

March/April 2015



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Front cover: Birkenhead Point Marina in Drummoyne is the largest privately owned floating marina in Sydney Harbour. It has been constructed using innovative new hardware. See Product Focus p.43

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FROM THE EDITOR

Marina

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Formulas for success

I have always been wary of prize systems that have hefty entrance fees. Paying a fair and nominal administration charge or a fee that goes to a designated charity is fine, but why would anyone pay a large sum in order to be considered for an award?

One of the best acknowledgements of excellence comes from an open vote system and is available to all eligible entrants; a level playing field. This made the TYHA Marina of the Year Awards (see p. 13) a success in my book as all Gold Anchor marinas were eligible, and votes were taken from 3,000 boating customers.



When completing their nominations, the majority of voters cited "excellent customer service" as the reason for their choice. All of the Gold Anchor marinas that were thus praised have obviously found a winning formula but what exactly do we mean by 'customer service'?

According to Efraim Turban^[1] "customer service is a series of activities designed to enhance the level of customer satisfaction – that is, the feeling that a product or service has met the customer expectation." The perception of success of such interactions will be dependent on employees "who can adjust themselves to the personality of the guest," says Micah Solomon^[2].

Susan Ward^[3], a Small Business Canada expert, writes: "Good customer service is the lifeblood of any business. You can offer promotions and slash prices to bring in as many new customers as you want, but unless you can get some of those customers to come back, your business won't be profitable for long. Good customer service is all about bringing customers back. And about sending them away happy – happy enough to pass positive feedback about your business along to others, who may then try the product or service you offer for themselves and in their turn become repeat customers."

She continues: "If you're a good salesperson, you can sell anything to anyone once. But it will be your approach to customer service that determines whether or not you'll ever be able to sell that person anything else. The essence of good customer service is forming a relationship with customers – a relationship that that individual customer feels he would like to pursue."

Here are eight of her tips for success:

- Answer your phone
- Don't make promises unless you will keep them
- Listen
- Deal with complaints
- Be helpful even if there's no immediate profit in it
- Train your staff
- Take the extra step
- Throw in something extra

And, according to Ward, the one true secret of good customer service is this: "You will be judged by what you do, not what you say."

In order to offer good customer service, it is also essential to *know your customer* – or *customers*. Remember that you may have more than one category and they could have different - and even conflicting - requirements.

and Turperd

Carol Fulford

Editor

Efraim Turban (2002) Electronic Commerce: A Managerial Perspective
 Micah Solomon Seven Keys to Building Customer Loyalty – and Company Profits
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WORLD NEWS

Planners join forces for **Crocodile Bay**

COSTA RICA: Crocodile Bay Eco-Resort in the Osa Peninsula has joined forces with Sinergo Development Group to oversee the master planning and development of the first branded residential resort and marina in Costa Rica.

The first phase of the project, The Sanctuary at Osa Peninsula, will cost around US\$85 million to build and will consist of 50 private branded residences, a 74 room luxury hotel and construction of one of the most environmentally sensitive full service marinas in Central America.

Of the 115 slips being built, Crocodile Bay Marina will release 50 to boaters interested in owning a berth in what will be the closest international full service marina north of the Panama Canal. The marina village overlooking the gulf will feature a two-storey Tiki bar, market deli, yacht chandlery, concierge services and onsite tour office.

The marina will have meeting facilities, guest laundry, private storage and a boat launching area complete with a 20 ton yacht crane.

Sinergo is an internationally respected developer of hotels and resorts. It developed the 180-slip Marina Papagayo in the Papagayo Peninsula.

Further Freedom options

UK: MDL Marinas has added a further 20 marinas to its Freedom Berthing network, bringing the new total to over 90. The scheme gives berth holders complimentary berthing at designated marinas in France, Spain, Italy and the UK.

The very latest technology is being employed to further enhance the Freedom Berthing experience, with all customers gaining access to the exclusive MyMDL online portal. MyMDL allows members to view all their benefits in one place and, in some cases, redeem them online using a smart phone, laptop, tablet or PC. This includes the innovative Berth Swap scheme, where customers can exchange their berth directly with a Freedom Berthing member in another MDL marina with just a few simple clicks.

Dean Smith, operations and marketing director at MDL Marinas, commented: "The team has worked hard to increase the benefits offered and the number of marinas our customers can freely cruise, and we have been delighted to see so many berth holders cruising these marinas last season. We are now looking forward to what the new season will bring and ensuring we continue to maximise and expand the benefits offered to our customers."

Highest attendance at 13th **IMBC**

USA: The thirteenth annual International Marina & Boatyard Conference, held in January this year in Tampa, Florida, enjoyed a 15% rise in attendance over 2014. According to IMBC organisers, Association of Marina Industries (AMI), this made it the most successful show to date.

"We are excited about this year's growth and delighted to have so many marina and boatyard colleagues attend the event," said AMI chairman Jeff Rose CMM. "It's also clear to me the economy is continuing to rebound and that IMBC is the place for continuing education, meeting with industry suppliers and networking with other marina professionals."

The associated IMBC exhibition featured over 130 booths and was the venue for a Gasparilla-themed opening reception.

Acclaimed author Jim Hunter delivered a well received opening keynote discussing the rapidly emerging concept of "servant leadership" and speaker and coach David McNair delivered a second keynote, "Unleash the Unexpected", aimed at encouraging a more distinctive level of customer/co-worker experience. Further keynotes, seminars and workshops continued throughout the event.

IMBC 2016 (27th-29th January) will take place in Fort Lauderdale, Florida.

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S. C. WILLIAM ST. C.



New boatyard and drystack open at **Swanwick**

UK: Swanwick Marina, a Premier Marinas facility on the south coast of England, has opened a new boatyard and drystack.

The £5.8 million project has attracted new tenants to 16 individual offices and workshops in a complex that has been architecturally designed to blend well with heritage buildings on site.

The drystack has been built to store 80 boats up to 11m in length and is served by a Hoist Liftruck Neptune forklift. There is a new hoist bay and, in a move unique to UK coastal marinas, a self-service fuel pontoon with highspeed diesel pump. The fuel dock also houses sanitary pump-out facilities. Located on the eastern bank of the River Hamble, Swanwick Marina offers over 300 berths and has 24-hour access to the Solent.

Premier Marinas chief executive, Pete Bradshaw, believes the investment will have far reaching effects. "Swanwick will provide an unrivalled boatyard on the River Hamble and, in turn, the expansion of the marina will encourage growth across the whole site, attracting further businesses and generating more employment in the area," he says.

Edinburgh Marina plans in progress

UK: Further to its appointment by Granton Central Developments, MDL Marina Consultancy is developing plans for Edinburgh Marina; a new 400 berth marina, residential, retail and spa hotel project that will be the focal point of an area regeneration scheme. The site is located just two and a half miles from Edinburgh city centre.

The MDL Consultancy team has carried out a market appraisal to consider both existing and future demand across all market sectors. It has also studied the main competitors and a number of design options. A recommended layout has been put forward.

Alex Beere, head of technical services at MDL Consultancy, commented: "This is a very exciting project for us and we are pleased to have been selected as marina consultant to Granton Central Developments Ltd. This is one of the first new marinas to be built next to a capital city in many years and we are looking forward to seeing Edinburgh's new marina unfold and to providing ongoing support."

The appointment fell in a busy year for the team who worked on a diverse range of projects for a variety of clients in the UK and abroad during 2014. Services included project management, marine licensing, expert advice, market studies, feasibility studies, master planning and marina design work.

Venue change for **WMC 2016**

NETHERLANDS: The next ICOMIA World Marinas Conference (WMC) will be held in November 2016 in Amsterdam at the RAI Exhibition Centre immediately following METS.

The decision to change the venue from Rio de Janeiro was made further to concerns expressed by the host association ACOBAR that organising the event would prove difficult due to the new economic situation in Brazil. WMC 2016 will be jointly hosted by Amsterdam RAI and the Dutch marine association HISWA.

It will be the second time that a WMC event has been held in The Netherlands capital. The first was at a similar time of the year and was a success.

The ICOMIA Marinas Group will hold the first detailed planning session for WMC 2016 at its meeting in Lanzarote, Canary Islands, in May.



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Taking **Ayla** to a global market

JORDAN: ART Marine Marinas has been appointed as supervisor for the management of Ayla Marina in Aqaba. The agreement was signed with Ayla Oasis Development Company (AODC).

The Ayla project is a 430 hectare tourism development strategically located on the pristine Red Sea shores close to

Freepoint boosted by new management

USA: Dallas-based Marinas International has been awarded a new management contract for Freeport Marina (formerly Freeport Municipal Marina) on the Texas Gulf coast.

"Freeport is a vibrant community and we are excited to be a part of it," commented Marinas International senior vice president, Jeff Rose. "We will work closely with the management team offering creative solutions that will lead to action and results. Our aim is to become a long-term fixture in the Freeport community by providing a worldclass fishing destination."

The facility comprises protected floating piers, drystack storage and varied landside boater facilities.

Saudi Arabia and Egypt. It comprises recreational and residential communities around a series of manmade lagoons.

WORLD NEWS

The operators of Ayla Marina in Aqaba aim to make it a world class destination.

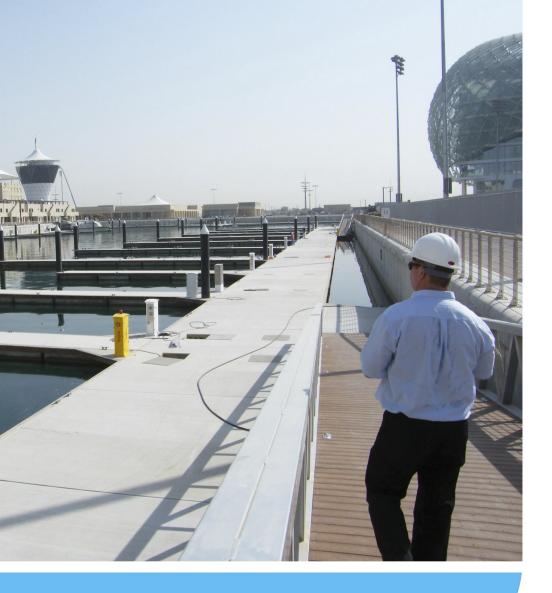
Overlooked by the marina village, hotels and various residential and commercial developments, the Marina Lagoon acts as the site's gateway to the sea. The lagoon will have 294 berths in its final phase and will accommodate vessels up to 40m in a mix of permanent berths for residents and temporary berths for visitors.

AODC believes ART Marine can further enhance and develop the marina and put Ayla's project marina on the region's marine recreational map. One of the targets is to make this project a world-class destination for boat owners and tourists from all over the world.

Bruno Meier, COO of ART Marine and head of its marina division, said: "The Ayla project is a fabulous holiday resort and without any doubt it will become one of the most sought after tourism destinations in the region. We are thrilled to have been selected for the management of this beautiful and unique marina. Besides implementing our high standards of operation, we will also create a lifestyle that will reflect the values of the Jordanian culture and hospitality."



CHINA: Sanya Serenity Marina, built by Livart Marine of China in 2012, was awarded the Best Yacht Dock in China for 2014 in the Asia Boating Awards. The marina was selected as a stop-over for the 2014/15 Volvo Ocean Race. Since completing Sanya Serenity, Livart has worked on a range of projects in Saudi Arabia, Qatar, UAE, Bahrain, Kuwait, Australia, Korea and more.

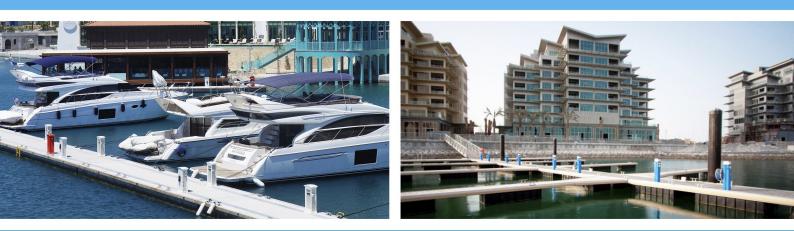


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Marina of the Year Awards

UK: Over 3,000 customers of Yacht Harbour Association (TYHA) Gold Anchor accredited marinas placed their votes for the 2015 Marina of the Year Awards. The results were announced in January at a special reception held at the CWM FX London Boat Show. An impressive 84 marinas were nominated.

For 2015, TYHA made significant changes to the way the competition is run to make it easier for boat owners and berth holders to vote. As part of the voting process, marina customers were asked to comment on why they felt the marina they were voting on was the best. 'Excellent customer service' topped the polling.

The winners and runners up were:

UK Coastal Marina of the Year 2015 (over 250 berths):

Mayflower Marina - Winner Royal Quays Marina - Runner up

UK Coastal Marina of the Year 2015 (under 250 berths):

Newcastle City Marina - Winner Southampton Town Quay Marina -Runner up

UK Inland Marina of the Year 2015: Overwater Marina - Winner Caen Hill Marina - Runner up

International Marina of the Year 2015: Marina de Vilamoura - Winner Marina de Albufeira - Runner up

Superyacht Marina of the Year 2015: Porto Montenegro - Winner

IGY Rodney Bay Marina - Runner up

TYHA general manager, Jon White, congratulated all the winning companies and runners up. "The

Above: TYHA team members and award winners at the London Boat Show. Right: Vilamoura Marina in Portugal won Best International Marina. increased number of marinas nominated makes all the finalists' achievements even more impressive, they clearly know how to look after their customers," he said. "Our feedback is that the awards have encouraged Gold Anchor accredited marina operators and their staff to go that extra mile and build even closer relationships with their berth holders supporting our objective of raising customer service standards." Winners and runners up received laser-etched glass trophies and framed certificates to proudly promote their achievement at their home marinas.

From the winners

64 I am really thrilled to accept this prestigious award on behalf of everyone at Mayflower Marina. It is a particularly special achievement because the outcome is determined by customer nomination and in our business there can be no greater accolade, **99**

Charles Bush, Mayflower Marina.

66 We are extremely proud and absolutely delighted to be named Marina of the Year 2015... this award is the result of many of our customers taking the trouble to vote for us so a big 'thank you' to them all, **??**

Adrian Waddell, Newcastle City Marina.

66 To be named the best inland marina in the country is absolutely wonderful and a testament to all the hard work and effort the family and our fantastic team of marina staff have put in...we would especially like to thank everyone who voted for us, **??**

Janet Maughan, Overwater Marina.

66 Best International Marina 2015 is recognition of all the work and effort of a team that remains committed to the services it offers and who takes pride in their marina, **99**

Isolete Correia, Vilamoura Marina.

C The award is a fantastic start to a new year, which holds a lot of new and exciting things for the marina and Montenegro...this award is a reflection of the years of hard work and dedication that the team has put in since the marina opened in 2009. **??**

Tony Browne, Porto Montenegro.







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MARINE15



Are you ready for marine 15?

3rd-5th May, Gold Coast, Australia

The marine15 International Conference and Trade Exhibition is well ahead of its predecessor marine13 on all the key performance measures. The event was last held in Sydney in 2013.

According to Darren Vaux, marine15 vice chairman and director of Empire Marina Bobbin Head, 2015 is likely to be at least 15% bigger than 2013. "Sponsorship has exceeded budget by 15% and we still have good prospects from a number of businesses from across Australia. The strong support from leading government agencies and corporate sponsors demonstrates the commitment to the future success of the industry and support from the boating community," he said.

The organising committee expects a record 500 delegates, and bookings for the associated marineX@marine15 exhibition were up 20% three months prior to the event. Marine15 committee member Colin Bransgrove of the MIA said marina suppliers have a good history of participating in business to business events. "For marine15 we are growing the understanding of the benefits of exhibiting at a business to business event across the broader recreational boating industry. In light of the very positive feedback from marine13, we are seeing more businesses coming on board. Outdoor large-format exhibits will be a new feature with the site well suited to such displays," he said.

Conference proceedings will kick off with a keynote presentation from Bernard Salt, one of the most indemand speakers on the Australian corporate speaking circuit. He will highlight the implications of the new demographic realities we all face.

Larger boat sizes are both a blessing and a design challenge and delegates will hear how front line leaders, such as Oscar Siches CMM, Spain, and Steve Ryder, USA, are meeting the challenge.

An interactive session within the marina stream will use learning from the airline industry to highlight the importance of focusing on marina berth yield as opposed to occupancy. Marine15 committee chairman Jeff d'Albora said the marina industry can learn a valuable lesson from the airline industry. "The airlines found out that marine15 will be held at the RACV Royal Pines Resort on the Gold Coast. For delegate registration go to www. marine15.com

chasing occupancy without growing yield was a pathway to failure. It is important that marinas understand the difference between occupancy and yield and have strategies and

Darren Vaux: "The strong support from leading government agencies and corporate sponsors demonstrates the commitment to the future success of the industry."



¹ systems in place to grow the yield from their limited boat storage spaces," he said.

The session will be presented by Richard Johnson, chief financial officer at the publicly listed company Ardent Leisure that includes the d'Albora Marina Group, and Darren Vaux. Vaux said the topic was very important for the marina industry and delegates will be challenged to consider if they are most effectively profiting from their boat storage assets.



Jeff d'Albora: "It is important that marinas understand the difference between occupancy and yield and have strategies and systems in place to grow the yield from their limited boat storage spaces."

The session will be one of 12 dedicated marina topics that will be interspersed with five joint marina/ boating business sessions and five plenary sessions. Marina delegates can also choose to attend any of the other 25 sessions from the boating business or marine safety streams. In total, there are 48 plenary and stream sessions.

The full programme for marine15 is available on www.marine15.com

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QUEENSLAND UPDATE/MARINE15



Queensland marinas battle State Government

International delegates for the marina stream at marine15 can join the Marinas and Waterways Management Tour, which covers two of the premier marinas on Queensland's popular Gold Coast and gives insight into the complex waterways management undertaken by Gold Coast Waterways Authority.

Further insight into Queensland (QLD) marinas can be found in a research report on the Marina Industries Association (MIA) website (www.marinas.net.au) where readers will discover that growth for QLD marinas is being hampered by the inertia of State Government.

"While QLD marinas have been optimistic about revenue growth, the reality is they have not been investing in their businesses," says MIA executive officer, Colin Bransgrove. His comments are founded on the report, which was commissioned by the MIA and supported by leaders in the industry.

The research was conducted by the Recreational Marine Research Centre, Michigan State University using industry data from the 2012/2013 financial year. The data was collected from 163 of Australia's 347 marinas.

Nationally 40% of marinas expected growth in gross revenues in the 2013/14 period, with marinas in QLD (55%) and NSW (44%) the most optimistic. According to Marine Queensland general manager, Don Jones, the projected optimism from QLD marinas has been tempered by on-going uncertainty around the matter of marina leases and lease payments. "This uncertainty is having a significant and negative impact on the marina sector in the state," he said.

The data from the research relating to capital investment highlights that QLD has been suffering from the uncertainty around these issues for some time. During the survey period, the ratio of capital expenditure to gross revenue was 16% for QLD marinas while the national average was 62%.

Furthermore, only 9% of QLD marinas surveyed invested in new revenue-producing facilities or services against a national average of 33%. Only 9% of QLD marinas invested in new boat storage capacity against a national average of 27%.

The average amount spent on new or improved environmental facilities or technologies at QLD marinas was \$9,000. This was half the national average despite the fact that Queensland marinas are the biggest in the country in terms of turnover and boat storage capacity.

MIA QLD director, Mike Harvey, from

Runaway Bay Marina said the data provides a clear indication that State Government inertia has been holding back the marina industry.

"It is ironic that QLD has the most registered recreational boats, the biggest marinas in the country and close to average boat occupancy. Yet we have a government that has been sitting on its hands and has not sorted out the mess with three agencies meddling in the management and

Colin Bransgrove: "While QLD marinas have been optimistic about revenue growth, the reality is they have not been investing in their businesses."



setting of marina lease charges. The State should be leading the country with marina investment as it is a clear competitive advantage and strongly linked to our vital tourism industry."

The research indicated that, across Australia, marinas provide employment for approximately 19,000 people and generate gross revenues of \$4.1 billion per annum.

According to Bransgrove, the QLD marina industry has the most latent potential of any state to grow strongly and significantly boost employment in coastal communities.

"It needs the State Government to take the shackles off industry and let it fulfil its potential," he said.



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New pastures – thrills with fewer frills

by Oscar Siches

For superyachts, think 'super'. Super money is spent producing super designs and feats of engineering. All involved in the superyacht set (and at the end of the day, it all depends on the people involved) meet in September at the Monaco Yacht Show to look, listen, talk, admire and plan. Monaco is the undisputed world superyacht capital and it deserves to be, having been a pioneer and excellent host and, most importantly, because it understands superyachts.

Some 5,700 superyachts (yachts over 30m) are cruising the world's oceans. A new size? The internationally agreed frontier of 24m seems to have now settled unofficially at the 30m mark, partly due to the well received Superyacht Intelligence Database, which starts at that size.

Most of these 30m+ vessels, of all sizes and types – traditional and avantgarde – are concentrated in the cruising grounds of the East Caribbean and the Northern Mediterranean. But the spirit of adventure is not as restricted as one might think.

Aspiring explorers

Fifteen years ago, the first ocean tug-based explorer yachts were commissioned and their trips around the world were featured in every superyacht magazine. It was an

Simple things count. Logistical needs can be very specific and bicycles are often of great value to crew members. It's a rare superyacht marina that sets appropriate space aside for them. extreme approach to recreational navigation, with yachts (ex-ships) of extraordinary range, sea-keeping capabilities and commercial status. It was as easy for them to explore virgin enclaves as it was to request a berth in a commercial harbour for maintenance, victuals and fuelling.

Around eight years ago, the purpose-

Uncluttered space, cleanliness and ease of access make life much easier for captain and crew, and security is highly appreciated by guests and crew everywhere.



Oscar Siches

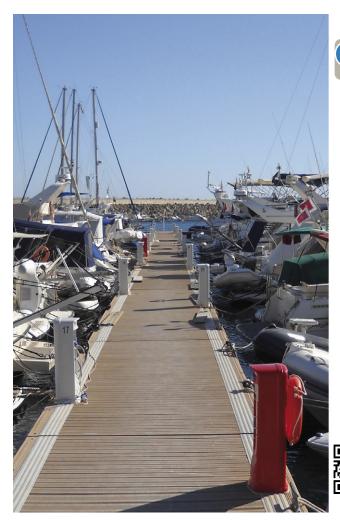
designed, all-new explorer yachts saw the light and, today, the superyacht world offers these types of yachts in series production from many shipyards all over the world.

Are they all going on expedition trips? I have my doubts. It actually reminds me of those 4x4 luxury cars ready to face the desert, jungle and other inhospitable terrain that are condemned to take their masters to the office and back within first world cities. They express their owner's wish for adventure although unfortunately such wishes are rarely fulfilled.

But alongside the explorer yacht is the traditional superyacht, including the less well defined 'megayacht' if longer than 50m. By 'traditional', I refer to a design that follows certain proportions of length, beam, height, volume, visual impact etc. But this is not to say that traditional cannot be innovative. These vessels have experienced crew and, above all, yacht-minded owners.

The expression 'old money' springs to mind. It represents history, tradition, culture, protocol and the things you cannot acquire just by a monetary transaction. The British, for example,





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brought this style to yachting in 1720 in what is today the Royal Cork Yacht Club, founded by a member of the British Parliament. Superyachts of the time were owned by royalty, nobility and captains of industry and this continued well into the nineteenth century with outstanding notables like Sir Thomas Lipton.

Thus, the superyachts I call 'traditional' are a lot more than age and shape. They are not the type to be seen for long at the same 'fashionable' harbour during high season. By nature, they seek alternative destinations and secluded bays where guests can enjoy the solitude that being at sea has to offer. They drop anchor close to small communities where a superyacht guest is as alien as any other outsider arriving by any means. Most superyachts are prepared to be autonomous and the basic local products to be found in these remote places (vegetables, fruit, bread, flowers) are as much a part of the discovery as a logistical requirement.

New cruising grounds

According to the records of the Singapore Superyacht Association, superyacht visits to the Asia Pacific region grew by 100% over the four year period of 2008-2011. Turkey became the wintering spot for many superyachts that had previously favoured the western Mediterranean. The traditional Caribbean cruising ground from Florida to St Thomas has expanded and now reaches Grenada.

Brazil has a bad name since the murder of Sir Peter Blake in 2001 (such scars take a long time to heal) but

Never underestimate the dockside needs of a superyacht.

more and more yachts are venturing to the east coast of South America. Let's remember that the distance from the Canaries to Antigua is 2,500nm but from the Cape Verde Islands to Fortaleza in North Brazil it is only 1,400nm. Weather in the South Atlantic is very steady, mild and predictable and it's easy to head off for these more unusual cruising grounds. Down to Paranaguá there are countless bays, cities and villages to enjoy. Anyone prepared to cruise down to Patagonia, the Magellan Straits, Tierra del Fuego and the Falklands (Malvinas) will have an unforgettable experience.

But can these alternative destinations increase their appeal to superyachts? This is a question that many of us have addressed in different ways via conferences, articles and forums. And we have failed to create a general understanding of the real needs of the crew and the guests aboard a superyacht. Palladium, moored up at Pantalán del Mediterráneo, Palma de Mallorca, at an unfinished dock when the captain failed to find mooring elsewhere. A security firm was hired to complete the deal and everyone was happy.

This is understandable. Forget about the superyachts in terms of size alone and think differently about those aboard them. Many people (mostly land lubbers) see superyachts as beautiful ferries for rich people; King Midas boats that convert everything they approach into gold. But most superyacht owners tend to be discrete people who do not need to show off their wealth. Yes, there are exceptions and the publicity given to these people has created the wrong image.

Many proud marina developers are excited to announce that they will build a very luxurious hotel in the marina and top restaurants in order to attract superyachts. But superyacht owners are used to staying in extreme luxury hotels all over the world. They invite and are invited to the best restaurants on earth. Their onboard chefs are often top level and many very good restaurants would envy the galleys in which they cook. Luxury is not what owners are seeking and, in order to truly provide what they want, you have to learn to speak what I call 'superyacht language'.

Here are a few tips:

1 Decide if you are going to be a winter destination, a summer cruise destination or, if you are lucky and the marina is in a very beautiful and interesting place, a mix of both. Don't waste your resources on infrastructure that will not be appreciated.



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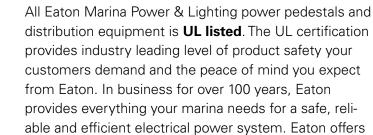
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- 2 Do not underestimate the crew. Owners and guests are onboard for a few weeks a year. The crew is onboard for at least eleven months a vear. The main focus at a winter destination must be crew comfort. This is more complex than it sounds and includes safety (above all) and general integration with the local people. This matter is rarely discussed but there are places, including in the Mediterranean, where superyacht crew are seen as and made to feel like unwelcome intruders. Other essentials are communications (airport and transport to nearby towns and cities); leisure infrastructure (bars, gym, winter sports, movies in original version); reasonable victual and technical supplies; and technical services for yacht maintenance and repair. For the crew, an idyllic place far away from mundane noise is hell.
- 3 Extend your offer, beyond the marina and into the hinterland. Local food, wine, golf courses, mountain treks and, yes, special restaurants in the area. Guests like to discover and enjoy something different to what they have every day.
- 4 Create a very good visual impression. Dress your marina. If you cannot repair, paint. Train your dockhands to adopt appropriate postures when waiting for a superyacht and ensure the place is clean. Make life easy and avoid making captains move to do paperwork – offer to come onboard to do it. Captains love this because, upon arrival, they have to organise the life of the guests, crew and

supplies. It makes their life easier and you win them forever.

These suggestions apply to all marinas and can be decisive when superyachts plan their annual programme.

One example to follow comes from a group of seven destinations visited by superyachts in the Norwegian fjords. Together, they hired a marina consultant to survey the places and report on what could be improved to attract yachts to the area.

Upsides were identified as: beautiful natural surroundings; sheltered waters; low salinity; tax-free fuel on departure; non-EU status; the welcoming warmth of Norwegians; safety; and incredibly clean waters.

The group created a non-profit association (Superyacht Norway)

Idyllic, quiet mooring spaces suit superyacht owners looking to really escape. Norwegian fjords (left and below) are being marketed for their sheltered, safe and beautiful natural surroundings.

with professionals taking care of the marketing based on the survey findings. Modifications were made at the harbours (as simple as installing tarpaulin elements to protect superyacht fenders from getting dirty). A guide specially tailored for supervachts was produced, along with a brochure and a website with information on natural features, history, berthing and anchoring places, customs procedures, emergency services and the unique offerings and features of each of the seven destinations (like wild salmon fishing or a glacier visit by foot or helicopter).

The team made regular visits to typical superyacht spots like Antibes, Monaco and Palma and met with captains to explain the cruising options in Norway. They brought the brochure personally to brokers and superyacht agents.

People making such effort to promote a marina or a region with solid arguments convince the captains and owners that when they arrive they will not only be welcomed to a beautiful place but will be received by professionals who know how to properly take care of a superyacht. An excellent example to follow.

Oscar Siches CMM is a marina consultant and partner/manager of Pantalán del Mediterráneo in Mallorca. He can be contacted on email: oscar@siches.com



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Welcoming maxi yachts to the heart of **Venice**

If The Louvre had waterways, we could say that mooring up at Marina Santelena is like berthing in front of the Mona Lisa. Before Santelena opened, Darsena was the only superyacht mooring spot in the historic centre of Venice. The new marina has all the credentials to offer yacht owners top berths - and so much more. *Donatella Zucca* reports

Marina Santelena is a few minutes' walk from Piazza San Marco and in the centre of a golden triangle that comprises the Arsenal (a shipbuilding icon that dates back to the 12th century), the Biennale (renowned for its international art exhibition) and Lido Island (home of the Venice Film Festival). In a world where marina developments always come up against obstacles, obtaining permission to build in such a location was an extraordinary privilege. Venice is, after all, as much a work of art as the masterpieces it houses.

Choice location

Before the Costantini family opened Marina Santelena in 2013, yachts wishing to moor up in the centre of Venice had to rely on quayside mooring bollards and inadequate facilities despite the best – and not always popular – efforts of Venice Passenger Terminal's Venice Yacht Pier. But whilst the Yacht Pier struggles against dissent from the Venetians, Santelena seems blessed.

Partly, this is due to precise location; it sits away from the tourist flow and major attractions, is better hidden from prying eyes and is open to the lagoon, surrounded by gardens and the Biennale Park. Entry and exit is thus easy to control and customers enjoy a reasonable level of seclusion.

Marina Santelena offers over 150 berths of 10 to 60m at Ingemar floating pontoons, has Plus Marine dockside pedestals delivering water and electricity up to 600A, and full WiFi coverage. The outer edge of a 500m long, 5m wide breakwater is arranged to accommodate vessels from 80m to 100m and above. Fuel is available from nearby stations at Tronchetto, Venezia Lido and Castello Marina Santelena enjoys a secluded location but is just a few minutes' walk from Piazza San Marco.

but fuel barges can also be brought into the marina. Temporary toilet facilities will be replaced by the summer with permanent amenities that will also house showers, an office and lounge bar.

As the area - which was once an island - has a village, it enjoys a good range of shops, supermarket, pharmacy etc., and is adjacent to an

historic church from which the marina derives its name. It is also an area that is increasingly favoured by pleasure boaters and even the



Stefano Costantini

neighbouring private dock of the Diporto Velico Veneziano now offers berthing to transients. At Marina Santelena docking assistance is given, a 'boat and breakfast' service offered to crew, and discounts given, by special agreement, for the best hotels and luxury shops in Venice.

Superyacht hub

Although not complete in terms of commercial and residential buildings and seeming to offer little in comparison with many superyacht marinas, Santelena is the only organised basin for yachts and maxi yachts in the heart of the city. It is also already a hub for events such as the Venice Yacht Challenger Trophy and has other regatta plans.

The management and service providers were involved at Marina

Marina Fiorita, also owned by the Costantini family, is connected to Marina Santelena by shuttle and offers Santelena customers use of its facilities and car park.





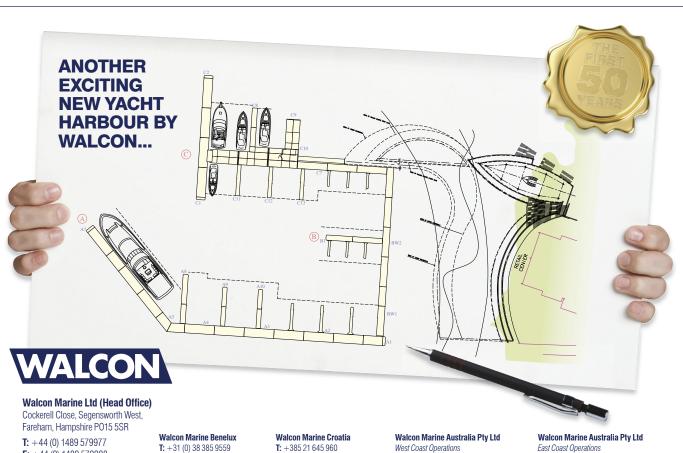
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Santelena from the outset. Minsi, under the leadership of Barbara Bonetti, and MPNetwork, coordinated by Enrico Bertacchi, took very active roles. Bertacchi owns Marina Partners, a consulting and marina management company known throughout Italy.

Equally important was the support of Marina Fiorita – also owned by the Costantini family – in the Cavallino lagoon, and the ADAC nautical base which owns a German boat and car owner association with 18,000 members. Marina Fiorita and Marina Santelena are connected by shuttle services giving Santelena customers access to a variety of activities and services and extensive car parking. Both enjoy close proximity to the Marco Polo International Airport.

In addition to Fiorita and Santelena marinas, the Costantini family also owns Celli Shipyards and the Celli powerboat brand which, until the end of the 1960s, racked up several world speed championships when powered by Bugatti engines.

"Currently, the site is not active but we own the brand and in the future will use it," explains Stefano Costantini, owner and CEO of both marinas. "For refit, storage and maintenance we are finalising a public/private agreement with the City of Cavallino – where Marina Fiorita is located – for the construction of a shipyard able to handle vessels up to 600 tons."

In the meantime, focus is most specifically on Marina Santelena and its different customers. "The marina is multi-functional," says Costantini. "It is predisposed for permanent mooring of boats up to 60m, never before available in the historic centre, but is also ideal



for transients. We're just a 15 minute walk from San Marco."

The build journey has, however, taken much longer and completion delays have resulted. "Expanding the land base involved complex authorisations, then years of bureaucratic delays. It was only completely solved on 17th January 2013 with the signing of the Convention with the City of Venice," he confirms.

"In the interim, we finished the water area, with an expansion of around 7,000m² of dockyard and decided to create 150 internal berths and other external berths for megayachts."

On the land

The project finalised for the land base differs from the original plan and is now a work of public interest that includes areas dedicated to the Venetian rowing school that trains gondoliers etc. This involved buying around $9,000m^2$ of new land from the state and transferring $1,000m^2$ – where the school will be built – to the Administration. "In return,



we got the chance to convert use and increase space; from 19,000m³ for the first project up to 21,000m³. Of this, 30% is intended for dry storage, production and maintenance areas and the rest is for office, commercial and reception buildings."

A hotel, tourist apartments, commercial areas for charter and other spaces will be linked to the Biennale, just a three minute walk away. "There will also be a swimming pool, club, restaurant, spa and events buildings. We are looking for an investor or partner to help us finish the hotel, spa and events areas. This could be a private person or fund or a foreign bank," Costantini explains.

The total cost of the landside development will be approximately €15 million and work is anticipated to be well under way in 2017. "We have already signed the Convention with the City and with the Maritime Authorities and we are currently making arrangements with charter companies."

A further bonus is the good relationship Marina Santelena enjoys with the neighbouring Diporto Velico Veneziano dock facilities and with Vento di Venezia on Certosa Island. Vento di Venezia also has some large boat moorings in an open harbour arrangement. Marina Santelena and Diporto Velico Veneziano have concluded an agreement for an interesting urban plan.

Services and events

As with all superyacht facilities, success lies in providing appropriate services to captains and crew. "They can rely on

Above & left: there are over 150 berths for boats of 10 to 60m at Ingemar floating pontoons.

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our contacts with a variety of suppliers – from the electrician and the florist to the sommelier," Costantini confirms. "Last season we welcomed a lady who wanted to bathe in milk. We supplied the milk. We can provide all types of services. For example, we have an agreement with the Fenice theatre (Teatro La Fenice) for last minute tickets and can arrange a drink or lunch at the Palazzo Ducale."

Hosting events, however, remains a prime consideration. "We have already scheduled four important gatherings

including the Riva Days La Serenissima – a famous gathering of classic Rivas organised by the Riva Historical Society from 2nd-7th July and a Rolls Royce event. In the autumn, the Venice Yacht Challenge – a race of famous maxi sailing boats that represent the best luxury hotels in Venice – and the Trofeo Principato di Monaco both race across the San Marco basin. Two further events are mooted but currently under wraps."

"In addition to these, we have events that are historic to the city, others Obtaining permission for landside development has been a long process. The result, however, is increased building space for office, commercial and reception buildings. Work is anticipated to be well under way in 2017.

relating to the Expo, the Biennale, Film Festival and Carnival," Costantini expands. "These make for a number of feast days for which we have many forward berth reservations. Irrespective of events, however, it is always advisable to book well in advance as from May onwards the marina will be full."

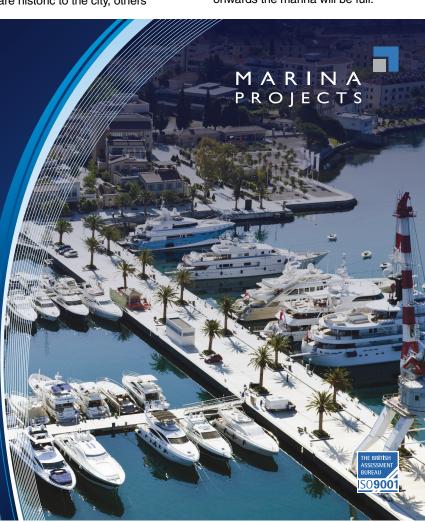
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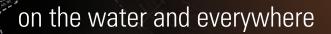
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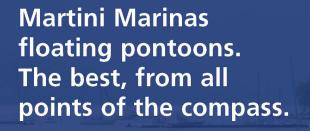
"Departure pontoons, access bridges, all equipment compliant with the FISA standards"

The IOC entrusted the organization of the Youth Olympic Games to Singapore where they were held between 14th and 26th August 2010. 3,200 athletes aged between 14 and 18 years from all over the world took part. In the rowing program, skiff, pairs, quads, uncoxed pairs, uncoxed quads and coxed eights were represented.

Poralu Marine was engaged very early on in rowing competitions as an official supplier, starting in 1990, in 1997 with the Junior World Championships at Aiguebelette (France), in 2001 with the World Championships at Lucerne (Switzerland), in 2006 with the World Championships in the UK and in 2012 for the summer Olympic Games in London.

Poralu Marine has always shared the same values as high level sport: performance, team spirit and global challenge have created a genuine «Poralu Spirit».

Gérard Bichet Technical Advisor, Rowing







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Revamped **Pier 66** boosts Florida megayacht slips

Pier 66 Marina, a high-end facility at the Hyatt Regency Hotel on the Intracoastal Waterway in Fort Lauderdale, Florida, was redeveloped last year with emphasis on megayacht facilities.

Benefiting from the deep water of adjacent Port Everglades, the marina has a range of slips for 80 to 99 vessels and can accommodate yachts up to 300 feet (91.4m) during the South Florida yachting season. Docks have, however, been designed with flexible utilities so as to accommodate smaller vessels according to market demand.

Coastal Systems International designed the marina redevelopment, its marine structures and the utilities infrastructure and completed the environmental permitting for the project in association with the US Army Corps of Engineers, Florida Department for Environmental Protection and Broward County. Key environmental issues addressed through the permitting process included the avoidance of impact to seagrass and water quality criteria compliance.

Coastal Systems worked with ECO Building Solutions (the prime contractor), Marinetek North America (floating docks), Shoreline Foundation (marine contractor) and Serll Electric (electrical contractor). *Vessels up to 300 feet (91.4m) can now moor up at Pier 66 Marina.*

Concrete fixed docks were designed to moor the larger vessels along docks A and F within the basin and to avoid seagrass impact. Mooring hardware and fenders were specially designed for these larger docks in order to best accommodate the largest yachts.

Floating docks, supplied by Marinetek North America, were designed for piers B and C within the marina basin to moor vessels between 50ft (15.24m) and 90ft (27.43m) in length. The pontoons were designed to avoid impact to seagrass within the existing marina fairway and design took wind,

wave, tidal current and storm surge into account. The docks are wide and extremely stable with a high freeboard of 24in (0.6m) and finger piers are full length - up to 80ft (24.38m) long x 8ft (2.4m) wide. All floating docks are accessed via elegant arched gangways.

Replacement bulkheads, totalling 2,600 feet (792.5m) of shoreline, were also designed throughout the marina. The bulkheads were coordinated with the landscape architect to provide a promenade along the waterfront, and the bulkheads along F Dock also provide mooring for vessels of 60ft (18.28m) to 90ft (27.43m).

Coastal Systems worked with marina management to design and specify shore power pedestals to meet the requirements of the seasonal slip mixes yet also to provide three-phase power at 480V for the superyachts.

The marina comprises fixed and floating docks. The latter were supplied by Marinetek North America, along with elegant arched gangways.







Marinetek worked very closely with Coastal Systems engineers and utility engineers to run all the utilities inside the floating docks. Some are run in the top-access trough down the centre of the dock and others run in pre-cast PVC sleeves. There are no utilities on the outside of the docks where they could become damaged and where they would be exposed to salt water.

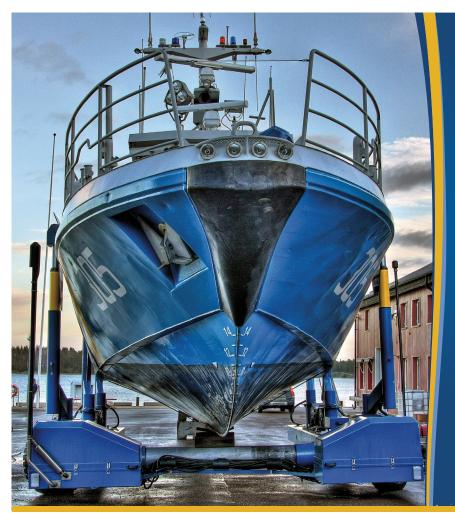
In addition to electrical power, utilities include potable water, in-slip pump-out

Pier 66 now includes 50 megayacht slips but has flexible utilities so as to accommodate smaller vessels according to market demand.

(per slip), fire suppression systems, TV, telephone, internet and high speed fuelling.

Pier 66 Marina was completed on time and met its US\$15 million construction budget. "We had an aggressive schedule to get all work completed in time for the Fort Lauderdale International Boat Show in late October and we did it," confirmed Kevin Quirk, vice president of marina operations for Pier 66 operator LXR Luxury Marinas. "I truly congratulate the team for making this project a great success," he added.

The marina now includes 50 megayacht slips for vessels up to 300 feet (91.4m) and landside amenities such as a captains' lounge with stateof-the-art TV and sound systems and high speed internet; three restaurants; and all the amenities of the Hyatt Regency Hotel. "The new marina is absolutely beautiful and vessel owners and captains are all delighted with the new facility," Quirk concluded.





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The crossroads of the **South Pacific**

Denarau Marina in Fiji has expanded and improved its superyacht facilities and now claims to receive more superyachts than Australia and New Zealand combined. Nigel Skeggs tells *Charlotte Niemiec* how Denarau has grown to become the largest superyacht marina in the South Pacific.

Fast becoming a model for the international superyacht scene, Fiji or "the crossroads of the Pacific" is an archipelago in the South Pacific Ocean ideal for cruising superyachts. Its 500 islands boast lagoons, rainforests, pine forests, mountains and white sandy beaches. With a tropical marine climate and year-round warm weather, Fiji is a popular tourist destination for yachtsmen and holiday-makers alike.

Until 2009, superyachts cruising the region were left to their own devices, with little infrastructure in place to support them. This changed when Nigel Skeggs took over management of Denarau Marina and realised its geographical position offered huge opportunity. A superyacht captain before he turned to marina management, Skeggs is well placed to understand the requirements of the modern superyacht owner.

Having completed an Advanced Marina Management (AMM) course with the Marina Industries Association

Jetty C accommodates a range of vessels including up to 16 superyachts.

(MIA) in 2011, Skeggs was looking for "something to do on land". He turned his attention towards building new facilities at Denarau with a view to developing the industry. The superyacht sector is one in which he expects to see significant growth over the next decade and he is preparing for this by doubling the number of superyacht Denarau Marina is Fiji's top superyacht destination.

berths at Denarau before the end of the year. Construction has also begun on a new marina and boatyard with superyacht repairs and maintenance facilities.

Rebuilding from scratch

Developments were spurred by Cyclone Evan in December 2012, which assailed the marina with gusts up to 273km per hour. As the marina had a thorough and proven cyclone plan, no vessels were harmed, but the majority of the marina's floating infrastructure was destroyed. Left with no choice, Skeggs arranged to completely rebuild and improve the facilities at

the marina, adding extra commercial berths to fulfil requirements. A testament to his determination, the rebuild was complete within six months. Now, the marina is a major superyacht destination, as Skeggs notes: "We get more superyachts than Australia and New Zealand combined."

The Jetty-C at Port Denarau, which holds 16 superyachts, has transformed Fiji from a subsidiary part of New Zealand or Australia's cruising grounds into a destination in its own right. In 2013, the marina received 40 superyachts longer than 80ft; the following year, this number had increased to 56. The number of yachts under 80ft was 606 in 2013 and 713 in 2014. According to John Ross at *The Fiji Sun*: "The [yachting] segment



SUPERYACHT FACILITIES

Right: a boatyard with 20 workshops and a drystack facility significantly boost amenities. Below: Bellingham floating concrete docks were installed by Denarau's in-house team.

is now valued at over FJD 39.5 million in direct contribution to the Fiji economy." Furthermore, he adds: "The 56 superyachts [that arrived in 2014] contributed a total of FJD 16.4 million to the Fiji economy in 2014 and other yachts contributed FJD 17.7 million. Yachts also contributed over FJD 6.8 million in VAT and other charges to the government."

As the largest marina in Fiji and a key driver of superyacht growth in the region, Denarau has a significant role to play. Split into commercial and private marinas, Denarau orchestrates the movement of 78,000 tourists a year, including 55,000 cruise ship guests as well as superyacht and yacht berthing, making it the largest superyacht marina in the South Pacific.

At peak season from May to November, the marina runs at 100% occupancy almost every night, while the commercial side of the marina is always at 100% occupancy with a waiting list.

Located just 20 minutes from Fiji's international airport and ten minutes from the multi-cultural hub of Nadi town, the marina complex is the centre of yachting activity in the country. In total, the basin contains 52 fully serviced berths well protected from all weather.

Improved offerings

The marina has both fixed and floating pontoons. Currently, fixed wharves are being constructed in-house by marina staff, Skeggs says, and the marina has its own barge and piling rigs. Bellingham Marine supplied all floating pontoons although, again, installation was completed in-house. All jetties are





now installed with TallyBee dockside systems supplied by Marathon Products in New Zealand.

With an increase in visiting superyachts, more facilities and better monitoring was required. At the time, Jo Nowak of Marathon explains, "superyacht and commercial berthing was under delivered at Port Denarau" and Skeggs wanted to improve the marina's offerings. "To serve that vision," says Nowak, "the supervacht pier now delivers a range of amperage including 100, 63 and 32A 3-phase, as well as 32 and 16A single power." Skeggs adds that Denarau "has the largest dedicated solar power system of any marina in the world, consisting of 740 panels, each with an output of 175kW."

Nowak notes that, with a focus on catering to superyachts, huge amounts of power and water are consumed at Denarau and its staff felt it was important to manage this. As a result, the marina has simplified its departure process for both staff and visitors by installing TallyBee systems. Nowak says: "TallyBee provides the ability to see what [utilities] have been used at

> a moment's notice for a given power socket or water tap. As guests often begin departure routines without advance warning, the wireless upgrade of TallyBee eliminates a sprint to a pedestal to capture a reading and makes it easy for staff to quickly tally guests' consumption of utilities when they appear to settle their accounts." For Port

Denarau, the model works.

The marina also has full fuel facilities, including the more environmentallyfriendly reticulated diesel, for its large commercial vessels and superyachts. It has a floating fuel jetty for smaller vessels and currently sells almost seven million litres of fuel a year.

Other facilities at the marina include a full boatyard with 20 workshops providing services, repairs and maintenance, as well as a drystack facility. It has a 50 ton Marine Travelift and a six ton Wiggins Marina Bull forklift. The marina boasts full CCTV and has 24-hour security guards on-site as well as swipe card access to jetties, the boatyard and bathrooms. Skeggs explains that this is more for visitor peace of mind as Denarau does not have an issue with security.

Located within an integrated island resort with seven 4-5 star hotels, visitors can enjoy a water park, 18hole golf course and 38 bars and restaurants, as well as supermarkets, doctors, a pharmacy and bank.

Over the last three years, considerable modifications have been made at the marina. Aside from top class facilities, Port Denarau uses its location as a hub for ferries and private craft to and from other island resorts to attract visitors. A new commercial and retail centre offers modern facilities and hosts regular entertainment in the form of local cultural events and live bands.

Denarau's expansion, including increases to its power and water delivery flow rate, has been well received by global cruisers. As a result, the length of the season serving superyachts has been extended.



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SUPERYACHT FACILITIES



New legislation boosts superyacht charter in Spain

It is now well over a year since all charter yachts operating in Spain, irrespective of size, have been able to claim exemption from the infamous matriculation tax, and several months since non-EU-flagged superyachts were allowed to charter within Balearic waters; ample time to see if the new legislation works. Palmabased Network Marine Consultants is happy to say that it does.

Patricia Bullock, director of Network Marine Consultants founded some 32 years ago, comments: "2014 was a year to remember, giant steps were taken and the brakes came off Spain's yachting sector. We are now open for fair and commercially-viable business and the industry has started to flourish. Right now at Network Marine Consultants we are busier than ever with plenty of boats going through the process of obtaining their first charter licence in the Balearic Islands, many of them superyacht sized. Word is spreading, trust is being earned, and we should see a busy summer charter season."

From a base of zero in 2013, Network Marine Consultants administered

Charter operators at marinas in Palma look forward to a busy summer season.

no fewer than 33 superyacht charter licences in 2014. Taking renewals out of the equation, these brand new licences were for 25 motor yachts, four sailing yachts and four catamarans, up to a substantial 52m in length.

"It's these supervacht statistics that prove that the new legislation is working and give us hope that the Spanish superyacht charter fleet will continue to expand," Bullock adds. "Worldwide yachting association, MYBA, estimated back in 2011 that there were around 802 large yachts for rent in the Mediterranean of which only 17 were available in Spain. Taking only our endeavours into account, we've already managed to increase this figure by 200%, bringing clients with high purchasing power to the islands. Spain should welcome with open arms these MLC-compliant, eco-friendly, tax-legal, efficiently-run enterprises that generate employment and economic prosperity to the tune of an estimated US\$5 million spent each year by a 50m yacht."

Official figures from Spanish marine trade association, ANEN, back this sentiment. In its 2014 review, it stated that Spain's recreational yachting market grew almost ten per cent after six years of decline. Director of ANEN, Carlos Sanlorenzo, believes the market has stabilised post-crisis and attributes much of the growth to the removal of the 15m ceiling for charter yachts claiming exemption from matriculation tax.

Investor secured for Makronisos

According to *Cyprus Mail*, Egyptian company Orascom is to invest €220 million in the construction of the long awaited marina at Ayia Napa in Famagusta, Cyprus. The news follows successful evaluation of the necessary Environmental Impact Assessments and the approval for an appropriate licence to be issued.

The project – also known as Makronisos Marina – was designed and planned by SmithGroupJJR of the USA and previewed in *Marina World* in May/June 2013. At that time, construction was anticipated to begin in 2015 and complete in 2017.

The overall plan includes a marina for up to 713 boats of 10m and above at wet slips, and accommodation for 150

smaller boats in a vertical drystack.

Substantial mooring and support service for megayachts (up to 60m) is also included, along with a significant landside development of villas, retail outlets, restaurants, bars and varied leisure amenities.

A three-year timeframe from ground breaking to completion is now anticipated.



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Designer handrail stars in Birkenhead Point revamp

A landmark within Sydney Harbour, Birkenhead Point Marina in Drummoyne is the largest privately owned floating marina in Sydney Harbour comprising 187 berths. Just 10 minutes by road or water to the Sydney Central Business District (CBD) and an easy 30 minutes cruising to Sydney Heads, it is unique in its location adjoining a shopping centre, just off Victoria Road, one of the busiest arterial roads in New South Wales.

Superior Jetties secured the job of refurbishing the marina and boardwalk at this historic site. The shopping centre occupies what was originally a brickworks and factory which, over the years, was used as a racecourse, salting works and eventually, home to the Dunlop Rubber Company.

"The first challenge was uniting the old with the new and creating something that would bridge the gap between historic centre and contemporary marina to a high commercial standard," says Luke Tapfer, project manager for Superior.

The Birkenhead Point Marina is significant for a number of firsts. "It was the first big SuperElite full structural walled marina system and the first installation of the Edge II handrail system. Structurally, we were lucky our job was limited to the on-water section where we could employ the latest designs in floating structures, not working with foundations or structures that are well over 100 years old."

The brief for the project was to install 165 SuperElite, five-sided concrete pontoons including a massive 66m long by 6m wide fuel wharf.

"There were also five new powder-coated gates, four new 9m long fuel shelters, three new gangways, all new aluminium pile brackets/ knee brackets, removal of old pontoons and connection of old to new in some locations, a 14m by 10m floating shop integrated into the marina, and finally, 367 linear metres of the new product Edge II handrail," Tapfer explains.

> Top left & right: SuperElite concrete pontoons have been installed to give Birkenhead Point Marina 187 floating berths.

PRODUCT FOCUS

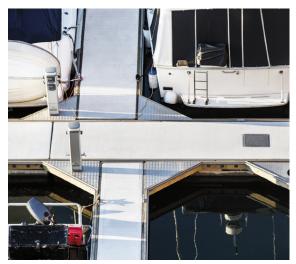


Edge II handrails are curved and smooth for both ergonomic and visual appeal.

"Working closely with the client to achieve all goals that were required, we custom designed and constructed the project from start to finish with our in-house design team."

The first task was to accommodate the various challenges of the site, such as limited access for cranes and trucks as the loading zone is busy all week with deliveries for tenants within the shopping precinct. Tides also came in to play. "The large fuel docks had to be lifted in at high tide as they weighed a whopping 12 tonnes each."

Superior used its five-sided structural wall SuperElite concrete pontoons with a full 50mm concrete cover over galvanised mesh on all surfaces. The SuperElite is a heavy duty concrete system that uses concrete pontoon walls with timber or aluminium walers and is ideally suited to large scale commercial



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PRODUCT FOCUS

marinas up to megayacht size.

One of the most visible facets of the project is the eye-catching new handrail installed around the marina's boardwalk.

"We had a total new design for the handrail system using our design registered Edge II handrails, the 'designer' version of the Edge handrail, with curved posts and eight pipe rails for great aesthetic impact."

Curved and smooth for both ergonomic and visual appeal, the Edge II is made of medium density polyethylene with many features that set it apart from standard steel or aluminium construction.

Standing 1.0m tall, it meets Australian and New Zealand standards (AS1657) and each section can be installed in minutes. The stanchion inserts are sized to accept aluminium pipe sizes as standard, with options in powder coated steel or stainless steel pipes. The kit comes complete with end caps to prevent any water or debris from building up inside the product. The stanchion has been through a rigorous R&D development programme including an FEA analysis.

Designed and made on the Gold Coast using Australian raw materials, the rotomoulded posts are lighter, durable and quicker to install than traditional aluminium, steel or stainless steel equivalents.

"Edge II is competitively priced and the speed of installation means the total price is significantly reduced," adds Superior Group CEO, John Hogan. "We see endless possibilities for Edge and are already manufacturing it for clients in the marina, mining and construction industries."

The product can be custom-designed and colour-matched to suit any

commercial or industrial project, is UV resistant and will not corrode. It is also fully recyclable.

The system started with floating handrails that used an overlapping offset of the handrail end caps, allowing the product to flex when used on floating surfaces. The offset end caps eliminate pinch points and give a safe soft end. Edge II now transfers this success to land based structures as well.

"For a marine environment like Birkenhead Point Marina, Edge II provides greater resistance to fuel and acidic conditions than other forms of handrails. It offers very open viewing through the rail so as not to obstruct the views, while providing optimal safety."

The stanchions are made of Superior's rotomoulded polyethylene using a 711 Quenos master batch, which is totally produced in Australia. The product is weather resistant to the harsh environment with a UV 11 rating, 316 grade stainless steel fixings and marine-grade aluminium rails that will stand up to any conditions.

David Mann, project development at Birkenhead Point, says the project was a smooth and uncomplicated process, thanks to considerable pre-planning and a solid working relationship between Superior and Birkenhead Point Marina.

The site is unique, he explains, and this meant unique challenges. "Integrating the new with the heritage listed flavour of Birkenhead was our aim. Using the Edge II and brand new technology meant that Superior achieved this to meet aesthetic and safety objectives."

Marina manager, Phil McGowen, says the overhaul has revived the



marina and will benefit boat owners and visiting superyachts in a multitude of ways.

"Our marina is part of a full-service shopping centre, meaning crews and boaties can take care of all their provisions right here. The refurbishment and realignment of the marina enhance the precinct, as well as adding a significant number of berths and vital infrastructure."

The modifications to the marina affected around 100 berths, adding 14 new superyacht berths up to 40m to cater to the top end of the market. "We have berths for boats from 8m to 40m, and have created an onsite floating marina management office next to the fuel dock. Our aim is to attain 5 Gold Anchor status in 2015."

Feedback from the Birkenhead Point tenants, visitors and boat owners has been unanimously positive.

"You wouldn't think people would be impressed by something that needs to be purely functional, but everybody comments on the Edge handrails," Tapfer says. "Boaties say they love the new pontoons and really notice the difference."







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Following Follansbee three years as **American Muscle**

When Diserio family members, owners of Valley Manufacturing of West Virginia, USA, bought Follansbee Dock Systems in 2012, they were jolted into an exciting new business arena. The first move was to merge the companies under a new name, American Muscle Docks & Fabrication (AMD), and from then on to build, perfect and expand a multi-faceted business.

Valley Manufacturing was no stranger to Follansbee Dock – it had been supplying the company with metal components for 13 years – but it was 'just' a fabricator. And a fabricator that potentially owed its survival to a long term contract that represented 70% of its business.

When the Louis Berkman Company announced its decision to sell Follansbee in January 2012, Paul Diserio, his wife Kathy and their two sons Luke and Kurt pooled their wide ranging abilities and took a calculated leap of faith. Luke abandoned his career as a Class A Golf Pro, Kurt set several business interests aside and in just a two-month period the family finalised a take-over.

The first challenge

AMD began operation at Valley's 20,000ft² facility. But Valley was a steel components manufacturer. It had no sales department, no shipping department and no dock building

equipment. It lacked essential tools, machinery, forklifts, phone systems, internet and had insufficient staff. For years it had manufactured steel truss frames, steel truss hardware, wood dock hardware, ladders, dock frames and other parts for Follansbee to re-sell. Now it had to sell these direct – and build complete dock systems.

During year one, staff levels rose from six to 22, with four people retained from Follansbee. All essential services were established.

were established, equipment purchased and, instead of Valley's average annual sales of US\$500,000, AMD racked up over US\$2 million. Its first contract was for over two miles of dock for the Muskingum Watershed Conservancy

The Mr Lifter Jet Ski Lift has been redesigned for use with larger, heavier PWCs.

COMPANY NEWS

A 500ft (152.4m) steel truss dock system with Dock Flash and matching custom Flash piling caps was installed at Haddad Riverfront Park. The dock is ADA accessible and is used for many events in spring and summer.

District in Ohio. It then built docks for Haddad Riverfront Park in Charleston, West Virginia, and was able to immediately innovate by including its newly designed Dock Flash metal siding and matching pile caps in the installation.

Strengthening sales

New product design to augment the established Follansbee product line was one focus: export was another. In 2012, as well as supplying dock parts across the USA, AMD shipped to Puerto Rico, Japan, Mexico, Canada and the Virgin Islands. It is now fully set up to ship parts and complete dock systems worldwide in the most costconscious manner available. It sells to retail customers, contractors and state entities, supplying dock kits or buildto-order systems. Customers used to ordering via the Follansbee website have the same options at AMD and all products can also be viewed, ordered and collected from the company showrooms in Wellsburg.

Over the past two years, AMD has produced and sold a variety of completed dock systems and invested in an additional building specifically for dock construction. It supplies new products, such as Nylodeck decking, and has most recently re-designed the classic Mr Lifter Jet Ski Lift to enable its use with larger and heavier PWC.

CEO Luke Diserio is at pains to point out that AMD is not a new business but an ever-evolving company. It will continue to adapt to new demands and new markets, and grow in terms of employees, space and machinery.

Contact AMD in WV, USA on email: luke@amdocks.com







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COMPANY NEWS

New company launches software for all budgets

Two health IT industry professionals, Lucas Isola and Rocko Stojiljkovic, shared a love of boating. On a day trip, they moored up at a dock for a lunchtime stop-over and were handed a carbon copy of a bill for the dock fee.

In an increasingly high tech world, this gesture seemed not only behind the times but, more worryingly, open to abuse and loss of revenue to the dock owner.

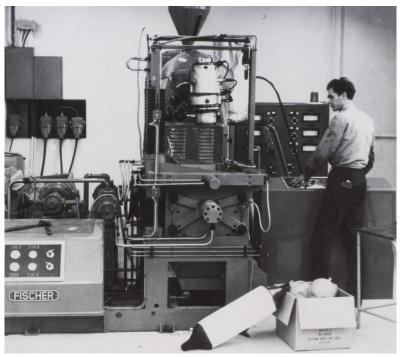
It comes as no surprise that two IT experts – especially professionals working with the critical accuracy essential in health applications – would formulate an idea for a new type of marina management software. But they knew it had to be secure, simple, versatile; and most important of all, very affordable.

In January this year, Isola and Stojiljkovic launched a new marina management platform on iPad and web via their new company, Molo. Designed in collaboration with marina managers and owners, it is easy to use and cheap to operate. Reservations are created with a few simple clicks and payments are processed in the office or on the docks with just a few taps on the iPad.

There is no need for expensive servers, networks or IT employees in order to run Molo. Everything is accessible through an iPad or web browser and is backed up in the cloud. It represents a low investment but gives the marina operator an opportunity to decrease costs, reduce accounts receivable, accept all types of credit card at a low fixed rate, track electricity usage, manage staff and more.

Molo pricing is subscription-based and is matched to the number of slips in the marina. Monthly prices start at US\$199 per month for a 100-slip marina and there are no contracts to negotiate and no list of add-on fees to work through. All the customer needs is an iPad, a computer and an internet connection. Molo sets up all marina slips and fees and can backload any data at no additional cost. Multiple marina locations can be handled easily.

A free 30-day trial period is offered. Contact Molo in NY, USA on email: lucas@ getmolo.com



60 years of buoyancy

From the archives; Polyform manufacturing equipment in the early days.

Polyform, a recognised leader in the manufacture of buoys and fenders for various maritime applications, celebrates its 60th anniversary.

Known around the world for its easily recognisable red and blue inflatable buoy – the company hallmark – Polyform was established in Ålesund, Norway in 1955. It claims to have been the first company in the world to produce an inflatable, rotomolded soft vinyl buoy – and the product was immediately accepted on domestic and overseas markets.

In the 1970s and 1980s specially designed, in-house constructed machinery for the manufacture of both buoys and fenders was developed and put into use. This was a unique breakthrough in manufacturing methodology at the time

Today, Polyform offers a very broad range of products for marine, fishing, aquaculture, oil and other offshore industries and bases its success on a combination of superior production technology and the formulation of unique materials.

R&D is continuous. "Ever since the start in 1955, our company

The iconic rotomolded soft vinyl buoy.

has been committed to further expanding the range, and further developing, customising and improving the individual products," says CEO Vidar Aasestrand. "I am convinced that this is an important reason for our success and I am looking forward to the next chapter."

Contact Polyform in Norway on email: mail@polyform.no

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COMPANY NEWS

Kleeco products from Frisian Machinery

A new and improved Kleeco product line is now being actively marketed by new owner Frisian Machinery Midwest, a US division of Frisian Industries. The portfolio comprises mobile marine hoists, hydraulic slipway trailers, yard trailers, fixed yacht cranes and self-powered transporters with load capacities of 10 to 1,000 tons.

Established in 1965 by Klein Steel Company, Kleeco has earned a strong reputation in the boat moving and yard equipment sector and its trademark has evolved under the umbrella of several different manufacturers.

Its products now sit firmly



alongside complementary products from Roodberg, Vermeer Marine, Hydrotrans, Normag, Tracta and Mondial Rides; all of which belong to Netherlands-based Frisian Industries Group.

Frisian Machinery bought the Kleeco product line back in 2011 and supplies

A Kleeco SW30 trailer; a versatile yard essential.

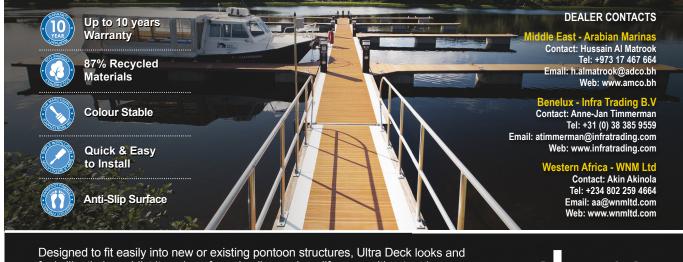
parts and service for all original Kleeco machinery. It also designs and builds custom equipment for various industrial applications and is on a mission to offer an increasingly diverse and robust product line.

Contact Frisian Machinery Midwest in MI, USA on email: info@kleeco.com

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PRODUCTS & SERVICES



Hoist builders work together

Italian company Boat Lift has entered into a sales collaboration with US Hoists Corporation of Calverston, New York.

US Hoists will act as Boat Lift's representative for North America, providing machines, parts and servicing. The first delivery took place in December 2014. Back in Italy, Boat Lift

Back in Italy, Boat Lift is fresh from delivery of a BL220-TL machine for Danese Yacht Service. The travel lift features a 90° steering system and an as-

Plus opens Dubai office

To further support its continuing success in the Middle East market, Italian-based Plus Marine has appointed StratConn of Dubai as its Middle East agent and distributor. In addition to exhibiting at the Dubai Boat Show, the new UAE-based team will handle ongoing pedestal and dock product based enquiries.

One of the highlights for 2014 was supply of custom-designed S1000 EVO pedestals for Jumeirah Beach Hotel (JBH) Marina – see *Marina World* Jan/ Feb 2015. The pedestals are truly unique to JBH as Plus Marine had to sign an agreement to confirm that it would not sell the pedestal to any other marina in the world.

Plus Marine has also supplied seven of its special T-Rex electric utility vehicles to StratConn for supply to various local customers.

T-Rex, which has been in full production for several years, is highly versatile and can be fully customised in terms of colour and livery. With zero emissions, it can be used indoors and in confined spaces as it passes through a doorway just 80cm wide and has a tight turning radius. It has a generous platform upon which to load materials and equipment or passenger. Transmission is by timing belt to give high power and top performance, the steering system is fully collapsible for easy transportation and a hydraulicdrive brake disc ensures short braking distances even under full load. **Plus Marine**

carry a second

likes to customise, and

T-Rex comes with several options, including: a towable cart; front and rear lights for use at night or in poorly lit environments; and a trip computer that allows the user to keep an eye on vehicle data such as battery charge

Danese Yacht Service in Italy has taken delivery of a BL-220-TL travel lift.

standard remote assistance system. The delivery follows previous orders for two multidirectional carts of 30 and 60 tons.

The company has also delivered a BL100-M self-propelled trailer for Boatconsult in Sweden. The trailer, which has a capacity of 100 tons, is certified for travel on roads and has a maximum speed of 10km/hr and range of 35km.

As the season progresses, many machines will be completed, including a BL160-TL amphibious travel lift for Sicily; a BL220-TL and BL75-TL for Italy; two BL300-TL machines for Qatar; a further BL50-TL for the Beneteau Group; and a BL220-TL for a customer in the Caribbean.

Contact Boat Lift in Italy on email: info@boatlift.it and US Hoists in the USA on email: info@ushoists.com



T-Rex is a multi-use electric utility vehicle, now on order for customers in the UAE.

status, distances travelled and speed. Contact Plus Marine in Italy on email: info@plusmarine.com





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New pedestals launched at Dubai show

UK-based Rolec Services confirmed the launch of a new aluminium pedestal range at the 2015 Dubai International Boat Show. According to Rolec operations director, Holly Brown, the new series was well received by show visitors.

"This new addition to our range excites our customers who have a preference for aluminium products and again reinforces us in this region and around lockable service doors and side panels that can be individually customised. They can be fitted with electrical sockets ranging from 16A single-phase to 125A three-



Rolec displayed its brand new aluminium pedestal range at the Dubai Boat Show in early March.

the world as being the most diverse, evolving and established marina services manufacturer," she said.

Sporting sleek styling, the pedestals have LED lighting, spring closing and phase as well as water taps, TV, telephone and data outlets.

Rolec has recently further reinforced its presence in the Middle East market with a prestigious pedestal order for the new Al Zorah Marina project in Ajman, UAE and a contract to design and produce a bespoke payment management system for Jounieh Yacht Harbour in Lebanon.

Al Zorah will be equipped with 22 white Seawave pedestals to service over 70 berths. Each has been designed to reflect the marina's upmarket image and is manufactured in a hardwearing GRP material with a high quality marine grade gel coat finish.

Each also features ornate brushed aluminium composite 'Dibond' service panels and photocellcontrolled LED illumination.

> With IP67 watertight sockets, they range from 16A single phase through to 63A threephase. All have water taps and digital water and electricity metering.

The client also ordered a range of Rolec's red SOS Seawave pedestals with first aid kits, lifebuoys and

LED lighting.

The contract for Jounieh Yacht Harbour brought new challenges according to Rolec international sales manager, Kate Broom. "This was a very special project for us as it was the first time we had been asked to produce a system like this for a client," she said.

The challenge was to devise a system suitable for different power levels and involved the creation of bespoke new pedestals to give the marina operator a high degree of flexibility when dealing with customer payments for water and electricity.

Each resulting pedestal offers a unique choice of pre-pay and post-pay options using user smartcard interaction and office-based computer control.

The pedestals each have their own RFID reader and data screen for customer interaction and balance/ credit checking but are also hard wired with an Ethernet component cable to the harbour office where payments can be managed and credit provided as required.

Rolec supplied 75 customised powder coated aluminium pedestals. The 6 x 2-way, 5 x 3-way and 64 x 4-way combinations cover 283 berths. Each pedestal also features LED lighting, RJ45 data and TV sockets, varied power outputs and 1/2 inch potable and grey water taps.

The harbour, which is owned by the Automobile and Touring Club of Lebanon, accommodates long term and visiting yachts.

Contact Rolec Services in the UK on email: rolec@rolecserv.co.uk

Scribble launches MarinaOffice7.8

US-based Scribble Software has released MarinaOffice 7.8, its most advanced and powerful version of MarinaOffice to date.

Built on the latest Microsoft .NET and SQL Server software platforms, version 7.8 has various special features including enhanced new process flows; better work order and service scheduling; improved reporting; and superior cloud platform extensions with onestep paperless billing, online payment processing, wireless vessel monitoring, mobile phone apps and extensions providing customer collaboration.

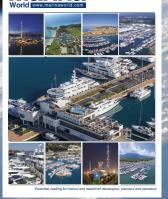
In addition, 7.8 includes a new kitchen order management platform for properties with on-site restaurants and food service operations.

"We are very excited and pleased to be releasing

MarinaOffice 7.8 into production," says Scribble project manager, Luke Irvine. "We listened and worked with the desires of our customers and delivered a solution that is second to none." Contact Scribble Software, Inc in the USA on email: sales@posscribble.com

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Stephan Chayer, International Sales Director, Marine Travelift, USA

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PRODUCTS & SERVICES

In Asia Pacific and beyond

M-Tech has enhanced its Australian project portfolio with the supply of Platinum, Platinum Maxi Superyacht and Platinum Fire Station pedestals for Birkenhead Point Marina, Sydney (see p. 43). Working with customer, Superior Jetties, M-Tech also supplied LED lighting.



All electrical and water outlets at Birkenhead are monitored by individual pulse digital metering and the water system has a bespoke high pressure flow system that was designed in-house by M-Tech's specialist hydraulic engineering team. The pedestals also have digital data and communication outlets.

Within the Asia Pacific region, the company has

also secured recent projects in Singapore and the Philippines and has boosted export beyond this region by supplying equipment for a new marina in Mexico.

M-Tech is currently upgrading emergency services for 170-berth Marina at Keppel Bay, Singapore. The company will provide a range of Platinum Fire Station pedestals with back to base and local audio

Higher capacity boat dolly

Scaffoldmart has added a new higher capacity boat dolly to its marine product line.

M6700 (with 6,700lbs capacity) features nonmarking casters and nonmarking poly pad heads and has a hydraulically formed, as opposed to sliced and welded, V centre. The M6700 complements the regular M3500, Jetski, Pontoon and Sailboat Mast dollies.

Contact Scaffoldmart in the USA on email: chase@ scaffoldmart.com

visual alarm systems. Each fire station has custom epoxy/powder coated high visibility red aluminium extrusions. The client also ordered four emergency response fire carts.

All safety products are now supplied via M-Tech's specialist emergency product department, which manufactures all the fire station pedestals, fire hydrants and cabinets, fire extinguisher and hose reel cabinets and the response carts.

Hose reels and extinguisher cabinets, along with Platinum pedestals and LED lighting, have been ordered by Punta Fuego Yacht Club, a new marina development in the Philippines. M-Tech supplied a wide range of Platinum pedestals to suit different sized berths and all electrical and water outlets are again monitored by individual pulse digital metering.

Further afield at 120-berth Marina Majahua, Platinum pedestals, Maxi Fire stations, pump-out and lighting are being installed in a contract awarded by the Government of Mexico.

The all-new ultra modern marina in Acapulco is set within a hotel and retail outlet environment and



A red Platinum fire station (left) and dockside utility and fire pedestals for Birkenhead Point Marina (above).

required pedestals to suit different berth sizes. The client also requested a high level of emergency service equipment.

The order could prove the first of many. "After working with the client over many months, we have now secured a firm standing within the region," says M-Tech general manager, Darren Wilkinson. "We look forward to completing many projects working closely with our partners."

Contact M-Tech in Australia on email:

sales@m-tech.com.au

Best Mariner yet!

Marine Travelift has released the M2800; its largest lift capacity forklift in the Mariner series to date. The first unit will be shipped to a customer later this year.

The M2800 will enable marinas and boat storage facilities to handle loads up to 27,000lbs (12,00kg) and complement other on-site mobile boat hoists and related equipment. As well as high lift capacity, it offers greater lifting height to accommodate higher storage racks and can maintain full lift capacity at greater distances than previous models.

All standard features and options incorporate the latest technology to reduce maintenance costs and enhance operations. Contact Marine Travelift in the USA on email: sales@ marinetravelift.com

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Team change at **Marina Projects**

Phil Dunn and Dan Mckiernan have been appointed main board directors at UK-based Marina Projects. Sue Macpherson has joined the company as a senior associate and company secretary, and Mike Ward has moved from projects director to managing director.

Dunn takes up the position of technical director with particular responsibility for the delivery of consultancy services. Mckiernan is the new projects director and,



1 nu Dun

among other things, will be responsible for coordinating the activities of the professional team. Mark Bowden



continues to control operational activities across the group in his role as operations director. The changes

are the result

of an increased

Dan Mckiernan

focus on consultancy projects, which have expanded consistently since 2010 especially for marina and waterfront development projects overseas.

Sue Macpherson is a solicitor by profession and has held senior appointments in private practice and as an in-house solicitor for a large marina business. She brings 30



Sue Macpherson

years of legal, strategic and business management skills to her new role.

Macpherson is the third new appointment at the company since late 2014 when Padhraic O'Connor joined as project manager and Katie Nelson as assistant project manager.

Benjamin Beaumont

Shrink wrap supplier Dr Shrink of MI, USA, has welcomed Benjamin Beaumont as a new sales specialist.

He has been briefed to grow new business in marine and industrial

markets worldwide while also seeking new opportunities to promote shrink wrap as a viable tool.

Beaumont previously served as a director of special education.



Before becoming a teacher, he was in the US Army where he spent a year in Korea followed by deployment to Afghanistan.

World of Yachts Awards

ART Marine Marinas won the 'Leading Marina Management Company in the Middle East' award at this year's World of Yacht Recognition Awards.

The presentation was made during the Dubai International Boat Show at a gala dinner hosted by *World of Yachts* & *Boats* magazine and the Arab Marine Industries Association (AMIA). ART Marine CEO, Gregor Stinner (right) and COO Bruno Meier (left) received the



accolade for achievement in the marina industry.

Meier commented: "It is an honour to be recognised as leaders from the Middle East marine leisure industry. In only eight years ART Marine Marinas has established its name as a leading marina management company not only in the Middle East but also internationally and we are dedicated to continuing to deliver excellence and the highest standards in marina development and management."







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