



**ACREW**  
PALMA

**PALMA SUPERYACHT SHOW**

Palma de Mallorca, Spain  
28<sup>TH</sup> April - 2<sup>ND</sup> May  
2017

## EVENT SCHEDULE

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### DAY 1 - FRIDAY 28<sup>TH</sup> APRIL

10.30 - 12.00	Silver Service Vs Butler Service: Mysteries Revealed	Partner: VIP Service School
10.30 - 12.00	Sail through your OOW with the PYA	Partner: The PYA
11.00 - 11.30	Chef's Demonstration: Paella Mixta	Partner: The Galley Club
12.00 - 13.30	<b>LUNCH: Paella Mixta</b>	Partner: The Galley Club
13.30 - 15.00	Troubleshooting Electronics Onboard	Partner: Osprey Technical
13.30 - 15.00	Crew Personal Safety Awareness	Partner: Securewest International
15.30 - 17.00	Managing Uniform: Sizing, Stock Planning and Inventory Control	Partner: VIP Service School Taylor Made Designs
15.30 - 17.00	Modern Ropes	Partner: ONE Palma
17.00 - 18.00	Stepping Up the Ladder: First Years Onboard Crew mentors share wisdom and advice for thriving in superyachting	
18.00 - 20.00	<b>Happy Hour</b>	Partner: wilsonhalligan

### DAY 2 - SATURDAY 29<sup>TH</sup> APRIL

10.30 - 12.00	Drones: Safety and Security	Partner: Securewest International
10.30 - 12.00	A Masterclass in Caviar	Partner: N° 12 Fine Wines and Anna Dutch Mallorca
11.00 - 11.30	Chef's Demonstration: An Indian Marinating Masterclass	Partner: The Galley Club
12.00 - 13.30	<b>LUNCH: Lamb Vindaloo</b>	Partner: The Galley Club
13.30 - 15.00	Tropical Exposures at Sea	Partner: MedAire
13.30 - 15.00	The Art of Carpet and Upholstery Cleaning	Partner: Nautiel Service
15.30 - 16.30	Making the Most of Your Money: Stories From the Crew Side	Partner: UAM and Reedman Wealth Management
18.00 - 20.00	<b>ACREW UNITED. Crew Membership Drinks</b>	

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

## EVENT SCHEDULE

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### DAY 3 - SUNDAY 30<sup>TH</sup> APRIL

10.30 - 12.00	In-Water Emergencies and Rescue for Superyacht Crew	Partner: Superyacht Lifeguard
11.30 - 12.00	Chef's Demonstration: Sous Vide	Partner: The Galley Club
12.00 - 13.30	<b>LUNCH: Pork Loin with Orange and Chilli</b>	Partner: The Galley Club
13.30 - 15.00	Inspired Sparkling Wines	Partner: N° 12 Fine Wines
13.30 - 15.30	Working with Composites	Partner: ONE Palma
15.30 - 17.30	The Practical Care of On-board Art Collections	Partner: Pandora Matherlees Art Consultancy
15.30 - 17.30	On-Shore First Responder Awareness	Partner: MedAire

### DAY 4 - MONDAY 1<sup>ST</sup> MAY

16.00 - 18.00	Senior Crew and Captains Network Inspired industry conversations and support for experienced crew	
18.00 - 20.00	<b>Happy Hour</b>	Partner: Grand Harbour Marina, Malta



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

## LUNCH ON THE TERRACE FROM THE GALLEY CLUB

FRIDAY 28<sup>TH</sup> APRIL - SUNDAY 30<sup>TH</sup> APRIL

12.00 – 13.30

**THE GALLEY CLUB**

Cookery School

Join us on the terrace for top lunches created by The Galley Club live! Katy will be cooking up a storm with a different flavour each day, making it a great regular social spot for superyacht crew. For chefs, aspiring cooks and anyone interested in great food there will be cooking demonstrations an hour before lunch on fascinating topics.

Every day will include a vegetarian option, if you register online and let us know any more specific dietary requirements we can ensure there is something equally as tasty waiting for you!

### PAELLA MIXTA

FRIDAY 28<sup>TH</sup> APRIL

A true Paella made authentically with the freshest ingredients including fish and meat and served as is. A definite crowd pleaser when executed to perfection!

COOKING DEMONSTRATION 11.00 - 11.30:

1 hour before serving is a critical time when preparing the perfect paella. See how the essential elements come together and hear from expert Katy.



### LAMB VINDALOO

SATURDAY 29<sup>TH</sup> APRIL

One of the world's favourite dishes, the lamb vindaloo packs more punch and flavour than most. Cooking a great curry is no easy task and requires a great deal of knowledge and skill to get it right.

COOKING DEMONSTRATION 11.00 - 11.30:

Learn essential knowledge of authentic Indian herbs, spices and their uses in a marinating masterclass! See how the Lamb has been prepared and have all your questions answered about getting intense flavours in to your cooking.

## LUNCH ON THE TERRACE FROM THE GALLEY CLUB

### PORK LOIN WITH ORANGE AND CHILLI SAUCE

SUNDAY 30<sup>TH</sup> APRIL

Enjoy the results of the latest low temperature cooking technology used by top chefs such as the Roca Brothers. Experience fine pork loin prepared served with orange and chilli sauce and served with new season's potatoes and vegetables.

COOKING DEMONSTRATION 11.00 - 11.30:

The Sous Vide phenomenon is taking professional chefs to new levels in innovative food preparation. See first-hand some of the techniques used using this exciting technology.



## CREW DRINKS AND LIVE MUSIC

FRIDAY 28<sup>TH</sup> APRIL, SATURDAY 29<sup>TH</sup> APRIL, MONDAY 1<sup>ST</sup> MAY

18.00 - 20.00

The ACREW Terrace occupies a great spot by the water. When the workshop schedule has finished for the day it's time to relax with a few drinks and for the live music to begin!

**Friday 28th April 18.00 - 20.00**

Happy Hour sponsored by wilsonhalligan

**Saturday 29th April 18.00 - 20.00**

ACREW United: Crew Membership Drinks  
Featuring live band Piolet Swing

**Monday 1st May 18.00 - 20.00**

Happy Hour sponsored by Grand Harbour Marina, Malta  
Featuring live band Piolet Swing



10.30 - 12.00 FRIDAY 28<sup>TH</sup> APRIL

## SILVER SERVICE VS BUTLER SERVICE: MYSTERIES REVEALED

The term 'Silver Service' is often used inaccurately as a 'catch all' term for the high level of service expected on yachts. It is important for stews to not only understand the correct terms for a range of service styles but be able to match the correct style to the situation. The workshop will be practical and will address two popular styles of service Silver Service (aka British Service) and Butler Service (aka French Service).

Participants will learn and practice the skills involved and will understand when and where to use each style. With years of experience working as a Chief Stewardess on prestigious yachts, Hazel Anderson of VIP Service School is able to offer fascinating insights in terms of service, managing the service and understanding the guest perspective.

FACILITATOR:



Hazel Anderson  
VIP Service School

10.30 - 12.00 FRIDAY 28<sup>TH</sup> APRIL

## SAIL THROUGH YOUR OOW WITH THE PYA

The Professional Yacht Association (PYA) provides an insider guide on how to prepare for and apply for your OOW. The workshop, hosted by Joey Meen, Director of Training and Certification for the PYA, will cover:

- The application process for MCA NoE leading to a CoC
- Required certificates for application to OOW
- Certificate updates, expiry dates and limitations
- Sea Service – how to record sea service, good practices, verification, testimonials

- Training Record Book (for Yacht Ratings and OOW)- guide on how to complete your TRB, do's and don'ts, essential tasks and assessments
- Training: prerequisites, guidelines on how to get the most out of your courses and exam expectations.

If you're working towards your OOW, the most recent information and updates will be shared about the required qualifications for the next step on your career and qualifications ladder.

FACILITATOR:



Joey Meen  
PYA

13.30 - 15.00 FRIDAY 28<sup>TH</sup> APRIL

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## TROUBLESHOOTING ELECTRONICS ONBOARD

Osprey Technical bring all their knowledge of electronics to the table in a problem solving workshop. They will address the most common problems and enquiries they field on a daily basis from yachts across the globe and share the principles and techniques that underpin the effective solving of them all! Engineers are encouraged to bring their own

problems and questions in any of Osprey's expert fields such as Instrumentation, Autopilot Systems, Load Management, Marine Communications, Onboard Computer Networks and DC Power Solutions. The workshop will deliver a host of extremely useful advice for managing your electronics onboard as well as practical, tested solutions.

FACILITATORS:



**Tom Robinson**  
Osprey Technical



**Shaun Pimenter**  
Osprey Technical

13.30 - 15.00 FRIDAY 28<sup>TH</sup> APRIL

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## CREW PERSONAL SAFETY AWARENESS

The unique circumstances of crewing a superyacht can present situations of increased vulnerability when ashore, especially in some locations. With a little planning and teamwork, crew can dramatically reduce their exposure to those risks and everyone can rest easier. The workshop will address the principles of travelling safely, looking after

each other and keeping everyone informed. It will include practical tips on travel in taxis, what to do when presented with aggression, hotel and accommodation security as well as staying safe online and when using social media. A workshop of immeasurable benefit to all crew!

FACILITATOR:



**Wayne Britton**  
Securewest International

15.30 - 17.00 FRIDAY 28<sup>TH</sup> APRIL

## MANAGING UNIFORM: SIZING, STOCK PLANNING AND INVENTORY CONTROL

The challenge of having a crew beautifully turned out in their uniform presents many complicated problems to a stewardess. This workshop will address how to measure your crew to ensure accurate sizing, as well as tips on how to manage the uniform inventory and ordering. Covering the basic measurements, how to take them and how to record them with sample documents for participants, as well as time to practice measuring. The presentation will move on

to more general issues in terms of uniform including different fabrics, material qualities, garment usage, stock planning and inventory control. Ex-Chief Stewardess Hazel Anderson of VIP Service School shares her years of experience and Ed Taylor of Taylor Made Designs will add a valuable perspective from the manufacturer. There will also be plenty of time to answer ANY question related to crew uniform!

FACILITATOR:



Hazel Anderson  
VIP Service School



Ed Taylor  
Taylor Made Designs

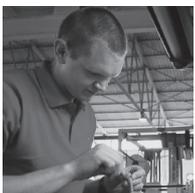
15.30 - 17.00 FRIDAY 28<sup>TH</sup> APRIL

## MODERN ROPES

Arnas Eimutis, Rigging Coordinator and racing crew member for ONE Palma ([www.onepalma.net](http://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!

FACILITATOR:



Arnas Eimutis  
ONE Palma

17.00 - 18.00 FRIDAY 28<sup>TH</sup> APRIL

## STEPPING UP THE LADDER: FIRST YEARS ONBOARD CREW MENTORS SHARE WISDOM AND ADVICE FOR THRIVING IN SUPERYACHTING

Join this fun and informal networking event to learn from experienced crew the insider's tips to success in the industry. Whether you are looking to get a promotion, are unsure how to deal with your cabin mate, need advice on qualifications or career paths or have a specific question about work tasks, there will be plenty of experienced crew and professionals on hand

to answer your questions. Hosted on the terrace, there will be a few words and introductions, followed by the opportunity to mingle with drinks, music and evening sunshine. The official happy hour starts right afterwards, gifting you the chance to start your weekend in an enjoyable and professional way!

10.30 - 12.00 SATURDAY 29<sup>TH</sup> APRIL

## DRONES: SAFETY AND SECURITY

The legalities and recommended practices involved with drone use are complex, evolving and dependent on your location. An understanding of this is essential for using drones and invaluable when you encounter a drone flying around or over your yacht. The workshop will address anti-drone measures including shooting down drones in the context of

Port State Controls. It will cover liability issues as well as recent case studies, and questions are welcomed from the floor. With some drones having the capacity to carry ied's and chemicals, not to mention cameras, this session is one of paramount importance for all superyacht crew and Captains that seek clarity in this new, yet grey area.

FACILITATOR:



**Wayne Britton**  
Securewest International

10.30 - 12.00 SATURDAY 29<sup>TH</sup> APRIL

## A MASTERCLASS IN CAVIAR

A caviar masterclass for chefs and stewardesses! Enjoy learning about and experiencing the taste of beautiful caviar whilst being inspired with ideas for guests and owners. The workshop will include caviar tasting, how to pair vodka with your caviar, caviar canapes and serving champagne with caviar. With a focus on the guest experience, each facilitator

will share their area of expertise and provide real insight in to how to wow guests and owners. It will provide attendees with the confidence to work with this expensive produce and plenty of options as to how to serve caviar and choose the perfect accompaniments.

FACILITATORS:



**Marjolijn Kapteyn Den Boumeester**  
Anna Dutch Mallorca



**Andrew Azzopardi**  
N° 12 Fine Wines

13.30 - 15.00 SATURDAY 29<sup>TH</sup> APRIL

## TROPICAL EXPOSURES AT SEA

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 exposures. The tropical environment poses a risk for exposure to many types of illnesses including respiratory, blood-borne, and food and water-borne, both onboard

and on-shore. Discussion will include common risks, signs and symptoms, treatment measures, as well as prevention techniques. Learn how to use personal protection equipment used to safeguard yourself from these tropical exposures - including preventative travel planning and assistance resources available to crew.

FACILITATOR:



Jo Peare  
MedAire

13.30 - 15.00 SATURDAY 29<sup>TH</sup> APRIL

## THE ART OF CARPET AND UPHOLSTERY CLEANING

When the pressure is on, knowing how to remove a red wine stain from expensive upholstery is a skill worth its weight in gold. Experienced stews appear to have every product and every brush, rag or sponge, plus the knowledge on how to use them! They stay cool, calm and collected no matter what the situation is. In this entirely practical workshop, cleaning experts from Nautiel Service will create a variety of cleaning stations, each with a different problem. Stews will be challenged to try

out different products and techniques to restore the materials. During the exercise, recommendations will be shared as to how to maintain carpets, upholstery, mattresses, on a daily basis in terms of cleaning methods and routines, as well as covering fire regulations. It will be a highly practical, enjoyable and enlightening experience with plenty of sharing of tips and tricks between stews of all levels and from the expert facilitators of Nautiel Service.

FACILITATORS:



Jaume Badia  
Nautiel Service



Ricard Garcia Navas  
Nautiel Service



Jorge Rodriguez Roda Fuertes  
Nautiel Service



Jaume Badia  
Nautiel Service

15.30 - 16.00 SATURDAY 29<sup>TH</sup> APRIL

## MAKING THE MOST OF YOUR MONEY: STORIES FROM THE CREW SIDE

High wages, low expenses; a benefit of superyacht living that has the potential to set crew up for life, if planned and executed correctly. In this workshop crew and captains that have learnt their own lessons in the financial sphere share their hard-earned wisdom and stories to help fellow crew. ACREW financial partners United Advisers Marine and St.

James Place will also be on hand following the workshop (and throughout the show) to answer ANY questions related to personal finances in superyachting. For those interested they will be happy to sit down and create a no strings financial plan tailored to individual's unique circumstances.

### FACILITATORS:



**Oliver Maher**  
United Advisers Marine



**Tim Reedman**  
St. James's Place



10.30 - 12.00 SUNDAY 30<sup>TH</sup> APRIL

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## IN-WATER EMERGENCIES AND RESCUE FOR SUPERYACHT CREW

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, Tyler Zetterstrom from Superyacht Lifeguard delivers to yacht crew a scenario based

workshop demonstrating the possible courses of action in a variety of situations and their potential consequences. How to maximise the chances of survival whilst keeping yourself safe are important learning points, making this an essential workshop for anyone working in water. That will be all Crew then!

FACILITATOR:



Tyler Zetterstrom  
Superyacht Lifeguard

13.30 - 15.00 SUNDAY 30<sup>TH</sup> APRIL

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## INSPIRING SPARKLING WINE

As tastes and climates change, the world of the white sparkling wine has become more diverse, with some seriously good wines coming from less well known sources. With no shortage of passion and knowledge in this area, Andrew from No.12 Fine Wines will present some great examples of beautiful bubbles. The wines chosen will represent four important

regions and four different techniques that create the complex variety of flavours present in sparkling wines. Attendees will leave armed with the knowledge and understanding to select, store and serve champagne, prosecco, cava and English sparkling wine and be able to discuss them with guests and owners with confidence.

FACILITATOR:



Andrew Azzopardi  
N° 12 Fine Wines

13.30 - 15.30 SUNDAY 30<sup>TH</sup> APRIL

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## WORKING WITH COMPOSITES

Have you ever wondered how yacht equipment is made so sleek? From bowsprits and booms to keels and rudders, Composites Manager for ONE Palma, Leonardo MacLean will take you on a behind the scenes look at what goes into

the design and production of carbon fiber equipment for yachts. The workshop will include practical exercises and will provide real insight in to this fascinating aspect of yachting. Be sure to attend!

FACILITATOR:



**ONE**  
PALMA

Leonardo MacLean  
ONE Palma

15.30 - 17.30 SUNDAY 30<sup>TH</sup> APRIL

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## THE PRACTICAL CARE OF ON-BOARD ART COLLECTIONS

The Practical Care of On-board Art Collections introduces the art world to superyacht crew. It is known for art collections on board to be worth more than the yacht itself, so an understanding of how to care for, clean, maintain and move precious art is becoming an increasingly sought after skill set. Preservation of value and avoiding deterioration and damage are vital issues for owners. The workshop introduces art history and looks at the type of art you may find on superyachts. The main focus of the workshop will be on cleaning, maintenance,

sharing key advice on how to care for pieces and most importantly what not to do when handling art collections. Where to place the art onboard, how to move it and how to handle storage and shipping are all covered briefly, arming attendees with enough information to work more confidently in this area. Art expert Pandora will also be available to answer any specific questions crew and captains may have about the art in their care after the workshop.

FACILITATOR:



Pandora Matherlees  
Pandora Matherlees Art Consultancy

15.30 - 17.30 SUNDAY 30<sup>TH</sup> APRIL

## ON-SHORE FIRST RESPONDER AWARENESS

Superyacht crews may be well-trained to handle illness and injury while onboard with standard medical resources available, but what about when escorting owners or guests on the tender or while on-shore? Focus of this session will include an overview of medical equipment that is essential for the tender and on-shore environment, including the Tempus ICT2 unit from RDT. It will address how to recognise and

manage illness and injuries while away from the vessel and without standard onboard medical equipment and resources. Discussion includes an overview of how to recognise and take immediate action when a life threatening medical event occurs, utilising the resources available to you through RDT and MedAire.

FACILITATOR:



**MedAire**  
An International SOS Company

Jo Peare  
MedAire



**TEMPUS ICT2**  
rdt [www.rdt.com](http://www.rdt.com)

Glen Taylor  
RDT

16.00 - 18.00 MONDAY 1<sup>ST</sup> MAY

## SENIOR CREW AND CAPTAINS NETWORK

INSPIRED INDUSTRY CONVERSATIONS AND SUPPORT FOR EXPERIENCED CREW

A network event that brings together experienced industry professionals with senior crew and captains. Experts selected by ACREW will be available to talk on many subjects identified by senior crew and captains as of value, including starting a business, leadership, law and mentoring. The format will

be 'talks over drinks' with experts introduced at the start of the session and then free to move around the room to talk informally. Drinks and canapés will be circulating throughout, creating an informal atmosphere where introductions and knowledge exchange can be of immeasurable value to all.

15:00 - 15:30 SATURDAY 29<sup>TH</sup> AND SUNDAY 30<sup>TH</sup> APRIL

## SAHAYA PEARLS

Sahaya Pearls will be showcasing some of their collection that can be used creatively in table design or as gifts for guests. Thouraya will have a selection of her work and will also bring items such as napkin rings for crew to see the

types of product that can be made to order. With lots of jewellery for personal use, make sure you head over to her stand on the terrace.



**SAHAYA Pearls**  
CREATION

Thouraya  
Sayhaya Pearls

## COMPLIMENTARY CREW CONSULTATIONS

### YACHT INSURANCE CONSULTATIONS

Pantaenius Yacht Insurance offer a unique service to the Captains at Palma Superyacht Show. The complexities of the insurance for superyachts often means that the lengthy documents are not read or understood, which can have serious implications. Michelle and Jens are providing complimentary yacht insurance consultations where they will sit with Captains with a highlighter pen and speed through the policy showing all the key places where exclusions from

the policy could be a problem. If Captains are aware of the extent of their policy then plans can be made accordingly. This free and quick service can be arranged for a convenient time during Friday 28th April - Monday 1st May between 9.00 and 18:00. Pantaenius would hope to be included when quotes are requested for policy renewal, but the service is completely free of any obligation.

CONSULTANTS:



**Jens Ploch**  
Pantaenius Yacht Insurance



**Michelle Van der Merwe**  
Pantaenius Yacht Insurance

### YACHT SECURITY CONSULTATIONS

Security expert Wayne Britton of Securewest International is offering an additional service to yachts at Palma Superyacht Show; complimentary onboard yacht security consultations. They provide an easy way for any security concerns, however small to be answered by an expert without cost or commitment. Highly experienced in yacht security, Wayne finds the following topics often of concern to Captains:

- Crew safety onboard and ashore
- High risk transits
- The Mediterranean migrant crisis
- The use of Maritime Threat Assessments
- Crew safety training
- Terrorism
- Destinations off the beaten track
- Duty of care for your crew and guests
- ISPS

CONSULTANT:



**Wayne Britton**  
Securewest International

Happy to come aboard to talk through any issues, just ask an ACREW member for an introduction, email Wayne, [waynebritton@securewest.com](mailto:waynebritton@securewest.com), or catch him at one of his workshops!

### PERSONAL FINANCE CONSULTATIONS

ACREW specialist financial partners United Advisers Marine and Reedman Wealth Management are on hand throughout the event to provide 1:1 sessions to help crew to understand their financial options and plan accordingly. Crew that leave the industry consistently remark that they

wish they had managed their finances better during their time of 'high income, low expenses' onboard. Having a plan is a great way to start on the road to financial success! It is also possible to arrange consultations onboard and run sessions for groups of Crew around financial topics of interest.

CONSULTANTS:



**Oliver Maher**  
UAM



**Tim Reedman**  
St. James's Place



**Elliot Krauze**  
UAM

## EXPERTS ON HAND FOR CAPTAINS AND SENIOR CREW

### ONE TO ONE CAREER CONSULTATIONS

wilsonhalligan are on hand throughout the event to provide free one to one consultations on all things relating to career development. Dealing exclusively with large yachts and superyachts, with specialist consultants for all departments,

they are perfectly placed to help you further your career. Even if right now you are not looking for a new position, talking through career options and progression routes is invaluable.

#### CONSULTANTS:



Jennifer Shillitoe  
wilsonhalligan



Michelle Thornton  
wilsonhalligan



The PYA will be on hand at the show to answer any questions related to your professional development. Experts can answer all your questions on qualifications, career path and how changes in the industry can affect individual crew members. Crew can also join the PYA at a discounted rate in the ACREW Lounge. Crew Workbooks will be available to start recording your workshop attendance right away. Joey Meen will also be running a workshop specifically for deck crew that have questions relating to their OOW, an area crew have identified as requiring clarity.

### MOBILE TARIFF CONSULTATIONS

RoamingExpert was formed in 2012, to tackle the problem of high mobile roaming costs for businesses. Working with an existing yacht management customer, founder 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.

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

They are confident they can make significant savings for crew compared with their current bills. Roaming Expert Mark Pattman will be available throughout the show on the ACREW Terrace to chat one to one with Crew about making savings on their mobile bills.



Mark Pattman  
Roaming Expert



CONTACT: **Christiana Cairns** - [admin@ayss.org](mailto:admin@ayss.org)  
[www.ayss.org](http://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](mailto:katherine_verano@christopheharbour.com)  
[www.christopheharbour.com](http://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](mailto:rob.papworth@compositeworks.com)  
[www.compositeworks.com](http://www.compositeworks.com)

Ideally located the South of France, Compositeworks is an award winning shipyard delivering world class yacht refits and complex rebuilds. Since it's 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: **Angelique Lenton** - [angie@galleytek.com](mailto:angie@galleytek.com)  
[www.galleytek.com](http://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: **Shaun Dash** - [sdash@internationalfx.com](mailto:sdash@internationalfx.com)  
[www.internationalfx.com](http://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: **Ben Howe** - [ben.howe@medaire.com](mailto:ben.howe@medaire.com)  
[www.medaire.com](http://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: **Clair Logsdon** - [nautiparts@yahoo.com](mailto:nautiparts@yahoo.com)  
[www.nauti-parts.com](http://www.nauti-parts.com)

Nauti-Parts was created in 1995 and since then has become the leading watersports and extreme sports company in Mallorca. Now employing a wide range of staff and offering a range of services from a replacement piston valve to supplying tenders to the largest of superyachts. Nauti-Parts also provides storage, maintenance, repairs and a second to none collection and delivery service, as well as jet ski and water toy rentals from both stores in Portals Nous and Port Adriano.



CONTACT: **Danny McGowan** - [dmcgowan@nautilusint.org](mailto:dmcgowan@nautilusint.org)  
[www.nautilusint.org](http://www.nautilusint.org)

Nautilus International is the global trade union and professional association for officers and crew working in the superyacht industry and across the maritime world. Representing seafarers for over 160 years, from over 90 different countries and working on yachts and vessels of any flag, Nautilus provides members with industrial, legal and certificate protection unmatched by any other body, along with sea service verification in their industry-leading service record book.



CONTACT: **Andrew Azzopardi** - [andrew@no12wines.com](mailto:andrew@no12wines.com)  
[www.no12wines.com](http://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: **Andrea MacLean** - [andrea@onepalma.net](mailto:andrea@onepalma.net)  
[www.onepalma.net](http://www.onepalma.net)

ONE Palma is among the leading full service lofts in Europe, specialising in sail, rigging and composites design, production, optimisation and repair. Based in Palma de Mallorca, the team at ONE Palma is dedicated to providing the best service possible for all sailing and yachting needs. But The ONE Palma team doesn't just sell yachting products and services. We spend time with our clients and prepare them to make the most of their sailing experience. That's what makes us different. ONE Palma is also the exclusive partner in Palma and Balearics for OneSails and McConaghy Boats.



CONTACT: **Jens Ploch** - [JPloch@pantaenius.com](mailto:JPloch@pantaenius.com)  
[www.pantaenius.com](http://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: **Carey Secrett** - [marketing@pya.org](mailto:marketing@pya.org)  
[www.pya.org](http://www.pya.org)

The PYA looks after the interests of yacht crew around the world. It is approved by the MCA to verify sea service and also provides accurate and impartial advice on certification, regulation and the rights of crew. It is committed to the highest professional standards in yachting.



CONTACT: **Tim Reedman** - [tim.reedman@sjpp.co.uk](mailto:tim.reedman@sjpp.co.uk)  
[www.sjpp.co.uk](http://www.sjpp.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: **Glen Taylor** - [glen@rdt ltd.com](mailto:glen@rdt ltd.com)  
[www.rdt ltd.com](http://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: **Mark Pattman - [mark@roamingexpert-yachts.com](mailto:mark@roamingexpert-yachts.com)**  
**[www.roamingexpert-yachts.com](http://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](mailto:waynebritton@securewest.com)**  
**[www.securewest.com](http://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: **Oscar Faragher - [ofaragher@socratesq.co.uk](mailto:ofaragher@socratesq.co.uk)**  
**[www.socratesq.co.uk](http://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.



CONTACT: **Katy Rosales - [info@thegalleyclub.com](mailto:info@thegalleyclub.com)**  
**[www.thegalleyclub.com](http://www.thegalleyclub.com)**

The Galley Club offers practical courses designed for superyacht chefs. Their comprehensive training is recommended for those who are seriously committed to the idea of joining the yachting industry, are currently working onboard or are requiring additional skills to enhance their career prospect. Throughout their courses students will gain a cooking experience truly interactive and realistic in terms of working on a yacht.



CONTACT: **Simon Relph - [simon@theislander.net](mailto:simon@theislander.net)**  
**[www.theislander.net](http://www.theislander.net)**

As the only English language yachting magazine published monthly in the Mediterranean region, The Islander has a growing readership and a wide distribution network. Based in Palma it is well placed to source great content for its readership of crew and industry professionals in the Western Mediterranean including Antibes, Barcelona and Ibiza. With contributions from leading experts in diverse fields from marine ecology to crew welfare, every edition has something for everyone involved with the Superyacht industry.



CONTACT: **Ed Taylor - [ed.taylor@taylormadedesigns.co.uk](mailto:ed.taylor@taylormadedesigns.co.uk)**  
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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: **Oliver Maher - [oliver.maher@unitedadvisersgroup.com](mailto:oliver.maher@unitedadvisersgroup.com)**  
**[www.unitedadvisersgroup.com](http://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: **Hazel Anderson** - [hazel@vipserviceschool.com](mailto:hazel@vipserviceschool.com)  
[www.vipserviceschool.com](http://www.vipserviceschool.com)

VIP Service School offers hospitality training for yacht crew in Palma centre and onboard, with courses that can be customised for the individual yacht. Their courses cover all aspects of the interior crew needs and are flexible, offering crew the opportunity to add learning as and when they want. Hazel's 17 years of experience in the superyacht industry helped her develop a highly practical and realistic approach to training, giving crew a solid foundation of skills from which to develop.



CONTACT: **Liam Dobbin** - [liam@wilsonhalligan.com](mailto:liam@wilsonhalligan.com)  
[www.wilsonhalligan.com](http://www.wilsonhalligan.com)

wilsonhalligan 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](mailto:berkan@zoomyachting.com)  
[www.zoomyachting.com](http://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: **Sharrita Mills** - [smills@mmcnv.com](mailto:smills@mmcnv.com)  
[www.mmcnv.com](http://www.mmcnv.com)

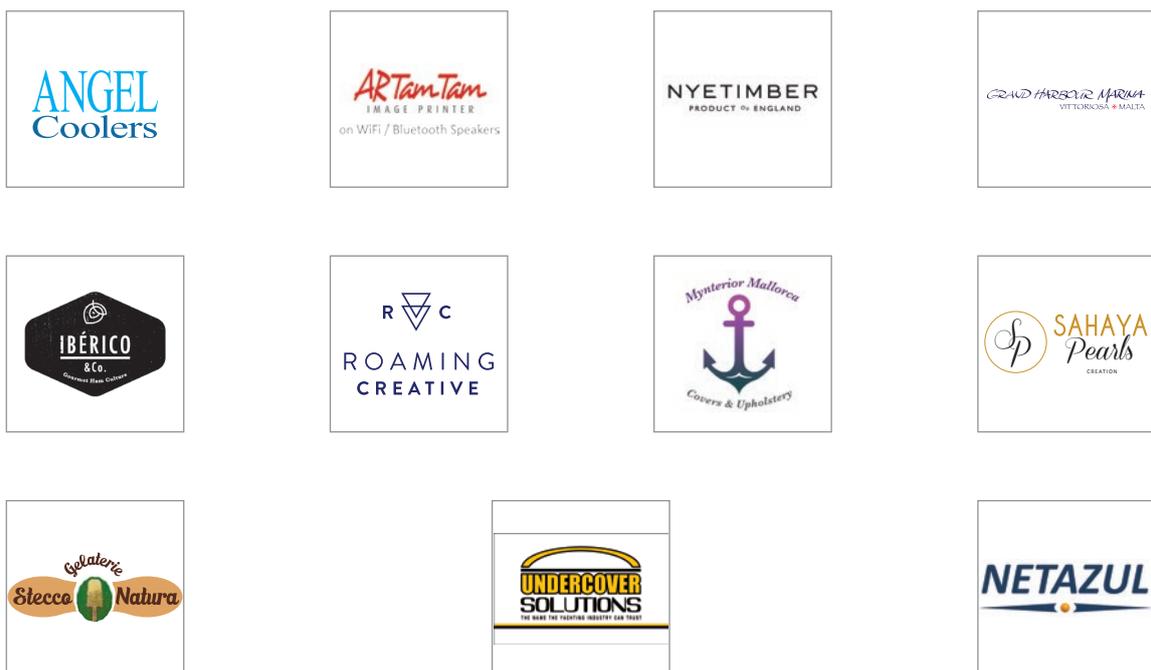
Yacht Club Port de Plaisance has an excellent reputation for superior customer service and a full range of modern marina facilities. It's popularity among captains can also be attributed to its proximity to a superb array of high quality technical services for yacht maintenance, repair, and refit.



## A BIG THANKYOU TO ALL THE COMPANIES DELIVERING GREAT WORKSHOPS TO CREW:



## AND ALSO TO THESE COMPANIES FOR THEIR VALUABLE CONTRIBUTIONS:



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