onepalma.net) will provide a basic overview of working with modern ropes. He'll address everything from the care and use of all ropes onboard to the latest materials, their properties and applications to safety measures. Arnas will facilitate discussion and field any

questions during the workshop, as well as share anecdotes and tips from his many years of experience. You won't want to miss this one!

Great for Captains, Bosuns, 1st/2nd Officers and all aspiring Deckhands.

FACILITATOR:



Arnas Eimutis
Rigging Coordinator, ONE Palma

Arnas Eimutis is the Rigging Coordinator for ONE Palma (www.onepalma.net) and hails from Nida, Lithuania where he has been sailing since he was six years old. With more than 20 years experience and 40,000 NM under his belt, Arnas has been racing and splicing as a professional sailor on sailboats from 35 to 100 feet. You will be hard pressed to find a better, or more innovative rigger than Arnas.



THROUGHOUT THURSDAY 3RD AND FRIDAY 4TH NOVEMBER

PERSONAL FINANCE CONSULTATIONS

ACREW has partnered with several specialist maritime financial partners that we absolutely trust to give the best advice. They will be on hand at this event and the others throughout the year to provide 1:1 sessions in order to help

crew to understand their options and plan accordingly. It is also possible to arrange for any or all of them to come onboard and run sessions for crew around any topics of interest and relevance.

FACILITATORS:



Oliver Maher
United Advisers Marine

Oliver works in the superyacht industry to help crew understand and plan their finances. He started his financial services career with Fund Advisers (the founders of UAM) in 2010 as a Client Relationship Manager based in Geneva. Successfully working his way up through the company and passing his required exams, Oliver is now working as Wealth Manager / Financial Planner for UAM.



David Cooper
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As the man responsible to develop the Marine division for United Advisers, David is focused on helping Captains and Senior Crew with their financial planning for their lives onshore. With over 25 years experience with senior level financial planning and wealth management he is perfectly placed to discuss the complex international financial situations that present themselves. Having been both an owner and director of UAM, he has a skill set and understanding of the maritime sector that is both unique and invaluable.



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20.00 - LATE FRIDAY 4TH NOVEMBER

THE ACREW END OF SEASON CREW PARTY 2016

Whoop Whoop! You survived. Now it's time to celebrate. ACREW is throwing a party to celebrate the trials and tribulations of a long season, giving you the opportunity to party with your Crew and other Crew in Palma before a crossing or a Winter refit.

After two days of workshops, lunches and happy hours Crew can head to The Boathouse to enjoy further ACREW hospitality. There will be a dedicated bar and barbecue for Crew in a fantastic location with a DJ set to finish the season in style!

Dress Code:

BIG FRIDAY NIGHT OUT!





CONTACT: **Sara Grain - sara@ayss.org**
www.ayss.org

AYSS is a worldwide network of the world's very best superyacht agents and support service providers. Their extensive experience and expert local knowledge ensures you will receive high quality shore support, port facilities and concierge services for your vessel, crew and owner.



CONTACT: **Katherine Verano - katherine_verano@christopheharbour.com**
www.christopheharbour.com

Set on 2,500 acres of natural bays, bluffs, and beaches of St. Kitts, Christophe Harbour is the Eastern Caribbean's preeminent homeport. This dynamic resort features elegant residences, a beachside pavilion, and the centerpiece of the community - a state-of-the-art superyacht marina and emerging village.



CONTACT: **Rob Papworth - rob.papworth@compositeworks.com**
www.compositeworks.com

Ideally located the South of France, Compositeworks is an award winning shipyard delivering world class yacht refits and complex rebuilds. Since its inception in 1998, CW has delivered over 800 projects, managed refits for over 25% of the world's megayacht fleet (over 80m) and forged an international reputation for exceptional service, technical knowledge and timely deliveries. Compositeworks' international team of over 100 professionals have combined yachting and refit experience of over a thousand years and are totally dedicated to fully satisfying client demands.



CONTACT: **Leila Nafa - leila@creweyewear.com**
www.creweyewear.com

Crew Eyewear specialise in sunglasses specifically for extreme conditions on the open water and in the mountains. Brands such as Dirty Dog, Filtrate Eyewear and Finlay & Co are designed to meet crew needs, even made with wool so they float! Crew Eyewear can also customize your sunglasses by adding your yacht, initials or company logo to the arms or even the lens.



CONTACT: **Oliver Rumford-Warr - sales@fuelcare.com**
www.fuelcare.com

Since 1989, Fuelcare have provided solutions to prevent & treat fuel problems with a focus on microbiological contamination 'the diesel bug'. Providing the most innovative testing and treatment services for global superyachts, Fuelcare pride themselves on providing only the highest quality treatments and service.



CONTACT: **Angelique Lenton - angie@galleytek.com**
www.galleytek.com

Galleytek is a leader in the field of galley equipment supply and is committed to a design philosophy of functionality and ergonomics for the most demanding culinary expectations. Together with our Swiss partner Salvis AG (100 years of design and manufacturing) we have improved the equipment to reach yacht standards and specifications that compete with the very best in the marketplace today.



CONTACT: **Jamie Horton - jamie@harlequin-london.com**
www.harlequin-london.com

Harlequin was founded 'to provide the complete design and supply service for tableware, interior accessories and lighting to the UK interior design trade'. As the 'go to' company designers, Harlequin include over 120 different luxury brands in their range and provide the highest levels of service to meet their clients' project needs.



CONTACT: **Joep Hopman - joep.hopman@heinenhopman.com**
www.heinenhopman.com

Heinen & Hopman Engineering is a world leader in air-conditioning, mechanical ventilation, central heating, refrigeration, fire protection, environmental systems and air duct cleaning. The company is renowned as an innovator in the design, engineering and installation of customised solutions and offers a worldwide, 24/7 service via a network of subsidiaries and after-sales centres.



CONTACT: **Jonny Allbut** - jallbut@internationalfx.com
www.internationalfx.com

Founded in 2005, International Foreign Exchange (IFX) is Europe's fastest growing Foreign Exchange Brokerage and has a global reach, serving a growing spread of corporate and private clients worldwide. Crew can benefit from IFX taking care of their foreign currency exchange affairs, helping them monitor their accounts and be on-hand to answer all questions.



CONTACT: **Peter Vogel** - p.vogel@iys-nl.com
www.iys-nl.com

Interior Yacht Services (IYS) is a company born out of passion for delivering the highest standard of service to the guest. Having developed many training courses and interior Standard Operating Procedures over the years, IYS joined forces with the Warsash Superyacht Academy in 2012, providing a full range of interior courses, accredited through the PYA GUEST programme.



CONTACT: **Sara Butler** - sara.butler@medaire.com
www.medaire.com

Since 1985, MedAire has been dedicated to providing immediate, real-time medical assistance onboard superyachts. MedAire's Global Emergency Response Centers are a 24 hour life-line, staffed by emergency physicians, registered nurses, and communication specialists to ensure that when you are at sea you have the medical support you need.



CONTACT: **Maarten van Gorsel** - mvangorsel@nekoyachts.nl
www.nekoyachts.nl

NeKo Yacht Supply is a worldwide yacht supplier that is passionate about the best quality food being delivered efficiently and effectively to all superyachts. Priding themselves on taking care of every detail once an order has been made, they also strive to develop a personal relationship with all clients in order to best serve their needs.



CONTACT: **Michelle van der Merwe** - mmerwe@pantaenius.com
www.pantaenius.com

Pantaenius is the leading yacht insurance provider in Europe. The traditional family business has been delivering class leading boat insurance for motor yachts, sailing yachts, and superyachts to owners all over the world for nearly fifty years. They operate 12 offices on three continents and are the only yacht insurance provider that fully operates in eight different languages. A renowned in-house claims department guarantees a fast and efficient claims handling at all times.



CONTACT: **Oscar Faragher** - oscar@qluxurymedia.com
www.qluxurymedia.com

Q Luxury Media was founded in 2000 to offer the yachting industry a single company that provides all services related to branding and marketing a yacht. Having created brochure, web and video productions for some of the finest yachts and largest yachting companies, their specialist knowledge of the sector is of great value to their clients.



CONTACT: **Glen Taylor** - glen@rdt ltd.com
www.rdt ltd.com

RDT's hi-tech Tempus monitor is at the forefront of telemedicine. It integrates years of R&D, innovation, real-world experience and unique communications technology that make accessing the best medical attention easy, fast and reliable.



CONTACT: **Tim Reedman** - tim.reedman@sjpgp.co.uk
www.sjpgp.co.uk

Reedman Wealth Management is partner practice of one of the biggest wealth management organisations in the UK, St. James's Place. Due to strong investment performance and outstanding client service, the business is growing every year. St. James's Place utilises 54 of some of the best fund managers in the world and has provided consistently good returns year on year.



CONTACT: **Mark Pattman - mark@roamingexpert-yachts.com**
www.roamingexpert-yachts.com

With over 15 years of industry experience within the telecoms market, we have used our knowledge to build mobile roaming tariffs tailored to the specific needs of the yachting industry. Our inclusive European tariffs can incorporate either voice & data or data only solutions. Bespoke worldwide and country specific solutions are available upon request. Our tariffs can incorporate either voice & data or data only solutions and can be altered on a monthly basis to reflect where your yacht is in the world.



CONTACT: **Wayne Britton - waynebritton@securewest.com**
www.securewest.com

Securewest International is a leading global security company providing complete risk management services since 1987. An innovative leader in maritime security, pioneering best practice and developing products that mitigate risk, Securewest provide clients a discreet yet complete service in the risk management of superyachts.



CONTACT: **Ed Taylor - ed.taylor@taylormadedesigns.com**
www.taylormadedesigns.com

Taylor Made Designs are specialist suppliers of all branded and unbranded uniform, workwear, gifts and merchandise with a dedicated sector looking after superyachts. We can source almost any item of apparel, guest gift or promotional giveaway and with the added benefits of being able to set up your own personalised online ordering platform, arrange deliveries to any secure location around the world, our own in-house embroidery and print service and storage facilities, Taylor Made Designs has got it covered! Along with over 20 years' experience in the industry, we understand the exacting requirements of the superyacht clientele.



CONTACT: **Alison Rentoul - alison@thecrewcoach.com**
www.thecrewcoach.com

The Crew Coach is passionate about helping professional yacht crew build rewarding, successful careers. Whether entering the industry, working up the ladder or thinking about moving on from yachting, they can help crew make choices that will work for them. With everything from CV optimising, interview coaching and job hunting strategies to leadership coaching and online training.



CONTACT: **David Cooper - david.cooper@unitedadvisersgroup.com**
www.unitedadvisersgroup.com

UAM helps its clients with their comprehensive financial planning needs; this includes both regular and single "lump sum" investment accounts. Client relationship and service is paramount, helped by working with a wide range of global partner solutions and companies.



CONTACT: **Treeske van Cappellen - info@vancappellen.org**
www.vancappellen.org

Van Cappellen Consultancy is an engineering company in the maritime industry since 1984 and has since gained its expertise in noise and vibration control on luxury yachts. We like to provide our clients with no-nonsense solutions to achieve low noise and vibration levels. Our services, such as detailed insulation drawings, computer noise level prediction, vibration analysis and full range noise and vibration measurements can be applied to motor and sail yachts.



CONTACT: **Liam Dobbin - liam@wilsonhalligan.com**
www.wilsonhalligan.com

Wilson Halligan specialises in recruiting crew members for privately owned and commercially operated yachts and superyachts. Captains, senior officers, deckhands, electrical engineers, chief stewards, chefs, beauty therapists... we've got it all covered.



CONTACT: **Berkan Ceylan - berkan@zoomyachting.com**
www.zoomyachting.com

Zoom Yachting is a destination management company for superyachts in Turkey. After fifteen years of service, Zoom has proven itself to be the company to deliver the high end experiences the Superyacht industry demand. They pride themselves on coming to an understanding of the guests' needs in order for to design and deliver a Turkish experience of unrivalled quality.



CONTACT: **Gavin Hall** - contact@gremco-sas.com
www.gremco-sas.com

Gremco offers yacht maintenance and refit services for sailing and motor yachts. Specialized in ropes and rigging, they also supply a full range of "on board" sanitary, waste water treatment and watermaker equipment. They provide load testing and certification of overboard rails and various types of lifting equipment, as well as an extensive range of mooring products including fenders, fender covers and fender hooks.



CONTACT: **Charlotte Painter** - info@no12wines.com
www.no12wines.com

No. 12 pride themselves on being one of the premiere yacht provisioning companies in the Mediterranean. Their carefully crafted selection of products caters to the unique needs of the yachting industry as well as its sophisticated tastes. Speed and reliability of service are their specialities.



CONTACT: **Sharrita Mills** - smills@mmcnv.com
www.pdpmarina.com

Combined with its reputation for superior customer service and full range of modern marina facilities, the Yacht Club Port de Plaisance's popularity among captains is attributed, in part, to its proximity to a superb array of high quality technical services for yacht maintenance, repair, and refit that have established Sint Maarten as one of the Caribbean region's premiere service centers for professionally-crewed yachts, challenged only by major stateside yachting capitals like Ft. Lauderdale and Miami. There's an ample supply of marine tradesmen, including technicians, electricians, refrigeration-air conditioning specialists, as well as skilled day workers.



CONTACT: **Oscar Faragher** - ofaragher@socratesq.co.uk
www.socratesq.co.uk

SocratesQ is a full-service branding, marketing and communications agency specialising in the yachting industry. It works with its parent company, Socrates, whose focus is boutique commercial and residential real estate companies. Together they develop international marketing and communications campaigns and create beneficial partnerships between the yachting and real estate industries.

CALENDAR OF EVENTS

Palma Boathouse, Palma de Mallorca	3 - 4 November 2016
IMS Shipyard, Toulon, France	30 November - 1 December 2016
Antigua Partner Trip	5 - 12 December 2016
Caribbean Crewfest, Christophe Harbour, St Kitts	11 - 14 January 2017
Port De Plaisance, Sint Maarten	19 - 20 January 2017
Compositeworks, La Ciotat, France	15 - 16 February 2017
Crewshow Palma, The Boathouse, Palma de Mallorca	20 - 21 April 2017
MYBA Barcelona	24 - 27 April 2017
Palma Superyacht Show, Palma de Mallorca	28 April - 2 May 2017

ACREW PARTNERS



ACREW PALMA SPONSORS

