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In FOCUS



Jon White
TYHA General Manager

Occupancy up, boat sales up and boat usage up! That's the message I am hearing from the majority of TYHA members which is all very good news. Such is the demand in some marinas for annual berths some no longer have dedicated visitor berths which is already having an impact on staycation boating as finding a visitor berth becomes more difficult, this will undoubtedly continue into 2022.

Also, high occupancy is revealing new challenges with more demand for lift out and hard standing, and for some coastal marinas creating space for off-season dredging is proving a real challenge.

For marinas however, that normally cater for international visitors numbers are dramatically down as a consequence of staycations and restrictions fuelled by Covid and Brexit; looking ahead to 2022 there is however a level of confidence that this will start to improve.

That said, business is generally buoyant with many members seeing new boating customers and encouragingly not just the older generation, anecdotally leisure boating is seeing an increase in the 35 to 45 age brackets too. Research has previously identified a significant latent demand for this and other age groups; in the last two seasons, we have seen this latent demand turn into participation

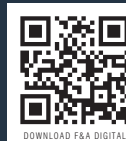
which is fantastic for leisure boating in most countries.

Looking ahead towards the coming years the question on everyone's minds is will the current levels of participation naturally continue or should we be thinking now about what we need to do to retain these new boaters?

My discussions with marina staff point towards training and competence as key to retention, as this will mean boats are used and enjoyed more often, therefore justifying the investment.

So, when you are planning your berthholder programmes for the 2022 season, it's definitely worth considering promoting activities that build competence and confidence such as training courses, 1:1 coaching and organised multi-boat cruises.

The team at TYHA wish you Happy Christmas and a prosperous New Year.



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PREVENTION IS BETTER THAN CURE - IN THE CASE OF AVOIDING LEAKS AND FLOODING



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Front Cover: Yas Marina Abu Dhabi

F&A December 2021 / Volume 39 / Issue 04

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In this edition our CMM Spotlight will be on Bernarda Renata Marević

Renata has been marina manager at the 850 berth Marina Punat on Krk island, since 2011. She is Vice President of the Association of Croatian Marinas and a member of the Council of the Tourist Board of the regional County of Primorje & Gorski Kotar. She is also President of the Supervisory Board of The Island Krk Tourist Board, and also represents the marina on Associations such as IMG and ICOMIA. The marina has won many awards and has been acknowledged many times as the best Croatian marina.

She decided to become a Certified member while undergoing the Gold Anchor assessment. She can share experiences and knowledge in the profession around the world and transfer her knowledge to her team.

Her advice to those entering the marina industry would be to travel, talk and make new acquaintances, exchange experiences and apply what is useful to your marina.

In her spare time Renata likes to spend time with her family, she enjoys cooking, traveling and sailing with friends although only as a crew member!

Certifications currently available through GMI can be found here - visit the website: www.globalmarinainstitute.net/certification/

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CMM SPOTLIGHT

The Global Marina Institute (GMI) is a partnership British Marine and Marina Industries Association formed to deliver global marina training and certification with the aim of maintaining and increasing standards in Marinas across the world.

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CLEAN MARINA

On Wednesday 15th September, The Yacht Harbour Association (TYHA) welcomed members and invited guests to the launch of the TYHA Clean Marina programme at the Southampton International Boat Show.

As gatekeepers to our oceans and waterways, marinas recognise the importance of doing all they can to ensure their operations do not pollute our coastal and inland waters; Clean Marina is designed to focus our

industries' attention on keeping our waters clean. TYHA's initial focus for Clean Marina is to help marinas get the basics right such as blackwater capture and treatment, correctly managing segregated and hazardous waste, spill prevention and treatment, washdown capture and filtration, drain interception, using sustainable products and preventing plastic pollution and, of course, influencing tenants, contractors and boaters to be more sustainable too.

Marinas do not consider

sustainability a competitive aspect of their business and therefore are very open to sharing what they learn with others to help the entire industry protect our oceans and waterways.

The sharing of best practices with all members is therefore at the heart of Clean Marina. Much of the knowledge and expertise that the marina industry needs however will not necessarily come from within, therefore working with other expert organisations is central to the



success of Clean Marina. TYHA is very pleased to be working with the Green Blue, British Marine and RYA with valued contributions from World Sailing, the Final Straw Foundation, Fauna & Flora International, Harbour Assist and Marina Projects.

As the sharing of best practice is so vital to the objectives of Clean Marina TYHA Members, Harbour Assist have kindly agreed to support this aspect of the programme. In addition to the sharing of best practice, TYHA have

also developed a Clean Marina accreditation standard which has been piloted with the kind assistance of the boatfolk marina group. The pilots further emphasised the importance of marinas being able to influence the sustainability practices of boat owners in using and maintaining their vessels.

Should you require any further information including the TYHA Clean Marina assessment criteria please contact Hayley Cloke TYHA Gold Anchor & Clean Marina Executive at: hcloke@britishmarine.co.uk



Clean Marina Awarded to:

TYHA are very pleased to announce that following the launch of Clean Marina the first ever TYHA Clean Marina awards were presented to three Boatfolk Marinas by TYHA's Chairman Colin Watts.

The Boatfolk group are very focussed on the environmental credentials of their marinas with each site having a sustainability champion and local environmental mascots. Clean Marina awards were presented to Portland Marina, Haslar Marina & Portishead Marina.

WALCON MARINE

Supplies pontoon package for major extension of Tingdene's Broadlands marina

At the end of 2020, Walcon Marine supplied a package of pontoons that has played a big part in the transformation of Tingdene's Broadlands Marina, situated on Oulton Broad just outside Lowestoft and a part of the world famous Broads National Park. The package was comprised of all the pontoons and their fittings required to create an 88-metre back walkway and three piers with finger pontoons capable

of providing an additional 54 berths for leisure craft up to twelve meters in length.

Previously known as Oulton Broad marina, the facility was acquired by the Tingdene Group in 2015 and permission subsequently obtained to expand and improve the facilities. The pontoon order was placed with long-term partner Walcon Marine with the installation and associated works being undertaken by Irwins.

The site of the marina

presented a challenge for Walcon in that it is inaccessible to heavy vehicles. The solution was for Walcon to transport the pontoons by lorry to Tingdene's 300-berth Brundall Bay Marina, around 20 miles to the north-west on the Norfolk Broads, which has easy access, cranes and plenty of berthing space. Once delivered there, they were launched into the water and then, over the course of five weeks, moved downriver using motor launches to push and pull them.

The initial stage, going down the River Yare, involved some testing navigation given its many twists and turns, and an escort was provided by local rangers to ensure that their path was unobstructed and other river users were not inconvenienced.

"It all went well, despite the complexity," says Steve Arber, Operations Director at Tingdene Marinas Ltd. "Walcon delivered everything on time and their service was exemplary as always.

The works were completed well ahead of the start of what has so far been a very busy and successful season. With an additional 54 berths on brand new, fully-serviced floating pontoons we are able to welcome even more leisure boat owners to join our friendly community." Piers A and B are each 43m in length with eight finger pontoons and a hammerhead, creating berths for 40 boats up to 10 metres in length.

Pier C features a 38.5 metre walkway with eight finger pontoons providing 14 berths of which eight are for boats of up to 10 metres and six for boats up to 12 metres. Walcon also supplied a 6.25 metre by 1.5 metre aluminium bridge with a landing pontoon. The entire structure is held in place by 17 piles.

To find out more about Walcon Marine and their products visit www.walconmarine.com

“
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Size	Members	Non-Members
Double Page Spread	£738	£1,100
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IN OUR ELEMENT

Launching their 2022 Talisker Whisky Atlantic Challenge bid at the Southampton International Boat Show, rowing team 'In Our Element' are joining forces with The University of Portsmouth's Centre for Enzyme Innovation. They aim to raise awareness and funds for its pioneering research programme which could revolutionise plastic use and help reduce the scourge of ocean plastic pollution.

A presentation marking the launch of the rowing team's fundraising and partnership with The University of Portsmouth took place on Wednesday 15th September on Premier Marinas' Stand at the Southampton International Boat Show.

The 'In Our Element' team comprises Hollie Luff, Mike Hatch, Elliot Holman and Rachel Lasham, all long-time friends and colleagues at Premier Marinas. They spoke to an audience about their motivation to tackle the world's toughest

rowing challenge and also explained their journey to the 2022 start line, from fundraising to training.

Platinum sponsors and lead supporters Premier Marinas hosted the event with The University of Portsmouth's Professor John McGeehan presenting details of his research group's impressive work to deliver transformative enzyme-enabled solutions for the recycling of plastics and to help solve the global challenge of plastic ocean pollution. "We are very proud to partner with the 'In Our Element' team who are undertaking The Talisker Whisky Atlantic Challenge - an inspirational endeavour where the crew will face the full force and beauty of Nature in open seas, while raising awareness of the damage that plastic pollution is inflicting on our environment. Our team at the Centre for Enzyme Innovation at the University of Portsmouth are also taking our inspiration from the power of Nature,



where biology has evolved incredible systems that ensure natural materials are recycled and nothing is wasted. Our team is developing enzymes that can break down man-made plastic materials, returning them back to their original building blocks and providing the potential for infinite plastics recycling. I wish the crew every success and I am extremely grateful to all those who give their support to the 'In Our Element' team and our ongoing research in plastic-digesting enzymes."

"We are thrilled to be partnering with The University of Portsmouth and extending this personal challenge to support a much larger cause," said Hollie Luff skipper of team 'In Our Element'. "David Attenborough and his documentary film 'A Life

On Our Planet' emphasised the seriousness of plastic pollution in our oceans and it has inspired the entire team. It's a daunting physical challenge but we are determined and feel incredibly energised knowing we are raising awareness and funds for innovative research which could provide a major breakthrough in this area."

Pete Bradshaw CEO at Premier Marinas said: "We're delighted to be the principal sponsor for team 'In Our Element'. Given the team are all colleagues their challenge is extremely personal for the whole Company and we're excited to follow their progress over the next year. Premier is already a leader in many aspects of environmentally sensitive marina management.

Helping play a part to support the innovative work being undertaken at The University of Portsmouth is also incredibly rewarding."

The 'In Our Element' team's challenge will start in early December 2022 from San Sebastian in La Gomera, Canary Islands, with the intrepid team of four rowing a distance of 3,000 miles to English Harbour, Antigua in an estimated 45 to 50 days. Premier Marinas will be following the team's training, preparation and the challenge itself.

To find out more and follow the teams progress, visit the website www.premiermarinas.com

Talisker Whisky Atlantic Challenge rowing team partner with The University of Portsmouth's Centre for Enzyme Innovation to Revolutionise Plastic Use

“ BOARDWALK UPGRADE IMPROVES MARINA ACCESS ON THE RIVER SHANNON



Leitrim County Council has recently improved shoreside access to its Carrick on Shannon public marina, replacing its existing fixed boardwalk with a new 340m long by 2.4m wide floating walkway.

Working with Deane Public Works, Inland and Coastal Marina Systems (ICMS), designed and manufactured the new installation which includes a 3m wide fuel berth and eight

access gangways with lifebuoy housings and safety ladders, all anchored in place by a new piled mooring system.

The heavy-duty pontoon system, topped with ICMS' unique glass reinforced concrete (GRC) decking, provides safe and non-slip, all year-round access to the marina's on-site facilities for the public and all leisure boat users, which includes local boat hire companies.

"Being a very popular

cruising area, it was important that we completed the installation with as minimal disruption as possible to the local access," says Ger Buckley, project engineer at ICMS. "We achieved this by taking a phased approach, closely liaising with all contractors and programming the activities in."

Wrapping around the entire length of the marina site, the public boardwalk now connects the quay side to the access road

and car park, allowing users to enter the marina via a new gangway on the eastern side, and exit on the northern side.

"We're delighted with the quality of the new boardwalk, an attractive upgrade to the waterfront providing a strong, stable walkway for visitors," says Shay O'Connor, senior engineer with Leitrim County Council. "Even though conditions were challenging at times with access routes being periodically

submerged, the team at Inland and Coastal completed the installation efficiently and without disrupting the activities of the regular commercial users of the marina.

"The boardwalk will provide a new walking route along the waterfront for both locals and visitors, and new

access for users of leisure vessels which cruise along this section of the River Shannon, boosting the tourist industry which plays a major role here in Carrick on Shannon's economy."

To find out more about Inland and Coastal's pontoon ranges and unique decking options visit www.inlandandcoastal.com or email sales@inlandandcoastal.com

NEW ERA FOR MULTI-MOVER UK

Multi-Mover UK the country's leading supplier of electric tugs have appointed James Dixon as Sales Director. James had previously been Multi-Mover UK's Sales Manager. The appointment follows a very successful trading period for the company. Multi-Mover UK is part of the P&D Marine Group.

James Dixon commented, 'It's a fantastic time for Multi-Mover UK. We have seen massive growth in the past two years, and this has given us confidence to expand the portfolio of products we offer the market. We are clearly the leading supplier, providing solutions across a wide sector of the markets with Construction, Manufacturing, NHS, Military, Airlines, Logistics, Rail and Football Clubs, just a small example of where the company now supplies our range of electric tugs. We also understand that sometimes a bespoke item may be required and the need to create a specific moving solution for our clients. From tow tugs and tow dollies, through to rail shunters and rail stock movers, Multi-Mover UK can build a custom moving solution. This has been our strength and why we are now the go-to company in the market.'

Multi-Mover UK is part of the P&D Marine Group which has grown organically, maintaining



their belief in offering the best solutions. With a wealth of experience and knowledge in the design and installation of equipment in the commercial, construction and leisure industry, The P&D Marine Group offers a turnkey solution that meets their clients exacting requirements. With over a decade of delivering the best solutions and by carefully selecting high-quality products, combined with the very best service, P&D Marine Group have created a 'One Stop Solution'. Using technology and innovation and not resting on their past successes, their ongoing development program continues to look for the latest solutions. They strive as a group to move forward and provide their clients with the very best product and service that can be found anywhere in the industry.

James added, 'With the Multi-Mover range firmly established we have recently launched the new Move-It rail shunter at this year's Rolling Stock Network event in Derby. Following the launch, we have received many requests for demos of the new Move-It, which is an ideal solution for moving rolling stock short distances within a depot. The utilisation of the Move-It, saves time, money and vastly improves the health and safety for those tasked with the movement of any rolling stock in and around a rail depot. We are still actively expanding the portfolio and will be releasing details of a new electric tug product we are currently working to bring to the UK market. As with all of our range, it's about providing a quality solution for our clients, with the Multi-Mover, BEAZ and the Move-It, we offer the very best range of products.' Multi-Mover UK has been operating within the constructs of the Pontoon and Dock Company, however from October 2021 the company has now been registered as P&D MultiMover Ltd.

To find out more about the Multi Mover UK range of products visit www.pontoonanddock.com



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IGY MARINAS ACQUISITION OF MARINA DI PORTISCO, SARDINIA



Island Global Yachting (IGY Marinas), the world's only global superyacht marina company, and Transport S.A.S., a leading Sardinian business conglomerate, have acquired the long-term concession rights to Marina di Portisco.

"Each new IGY marina addition is carefully selected to bring the highest value to our global yachting clients. We are absolutely delighted to further promote Italy as a leading yachting destination through the addition of Marina di Portisco to the IGY portfolio," says Kenny Jones, IGY's EVP of Operations. "Aligned with IGY's continued global growth strategy, our comprehensive services and uniquely packaged dockage products make all aspects of

global yachting easier and more efficient for the owner and the amazing people in the superyacht industry."

"IGY has the largest and most diverse superyacht berth inventory in the world. IGY Portisco Marina adds further depth to our inventory and to the services we offer IGY's global clientele including dockage, crew, and yacht management services. We intend to introduce an innovative suite of global solutions for our clients in the months to come," comments Tom Mukamal, CEO of IGY Marinas.

IGY Portisco Marina is beautifully situated between Porto Cervo and Olbia, in the Gulf of Cugnana. Protected by a natural setting and long outer breakwater, and with

an exceptionally deep draft of 10 meters (32.8'), it is one of the few ports in the region capable of accommodating the world's largest superyachts. The marina's customer-centric layout features on-site services, shops and restaurants, a refit facility, yacht provisioning, 24-hour security, and a convenient fuel service managed by Transport S.A.S.

"We are very happy to strengthen our position in IGY Portisco Marina alongside IGY. With over 15 years' experience in fuel management services, our team is confident that the joint efforts, skills, and capabilities of IGY and the Taula group will enhance the customer experience to new levels," states Vittorio Taula, CEO of Transport S.A.S.

IGY Portisco Marina sits in the heart of one of the most stunning and popular yachting destinations in the world. Sardinia offers luxurious beaches, world-class dining, splendid culture and much more. IGY Portisco Marina is the ideal starting point for exploring Sardinia and is conveniently located 20 minutes from Olbia Costa Smeralda Airport.

For more information about IGY Marinas visit the website: www.IGYMarinas.com

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“ YAS MARINA PLATINUM

The privileged award places Yas Marina among the most remarkable marinas in the world for its exceptional facilities, amenities and excellent service levels

Abu Dhabi, Tuesday 21 September 2021: Yas Marina, Abu Dhabi’s premier lifestyle destination to dock, dine, and discover, has been awarded the esteemed 5 Gold Anchor Platinum accreditation by The Yacht Harbour Association (THYA), the industry’s oldest and most respected marina association. The coveted award positions Yas Marina as the first marina in the UAE and GCC to be awarded with the industry’s highest accolade with TYHA having only awarded five other marinas the distinguished 5 Gold Anchor Platinum accreditation.

“We could not be prouder to have been awarded the 5 Gold Anchor Platinum status. The reward is a true testament to the hard work and dedication of our team at Yas Marina to deliver the highest standard of service to its members and visitors, as well as the state-of-the-art facilities we provide. We’re honored to be placed amongst the best in the world and will strive to keep raising the bar,” said Billy Canellas, General Manager of Yas Marina.

Commenting on the award, Jon White CMP, General Manager at The Yacht Harbour Association said, “My sincere congratulations to the team at Yas Marina for achieving the 5 Gold Anchor Platinum standard. The Platinum standard was originally designed to recognise the small number of luxury marinas in the world that



deliver the ultimate marina experience to a very discerning customer base. Following significant investment and work in recent years, Yas Marina now definitely deserves this recognition and accolade. I wish Yas Marina and the team every success in the future and look forward to the opportunity to visit soon to congratulate everyone and celebrate their 5 Gold Anchor Platinum

accreditation with them,” he continued.

The Gold Anchor Award Scheme has been recognised as a leading worldwide marina accreditation programme for over 25 years. It follows a rigorous auditing process including onsite assessments, compliance with all local and regional regulations, member satisfaction surveys, concierge services, premium facilities and much more. To retain the award, audits are conducted every three years to ensure the highest standards are continually maintained.

“It has been a pleasure to work with the entire team at Yas Marina since 2017 when they achieved 5 Gold Anchors at their first assessment and is testament

to how the structure of the marina was set up initially. It has been the aim of the management to be the first marina in the UAE to achieve 5 Gold Anchor Platinum and demonstrate to their customers the will to become the best marina in the UAE not only for facilities but customer service. The establishment of a new Concierge service with dedicated staff firmly demonstrates the management ethos,” said Tony Dye CMM, Gold Anchor Assessor.

Over the last decade, Yas Marina has been established as one of the premier destinations in the UAE for yachting enthusiasts. Home to some of the largest superyachts in the world (up to 175m), 93 dry stack berths and

an on-site fuel station, Yas Marina offers a dedicated member concierge, member and crew benefits program and a vibrant shore-side destination. It also boasts attractive packages for visiting international boats as well as competitively priced annual tariffs including berthing packages during the Formula 1 Etihad Airways Abu Dhabi Grand Prix.

The iconic waterfront destination is home to a variety of licensed outlets and leisure experiences together with comprehensive sports and watersports amenities, including wakeboarding, boat tours and the Yas Marina Sailing and Rowing Centre.

“ Yas Marina Becomes First Marina in the UAE and GCC to Achieve Prestigious 5 Gold Anchor Platinum Accreditation

“ PREVENTION IS BETTER THAN CURE

Avoiding Leaks And Flooding

Prevention is better than cure - in the case of avoiding leaks and flooding, diligence and being aware of the things that could cause potential issues, immediate and in the future, could ultimately be a lifesaver.

There are many reasons a boat can be overwhelmed by water, creating a potentially hazardous, often unexpected, capsize or inversion. But the majority of these are preventable if you take a bit of well-spent time carrying out regular checks and ongoing maintenance.

So, what should you be looking for? What causes flooding?

Taking water on board can come from a slow-burning, undetected leak or a significant one-off impact.

Getting grounded on Ryde Sands during the Round the Island Race, for example, may be a funny story for the bar afterwards but did you give serious thought to the damage your hull or keel might have sustained?

Repeat groundings, or even a 'light' grounding like on mud or sand, can still cause major yet undetected damage to a hull

and/or keel. Bonding can break down resulting in a weakening of the overall structure, which could cause a keel to become loose or even lead to a catastrophic keel detachment later on.

Likewise, more 'impact' incidents, such as hitting an underground object or another vessel, or grounding on hard surfaces like rock and coral, risk puncturing the hull and water being taken on board. Even leaving a hatch open at sea can result in water flooding down that hatch when waves break over the deck or in a following sea.

Other factors including seized skin fittings due to infrequent operation, toilet pump failure, lack of servicing and general wear and tear can all create potential leak weak spots that could result in a much bigger issue if not dealt with early.

Preventing flooding

When it comes to 'slow burner' issues, regularly check your hull and fittings to make sure everything is a) there, b) works, this is key, and c) you have a softwood bung of the correct size attached to each skin fitting ready to use. If you spot something looking worn replace it early to stop it becoming a bigger problem.

Regular checks also mean you become increasingly familiar with what looks 'right' so will be able to spot smaller defects earlier.

Inspect the hull and internal structure for early signs of possible keel detachment. Check for leaks around the toilet, keel bolts, pipes fitted to a skin fitting and skin fittings themselves. To prevent skin fitting seizure open and close at least monthly and get the skin fitting serviced annually. Check and service the bilge pumps too.

In terms of 'impact' damage, not getting into that situation in the first place is the best prevention through good navigation and thorough passage planning. Know not just what is around you but underneath you. Weather forecasting is crucial too.

If you do run aground, even if it is a soft grounding, don't laugh it off. Get your boat inspected thoroughly by a reliable surveyor. Things like breakdown of the bond can

be difficult to detect, even to the most trained eye, but they will be able to advise on possible structural weaknesses and 'better to be safe than sorry' action.

Of course, accidents do still happen so being able to send an alert and abandon to a liferaft is essential if flooding occurs and ensure all on board know how to use all safety equipment.

Get trained

Whether you're looking to improve your boat handling or to brush up on your navigation skills, there's an RYA course to help. Find out more about RYA training at www.rya.org.uk.

To find out more about how to avoid leaks and prevent flooding visit the RYA website www.rya.com





CRANE, TRAILER AND TRACTOR IN ONE

“We at Sublift are very proud of our sales during the pandemic”, says sales manager Peter Hartzell from Swedeship, and happy with the patience of our customers as the entire supply chain has been affected by Covid-19. It has been a roller coaster of a year.” Sublift is remotely operated with a wireless remote control and is an all in one solution that provides low investment costs. “There are not many people who think that you can buy a Sublift for just over a million Danish kroner”, says Peter Hartzell from Swedeship. “A Sublift can, for example, buckle over a boat trailer or a truck and it gives one efficient boat handling.”

The Sublift was developed together with Swedish Marine with the purpose of creating a fast and robust wagon for boat pick-up.

Built for Seawater

At present in Denmark, Sublift is operating at Marina Min de, Frederiksvæk Harbour and Fredericia Marina operated by ADP A/S. Kenneth Frederiksen from ADP A/S who operates the port says, “We took over the Sublift together with the marina in 2014. Our customers are delighted that we are now using the Sublift as it is gentler for the boat than a truck crane when picked up and launched.” He continues, “We have customers that come sailing to us from other ports purely to use our Sublift services.”

The Sublift has a capacity from 12 to 90 tons, is built for salt water and can withstand a wet environment. It is a crane, tractor and trailer all in one which can be manoeuvred in a limited space.

“
Self-propelled boat trailer in Volvo quality at Swedish prices wins success during the pandemic

SUBLIFT

BY SWEDESHIP

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One person can easily and safely do dry docking and launching of sailing and motor boats on ramps and slipways with a SUBLIFT. Typical usage is docking for fast service, cleaning of hulls and for winter season storage.



All in one
SUBLIFT is an all in one solution, no additional transporter or crane is needed, giving low total investment cost

12-90 ton

12-90 ton
Four standard models are offered for 12, 25, 40 and 90 ton maximum boat weight



Submersible
The SUBLIFT operates both on land and under water. Engines and electronics is completely submersible



Fishbone pattern
When boats are parked in a fish bone pattern vessels can be picked up and parked individually with SUBLIFT



Remote control
Wireless control including all functions is included. Back-up wire control is available



Variable width
Through the variable width the hoist is adapted to boat widths and can straddle boat trailers and cradles



Motor boat
Motor and sailing boats are lifted without any conversion of the hoist in between lifting



Sailing boat
Sailing boats are lifted easily with the mast on for fast service



“ MDL MARINAS

Commits to sustainability with the launch of its new Green Strategy



MDL Marinas has launched its new Green Strategy, committing to sustainability and focusing on the prevention of environmental issues through education and innovative eco initiatives.

MDL's Green Strategy is the beginning of a journey to make it the UK's most sustainable marina group, developing a culture of environmental awareness and care amongst its customers and teams.

Demonstrating the company's commitment to protecting the natural beauty of its marina locations and the marine ecosystem, MDL's strategy incorporates current practices and activities with forward thinking ideas that are flexible

enough to be developed alongside changes in government policy and marine related legislation.

“We're proud of everything we've achieved so far, but we know there's more to do,” says Tim Mayer, sales and marketing director at MDL. “We've committed to being part of the solution through our new Green Strategy, which sets out our plan to navigate to #greenermarinas. “Prevention is always better than cure, and a massive part of this is making it as easy as possible for people to follow the guidance, such as ensuring the appropriate recycling facilities are on hand and clearly labelled.”

What MDL has achieved so far includes:

Harnessing Solar Energy

Since 2018, MDL has been investing in solar panels and has now got close to 1,000 solar panels on buildings at five of its marinas, which in 2020 generated 120,346 Kwh of electricity.

Renewable Energy

All the electricity MDL doesn't produce and needs to purchase comes from 100% renewable sources.

EV Charging Points

Over 40 electric car charging points have been installed at MDL's marinas, with more to come, to support its customers' switch to cleaner, greener vehicles.

MDL Fitness

MDL has just launched MDL Fitness, a new range of green gyms where the innovative SportsArt ECO-POWR™ equipment harnesses up to 74% of a user's energy spent exercising before converting it to utility grade electricity.

Waste Management and Recycling

Full recycling and waste management facilities are available at all MDL marinas, including hazardous waste where there's a 100% zero waste to landfill policy.

Examples of how MDL is navigating to #greenermarinas:

Reducing Ocean Plastics

MDL has installed a Seabin at three of its marinas to collect litter and plastic waste from the water and improve water quality.

Sustainable Staff Uniform

Working with its uniform supplier, MDL has sourced and is trialling an alternative uniform for the marina teams produced from 100% recycled plastic.

Rapid Charging for Electric Boats

MDL is aiming to become the first UK marina group to offer an electric boat charging solution across its marinas, recognising that for the electric boat market to evolve, it's essential to develop a charging network offering rapid charging for smaller vessels.

“Looking at how the boating industry is evolving, we're investing heavily to support it with regards to sustainability in any way we can. We're also investing long term in our own journey towards sustainability, tackling environmental issues and helping protect the planet,” continues Tim.

To find out more about MDL's Green Strategy visit: www.mdlmarinas.co.uk/greener-marinas
For more information on MDL and its network of marinas visit: www.mdlmarinas.co.uk

“
MDL is aiming to become the first UK marina group to offer an electric boat charging solution across its marinas

MDL MARINAS IS FIRST MARINA GROUP TO INSTALL ELECTRIC BOAT CHARGING NETWORK



electric boats to rapidly recharge and extend their autonomy.

“We are delighted to be working with MDL Marinas, who are widely recognised as a cornerstone of British yachting and known for leading the way in terms of innovation,” says Alex Bamberg, CEO of Aqua superPower. “Aqua’s mission is to reduce the impact of boating on the marine environment and to help marina owners with the switch to electric power as part of their decarbonisation efforts.”

Tim continues: “This is just the first step in tackling marine and air pollution in line with our new Green Strategy, but we’ve put our head above the parapet and are investing heavily for the good of the environment and the boating industry.”

For more information on MDL and its network of marinas visit: www.mdlmarinas.co.uk

For more information on Aqua superPower and its marine fast charge network visit: www.aqua-superpower.com

MDL Marinas has partnered with Aqua superPower to install electric boat chargers at five of its marinas, becoming the first UK marina group to offer an electric boat charging solution.

“We recognised that for the electric boat market to grow, it’s essential that a charging network is developed to service these boats,” says Tim Mayer, sales and marketing director

at MDL. “We’re delighted to be partnering with Aqua superPower to be able to support people wishing to make their boating more sustainable by offering rapid charging for electric boats across our marinas.”

Aqua superPower has developed a network of fast chargers for electric boats. Each station is built to IP65 standard, providing dual simultaneous DC charging up to 75 kW, allowing

“
IP65 dual DC charging, rapid fast charging for electric boats”

Millers OILS

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During 2021, the UK petrol grade will change from E5 to E10.

E10 petrol contains up to 10% renewable ethanol, which is added to reduce CO2 emissions and help tackle climate change compared with E5 fuel.

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A seamless service provision with Rolec’s brand new cloud-based BerthVend marina services management system

The marina landscape is changing; modern technologies and developments are providing marina and waterfront destinations with endless opportunities whilst decreasing manual labour, time and costs. Rolec have always been pioneers in introducing new and emerging technologies to the marina industry and this time, they have launched BerthVend, a completely cloud-based berth management system, enabling marina operators to control their electric and water services anytime, anywhere, on any device. BerthVend is an updated marina services management system compared to previous systems supplied by Rolec. Whether it’s a marina office computer, a tablet

or a smartphone, marina operators are able to manage their services either in their office, or whilst on the marina destination itself.

For marina operators, BerthVend brings a plethora of features to provide simple and straightforward operations to their working day. With its modern interactive dashboard which presents a visual of the marina’s layout, as well as the status of the berth status, marina operators can clearly understand their berths’ activity. Marina operators can benefit from the following: individual electric and water meter readings directly to the marina office; remotely switching sockets and taps on/off;

authority to implement own tariffs; manage user accounts; exportable data; remote firmware updates; reservation of utilities; visibility of overall site electric and water consumption; assign services to boat name; pre-pay and post-pay options; billing and payment chasing, as well as easy flotilla/charter billing. What’s more, when opting for BerthVend, marina operators can reap the benefits of implementing a future-proof and scalable marina services management system that enables them to increase their hardware (marina service pedestals) as and when required.

API integration of booking systems, accounting and ERP applications also provides marina and waterfront destinations with an all-in-one system, providing

ease of daily operations for marina operators. RFID cards/fobs can also be allocated to berth holders, again for a seamless service provision. One particular advancement is BerthVend’s Customer Dock - a self-service portal which enables berth holders to independently switch on/off their assigned services via their smartphone/tablet; a feature that is ideal for marinas that desire to retain the payment management of services used by berth holders, providing them with control over their incoming finances associated with the marina’s services.

Berth holders can benefit from numerous features such as: a personal account to make payments via a virtual wallet and obtain transaction history via the BerthVend app; advance reservations of services with marinas; automated in-session low balance alerts via SMS, email or push marketing; outstanding

payment reminders; pre-pay and post-pay options; automatic top-up facilities; access to any BerthVend pedestal across the world with the BerthVend app, as well as secure payments via Opayo.

Marina and waterfront destinations are able to choose from various packages when it comes to implementing BerthVend, allowing them to opt for the perfect solution to suit their destination’s requirements. With the inclusion of BerthVend’s Customer Dock and the dedicated BerthVend app, destinations can benefit from a truly modern berth services management system that saves time, labour and costs whilst also providing a seamless service provision for berth holders.

What does the future look like for BerthVend? The beauty of BerthVend being a cloud-based system means that marina destinations can benefit from

over-the-air firmware updates, without the need for engineers to alter the marina service pedestals on-site. As technology evolves, as will BerthVend; some of the potential upcoming features include: contactless payment options; expansion to marina management system, including booking berths via the BerthVend app and bespoke solutions; push marketing to promote the marina’s leisure facilities as well third party partners (restaurants, cinemas, shopping centres) to generate additional revenue; push notifications to boat owners, as well as roaming user account, allowing the use of the user’s virtual wallet across Rolec’s entire smart systems, including VendElectric and PitchVend.

BerthVend officially launch at METSTRADE this year; and to find out more about BerthVend visit www.rolecserv.com



GOSPORT MARINA - PLANNING APPLICATION PERMITTED

Premier Marinas is pleased to announce that a planning application for a multimillion regeneration of Gosport Marina has been approved by Gosport Borough Council.

The approved masterplan which incorporates the whole site includes a landmark facilities building which will house a marina reception and office, luxury shower rooms and a new berth holder's lounge. This new building overlooking Portsmouth Harbour, will also provide a stunning new home for the onsite food and beverage restaurant.

The application covers the works necessary to transform the site, bringing it up to the standard that is synonymous with Premier's other marina locations.

The approved planning also includes:

- The refurbishment and extension of the commercial building, occupied by STS Defence Limited, securing skilled employment in Gosport.
- The re-location of the dry stack and landscaping improvements to the car parking and boat storage areas.
- A residential development providing 70 homes (outline permission).

Marina Manager at Gosport Marina, Jonathan Walcroft is pleased to receive the go ahead: "The new building will be an incredible asset to the marina and demonstrates our focus in providing the very best facilities for our berth holders and visitors. The plans also reflects Premier's ongoing commitment to investing in the regeneration of Gosport – the development will bring significant benefits to the local community including supporting the creation of new jobs. I am excited we are creating a marina fit for the future!"

For more information visit www.premiermarina.com



BOATYARD STORAGE EQUIPMENT FROM WORLD LEADING SUPPLIERS.

P&D MARINE SERVICES OFFER A RANGE OF STORAGE EQUIPMENT. FROM CRADLES AND STANDS, THROUGH TO DRY STACK STORAGE.

Working with world leading brands such as Tennamast, Roodberg, Mecanorem and others, P&D Marine Services can provide a boat storage solution to suit your requirements. We continue to offer an ever increasing range of boat yard storage materials. This includes our own P&D Marine Services T-form cradles and the whole range of stands and cradles from both Tennamast and Mecanorem.

MECANOREM

For the maintenance and winter storage of boats, Mecanorem offers a comprehensive range of storage equipment, designed to fit almost every type of boat. Equipment includes: trolleys, 'V' stands, cradles, mast trolleys and onboard trolleys

TENNAMAST

As creators of the award winning modular support system, designs are recognised throughout the sailing community as being the best on the market for quality, value and functionality. All cradles and props are manufactured in house by yacht cradle engineers based in Scotland.



“ YOUR GREEN GUIDE TO A PLANET-FRIENDLY CHRISTMAS

The Green Blue share some of their top tips for being a sustainable Santa

Christmas is often a time of excess and indulgence, with traditionally the only thing being green are the Brussel sprouts and the twinkling Christmas tree. However, if there is anything that many of us have learnt over the past 18-months it is that the best things can often cost our pockets minimally, so why not lower the cost to the planet this Christmas too?

When purchasing gifts, it is a good idea to keep an eye out for third party certification to determine if a product is environmentally friendly. Some symbols to look out for include: Fairtrade, Soil Association (organic), Rainforest Alliance, Cruelty Free, Vegan Society, Forest Stewardship Council (FSC), Palm Oil Free.

Give the gift of experience, a memory is not just for Christmas! Purchasing an experience voucher, going on an exciting day out together or booking a RYA training course can give hours of fun and won't get thrown out with the wrapping paper on Boxing Day.

Another top tip is to shop local! Reduce your present's miles and emissions by visiting your local boat jumble or car boot sale for a great find. Look out for memorabilia, trinkets, decorative maps and equipment. You can also search on local Facebook groups to find sellers near you.

Or how about purchasing a RYA Individual Membership? Your loved one would be joining a world-wide community

of over 100,000 people and would enjoy a whole host of exclusive member benefits.

Annual memberships make a thoughtful and considerate gift suited to any age. You could help support the vital conservation of seabirds and marine life by purchasing an annual membership from the RSPB or local Wildlife Trust.

Re-usable BPA free bottles and bamboo food containers are the gifts that keep on giving! Batch cooking meals is more environmentally friendly and reusable containers are perfect for storing any on-board culinary delights.

Remember to check out the free app 'Refill' which pinpoints your local refill water stations as well as cafes that offer discounts if you bring your own bottle.

You could also give the gift of knowledge this Christmas with a RYA training book, great for when getting out on the water in winter isn't an option and which your loved one will be able to re-read over and over. Second-hand bookshops are also great for finding hidden gems or previously forgotten titles.

Once you've purchased your gifts, remember to choose a recyclable wrapping paper. Want to know if your wrapping paper can be recycled or not? Use the scrunch test! Simply scrunch up the paper in your hands and then let it go.



If the paper stays scrunched up, then it can be recycled but, if it unfolds, then it probably contains non-recyclable elements. Remember, if your wrapping paper contains glitter or foil, it cannot be recycled.

You can find a full range of products and services on The Green Blue Business Directory that will aid you in finding a great gift for the boater in your life – or maybe just a green treat for yourself!

Check out The Green Blue website:
www.thegreenblue.org.uk



“ PREMIER AGAPI BOAT CLUB

Signs up Ex-Premiership footballer, Francis Benali as its newest member and brand ambassador. Plus announces its expansion - to include two new locations.

The Premier Agapi Boat Club is excited to announce a new collaboration with Francis Benali, a highly regarded former Premiership footballer who will join the Club as its newest member and brand ambassador.

A presentation marking the partnership took place on Thursday 16th September on Premier Marinas' Stand at the Southampton International Boat Show. The audience heard from the man himself, speaking about

both his career accomplishments and what attracted him to join the Boat Club, despite having no prior boating experience.

“Boating is completely new for me but I really feel in safe hands with the Premier Agapi Boat Club team” said Franny. Having been out on the water on one of the top of the range fleet today with my wife Karen at the Show, I am even more excited to get started with my training later this month”.

Andy Mills, Business Development Director at Premier Marinas added: “We are delighted that Franny is coming on board. We wanted to work with a first timer because we really want to show how quick and easy it is to get out on the water. We’re going to be following Franny’s RYA Powerboat 2 training in just a few weeks’ time so make sure you’re signed up to our social channels to see how that goes!”

The Club has already enjoyed significant growth at its inaugural location at Premier’s Swanwick Marina which opened for business late last year. Premier Agapi Boat Club is now set to expand and preparing to open clubs at both Chichester and Noss on Dart for the start of the 2022 season which will enable

members the freedom to explore even more of UK’s stunning South Coast. With changing attitudes to ownership, boat clubs are a rapidly growing concept in the UK and Premier Agapi Boat Club is already one of the leading operators with a low member to boat ratio to ensure the highest levels of service and availability. The Club scaled up their fleet of performance craft earlier this year in anticipation of a step change in demand following the various lockdowns. Latest additions include the powerful Agapi 800 and Agapi 950 models both of which offer sheltered year-round boating and below deck accommodation, on-board toilet and cooking facilities. The Club’s tailored memberships welcome beginners and more experienced boaters alike with any training requirements also supported. Membership provides the ultimate in hassle-free, family-friendly and affordable boating with no joining fees, berthing fees or maintenance costs to worry about – simply join, book, and go boating.

For further details on becoming a member email: contact@premieragapiboatclub.co.uk or call 01489 884076. www.agapiboatclub.com/premier-agapi-centre-hamble

LEADING THE CHARGE!

Following the recent complete modernisation of the Braunston Marina's pontoon bollards - using Rolec Marine Utility Services - we went on to install three car-charging ROLEC bollards in our main car park. Each bollard has two sockets, thus providing for the simultaneous recharging of six hybrid and electric cars.

As the bollards are located outside our large dry dock, we have been able to access the dock's three-phase supply, thus giving a far superior charge to that available from marina

pontoon bollards with vehicular access, or from a domestic supply. For a £5 token bought in the marina shop, the sockets gives a three-hour charge, which has so far proved more than enough time to fully recharge a hybrid car - thus saving on using petrol, the normal source of hybrid car battery recharging. The installation has already been well received by moorers and marina customers.

Braunston Marina has been amongst the first marinas to install this new facility. Martin Georgeson, Rolec's Sales Director, wrote: 'Thank you Braunston

Marina for choosing the ROLEC Quantum EV Token operating charging pedestals across the marina. The installation went very smoothly with the first customer waiting to use the facility.'

By chance - just before the outbreak of the current post-Brexit petrol crisis - the new installation went live on the 16th September. During the petrol crisis, Braunston Marina went on to offer the use of the facility to local residents - provided they could confirm they did not vote for BREXIT!'



L / R Tim Coghlan of Braunston Marina with Rolec engineers Jamie Yarnold and Andy Chapman.

2
COLOURS ON
1 BOARD

NEW Dura Deck® Flip for Marinas

This stunning product takes the colours from our Resist range and combines them into one single decking board profile so you can experiment with **two colours in one design**, or 'flip' your deck at a later date for a whole new look.

Weathered Cedar / Pebble Grey

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P&D MARINE GROUP BRING BACK MANUFACTURING TO THE UK FROM CHINA

China is losing factories at an astonishing pace and in another five years the manufacturing map of the world will look very different from what it does today.

Surveys done by UBS globally, suggest that 20-30% of manufacturing will be leaving China.

Make no mistake, \$4 trillion worth of manufacturing happens in China and that's more than the GDP of India. In 2020-21, China is the world's biggest exporter, while the US is the world's biggest importer.

But what about Britain? Can it compete? Can it produce the goods here in the UK? Simon Nadin, CEO of the P&D Marine Group, believes so, and has moved the production of the Pontoon and Dock Company's modular Cube manufacturing from China to the UK and will be proudly stamping 'Made in UK' on the side of each unit. Simon explained. "The supply chain at this time is stretched. There are so many issues that every industry is coming up against. Several of our companies are suffering as the smallest parts are not available and therefore is holding up supply to our clients. With the rising cost of shipping and manufacturing in China we made the decision to move the manufacturing of our own product the P&D³'s cube system. Future costs are only going in one direction. We could see it becoming untenable



to continue and set up the manufacturing here in the UK which enables us to pass on the savings to our clients.'

Manufacturing output for the UK has been fairly stable over the last four decades and the UK remains in the top 10 for manufacturing countries globally, despite the dramatic rise of China. However, with more and more companies bringing manufacturing back to the UK, as is the case with the P&D Marine Group, there are real opportunities and cost savings to be gained. The supply chain issues will smooth themselves out, however with ships stranded at sea waiting to off load and then reload it will take a long time. The Port of Felixstowe handles 36% of the UK's freight container traffic from overseas, and with shipping giant Maersk reportedly re-routing some of its biggest ships away from the port as some of its largest 20,000-container ships were waiting outside Felixstowe for between four to seven days to off load.

P&D Marine Group which has grown organically maintains their belief in offering the best solutions. With a wealth of experience and knowledge in the design and installation of equipment in the commercial, construction and leisure industry, The P&D Marine Group offers a turnkey solution that meets their clients exacting requirements. With over a decade of delivering the best solutions, and by carefully selecting high-quality products, combined with the very best service, P&D Marine Group have created a 'One Stop Solution'. Using technology and innovation and not resting on their past successes, their ongoing development program continues to look for the latest solutions. They strive as a group to move forward and provide their clients with the very best product and service that can be found anywhere in the industry.

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EZ Dock's floating, modular, composite docks and accessories offer unbeatable adaptability, exceptional performance in rough water, superior strength and durability, universal accessibility and ease of installation for marina locations.

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The P&D³ system can be used for both temporary and permanent installations and is able to withstand years of environmental wear and tear, being individual modules the system can be designed to flex to withstand extreme wave motion - ideal for coastal installations.

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The ICMS Standard Pontoon system is manufactured from galvanised steel with polystyrene floatation blocks encased in a glass fibre reinforced concrete skin. The ICMS pontoon structure is extremely robust and offers unbeatable strength and stability.

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NEW SEABIN WITH PONTOON ORDERS FROM INLAND AND COASTAL MARINA SYSTEMS AT METS

Pontoon design, manufacture and installation specialist, Inland and Coastal Marina Systems (ICMS) is offering a new Seabin* on pontoon orders placed from enquires received during Metstrade (16th – 18th November) as part of its ongoing commitment reducing plastic waste in our waterways and oceans.

Designed to be installed in marinas, yacht clubs and harbours, the award-winning Seabin acts as a floating rubbish bin and is an essential tool in the fight against ocean plastics. The Seabin offer is available on all types of pontoon orders, although the highly experienced team from ICMS will specifically be showcasing its Glass Reinforced Concrete (GRC) decked pontoons at the show

in Amsterdam. ICMS' GRC decking has excellent anti-slip properties, with recent tests showing that its GRC decking is 14% more slip resistant than hardwood timber in dry conditions and 10% in wet, putting it in the low-risk potential category for wet conditions, as opposed to hardwood which is in the moderate risk potential category.

The hardwearing GRC decking also doesn't rot, which is something that traditional wooden pontoon decking suffers from, significantly increasing maintenance costs and reducing the life span of a wooden marina system.

"The colour and texture of our GRC decking can be altered to suit an individual marina's requirements, offering the classic hardwood timber yacht marina aesthetic or a lighter,

brighter continental look," says Oliver Shortall, managing director at ICMS.

"Combining the strength of concrete with the slenderness of timber, our timber effect GRC decking is the future for creating modern, sustainable marinas. As part of our sustainability effort, we always endeavour to work with the existing infrastructure as much as possible as well, making the most efficient use of time and resources.


"And as we manufacture our own GRC, our pontoons, with a design life of 30 years, offer the lowest lifetime cost of any marina decking on the market."

If you're interested in learning more about replacing your pontoons with the most practical and attractive solutions, contact the ICMS to arrange an appointment.


To arrange an appointment to discuss your water access requirements, please contact Jon Challis jon@inlandandcoastal.com or +44 (0)7712 875679

*** New Seabin only on orders for marina systems over £50k. All orders to be received by 31.12.21**







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HOLYHEAD V FARRER COURT OF APPEAL CONFIRMS MARINAS CAN LIMIT THEIR LIABILITY

In March 2018, Storm Emma hit Holyhead Harbour, causing substantial damage to the marina and to 89 craft moored there. The marina owners sought a declaration limiting their liability under the Merchant Shipping Act 1995 (the “MSA”), which operates to limit the liability of the owners of any dock or canal.

The question arose as to whether a marina can be considered a “dock”, enabling the marina owners to limit their liability significantly from around £5 million to about £550,000.

The first instance decision in favour of the marina operators was appealed on the basis that it was of sufficient importance to the marine leisure sector and the related insurance market. Earlier this month (November 2021), the Court of Appeal unanimously upheld that decision (Holyhead Marina v Farrer [2021] EWCA Civ 1585).

Docks, landing places and jetties...

The court described the marina as “an arrangement of floating pontoons for the mooring of small leisure craft which are linked to the land by a bridge.

The pontoons... are moored to the seabed using a system of chains and nylon rope connected to concrete weights placed on the seabed.” Under section 191 of the MSA, a dock is defined as including “...stages, landing places and jetties”. Mr Justice Teare, the judge at first instance, had concluded that although a marina was not a dock within its ordinary meaning, the pontoons which make up the marina are landing places, jetties and stages, which is sufficient to bring the marina within the definition of a dock.

The owners of the damaged craft claimed, on appeal, that Teare J had stretched the definition of a dock too far. However, the Court of Appeal concluded that terms as general as “landing place”, “stage” or “jetty” should not be construed so narrowly as to exclude a collection of pontoons joined together to form a marina.

The Court of Appeal also rejected as “absurd” an argument that Teare J’s conclusion meant that Holyhead’s liability could only be limited for each pontoon: the structure that is relevant is the marina as a whole. An argument that the right to limit liability should not apply to structures used by leisure craft since it was introduced under the MSA to facilitate trade was also roundly rejected.

The marina operators were therefore entitled to limit their liability as Holyhead Marina was found to come within the definition of a “dock” under the MSA.

What next?

Although every case will turn on its facts, it seems likely that the ability to limit liability will also be available to other marinas. This judgment is therefore likely to have a significant impact on the quantum of future claims and we may well see some alteration in pleasure craft and marina insurance premiums in light of this judgment.

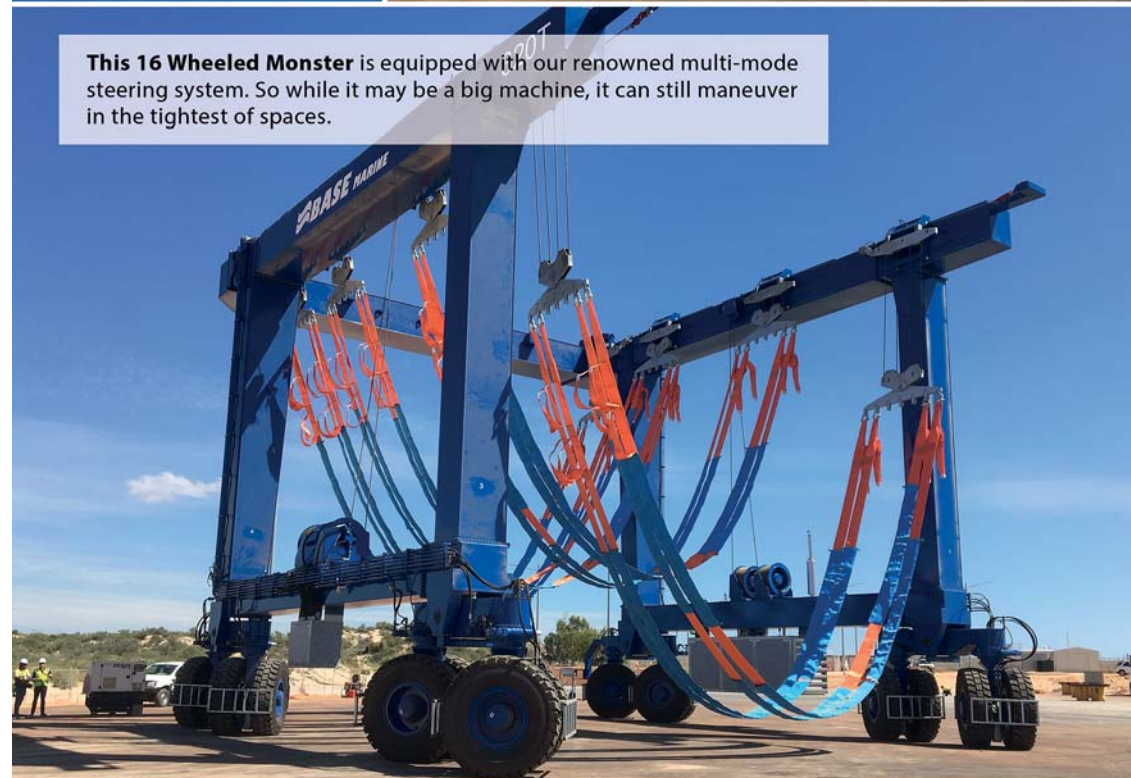


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MARINA OF THE YEAR AWARDS SPONSORED BY TOWERGATE

We are really pleased to share the winners of the marina of the year awards 2021, as announced on Thursday 16th September during the 2021 Southampton International Boat Show. The Marina of the Year Awards from The Yacht Harbour Association (TYHA) and sponsors Towergate Insurance celebrate the best of over 160 Gold Anchor accredited marinas from around the world.

As voted for by berth holders, these awards provide the opportunity to recognise those marinas that go above and beyond to offer outstanding quality and service to their berth holders and visitors.

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Winner
Emsworth Yacht Harbour
Runner up
Whitehills Marina

Towergate's Coastal Marina of the Year 2021 Over 250 Berths

Winner
Mayflower Marina
Runner up
MDL Hythe Marina Village



White Mills Marina

Towergate's Inland Marina of the Year 2021

Winner
White Mills Marina
Runner up
Shepperton Marina

Towergate's International Marina of the Year 2021

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Marina de Vilamoura
Runner up
Karpaz Gate Marina



Marina de Vilamoura

Towergate's Superyacht Marina of the Year 2021

Winner
IGY Yacht Haven Grande

Towergate's Marina Employee of the Year 2021

Winner
Gary Harvey – MDL Hythe Marina Village
Runner up
Vladimir Kravar – D-Marin Mandalina Marina

On behalf of The Yacht Harbour Association and Towergate Insurance, congratulations to all of this year's winners, runners up and shortlisted marinas and thank you to everyone that voted.

To find out more about the MOTY Awards process and how your marina can take part contact Hayley: hcloke@britishmarine.co.uk



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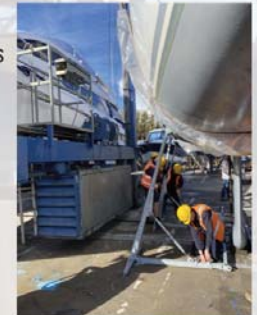
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BOATER BOOKINGS FROM HARBOUR ASSIST

Harbour Assist launches a new booking feature, allowing boaters to make reservations for any service via a simple widget embedded on the marina website or in the customer portal.

Customers expect responsive, friendly service in every aspect of their lives. While traditional face-to-face service standards remain vital, the pandemic has accelerated the uptake of digital enablers and boosted expectations for 24-7 availability.

Volume Enquiries

With more boats and more new boat owners, marinas are under pressure to efficiently and effectively handle increased calls and enquiries. Harbour Assist CRO Nick Gill said: "There are more boaters on the water, and more are demanding the convenience of online bookings. It makes sense to build a system that is an integral part of the customer journey for any marina activity, not just visitor berths."

Booking Request gives customers the power to reserve a visitor berth, dry stack launch, lift ashore, concierge services like

refuelling or black water pump-out, or even book tickets for the marina party or a training course at any time, from anywhere. Convenient for the customer and efficient for the operator.

Completely Configurable
Marinas using Harbour Assist can configure Booking Request for any service or product and make quick and easy edits to availability and capacity.

Customer requests are delivered straight into the Harbour Assist software for scheduling, task allocation and invoicing. Built-in capacity management stops overbooking and gives the marina tools to flex availability around staffing levels, seasonality or even equipment outages.

Boaters are kept in the loop with automatic HTML email or SMS notifications as their request is processed from received to confirmed to completed. Every notification is customisable, so links to the marina map or customer satisfaction surveys are easily added or amended.

Speak to Harbour Assist's Nick Gill about improving your customer service info@harbourassist.com



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“ TYHA AUTUMN MARINA TOUR

On a bright, but fresh, Wednesday morning, thirty three marina professionals gathered at Medway Bridge Marina to kick off this year's Marina Tour. We were given a very interesting talk from Giles Billingsley, Medway Bridge Marina's owner/manager, on the plans for the marina and then had a tour of the site.

We then took some time to view HMS Ocelot at Chatham's Historic Dockyard. This submarine was launched in 1962 and was one of 57 submarines built at Chatham and she served during the Cold War. It was a fascinating insight into life onboard with the smell of diesel still lingering.

We followed this with a visit to the Victorian Ropery where the ancient craft of rope making still takes place daily using traditional techniques.

Following lunch at the Medway Yacht Club we visited MDL's Chatham Marina on the river Medway offering 412 berths and boatyard facilities. In the marina basin we were given a demonstration of P&D Marine Group Waste Rover, a remotely controlled waste robot designed to collect floating debris and oil. Great fun was had by many as delegates operated the Waste Robot and collected tennis balls from a section of the marina! We were given a very informative tour of this well-kept marina by Emma and her team.

We were then in need of some light refreshments which was supplied at Shepherd Neame brewery, Britain's oldest brewery based in the centre of the historic town of Faversham. We were given a guided tour of the brewery (founded in 1698) which included the history of beer making, types of beer and the associated ingredients and an impressive display of historic delivery vehicles. This was followed by a beer tasting given by an expert brewer.

The next day, following a lovely networking dinner at the Crescent Turner Hotel, we headed down to Royal Ramsgate Marina. Robert Brown, the marina manager and harbour master provided an interesting

tour of the harbour and gave us a fascinating insight into the history of the 700 berth marina which is set in the town of Ramsgate. Rob then joined us for a tour of the Ramsgate Tunnels, a series of subterranean tunnels used to shelter 60,000 local

residents from bombing raids during WW11.

Following lunch and walk back through the marina, we headed up to Swale marina, an idyllic setting at the head of Conyer Creek. Coffee and cake were on offer followed by

a tour of the facility given by Simon and Anne, owners of this lovely marina.

Thanks to all the marinas who contributed to making this a fascinating and successful networking tour.



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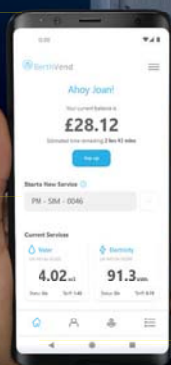
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