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MAGAZINE

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Which Marina? 2019

JUNE 2019

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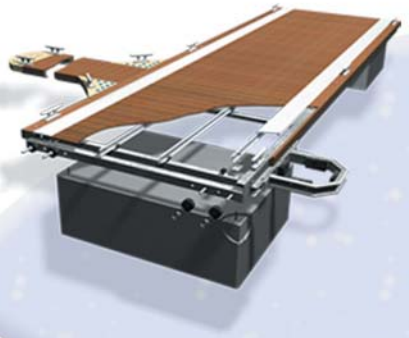

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In FOCUS

Jon White TYHA Manager

In preparation for the boating season, nearly 100 marina professionals gathered in Bournemouth (south coast of England) to share thoughts and ideas. Following the opening of the TYHA/British Marine Marinas Conference (sponsored by Walcon) by CMM Vice Chair Tony Dye, key note speaker Ben Martin gave a fascinating and thought-provoking presentation on the future marina customer. He discussed how technological changes will inevitably have a significant impact on the way we conduct our lives and spend our leisure time. Ben provided numerous examples of the changing world we live in and how people are seeking multiple experiences to fulfil their leisure time ambitions. Commenting on our current cohort of customers he said that experts believe that they are not only the most affluent generation in history, but they will be the most affluent generation ever! Ben's opening speech set the tone for the two days of the conference with delegates actively engaging in topics both debating new ways of attracting potential boaters into marinas and reflecting on operational, environmental, legislative and crisis management issues. Following a stimulating first day TYHA proudly presented the 2018/19 Marina of the Year awards to UK and international marinas with award winners traveling from as far as Turkey to receive their much-deserved trophies. Following dinner TV Presenter, Adventurer and Marine Biologist, Monty Halls delivered an engaging and hilarious speech which concluded the first day perfectly.

Day 2 was opened with Monty Halls who challenged marina operators to recognise that they are the gatekeepers to the natural world and marinas are perfectly placed to encourage newcomers to the water. He went on to comment that as 'custodians of the natural world' our industry provides a wonderful opportunity for future generations.

My biggest takeaway from the conference was the willingness of delegates to share their learnings about customer habits and new ways of attracting people onto the water. Through collectively sharing experiences we will be able to evolve marinas into boating hubs for a much broader cross section of society whilst developing new income streams into our marina ecosystems.

So, in summary my message to all members to share what you learn to the benefit of the entire marina industry.

LATEST NEWS

A new amendment to Marine Licensing Activities, which British Marine & The Green Blue have been involved in, affecting Marinas, Harbours & Customers with regards to hull cleaning – comes into effect on May 31st and all operators should try and make all Marina users aware of it. www.legislation.gov.uk/id/uksi/2019/893

F&A June 2019 / Volume 37 / Issue 02

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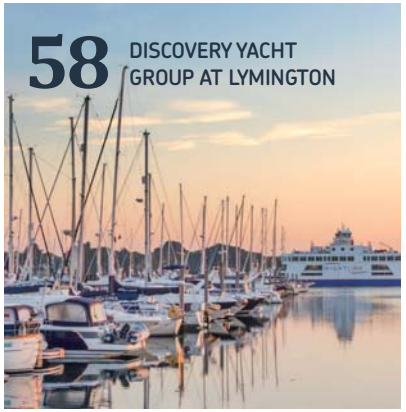
46 KARPAZ GATE MEETS TECHNICAL AND EQUIPMENT REQUIREMENTS OF CLIENTS AT NEW ON-SITE BOATYARD AND CHANDLERY

36 RYA – ARE YOU MAKING THE MOST OF YOUR CLUB?

54 BOATING WILDLIFE AWARENESS WEEK



58 DISCOVERY YACHT GROUP AT LYMINGTON

CONTENTS

LeeSan Returns to Seawork	06
St Kats – Sharing Best Practice	08
Portland Marinas Drystack	10
Wilsons Boat Yard Sublift Review	12
Fox's Marina & Boatyard Site	14
Gold Anchor Marinas	16
Suffolk Yacht Harbour Classic Regatta	18
Triangle International Berth Brokers	20
Lymington Easy Access to Boating	22
New TYHA Members	24
Inland and Coastal Marina Systems	26
Scotland's Boat Show River of Light	27
Cruising Association Still Going Strong	28
Turkish Republic – 100 Years Old	30
Pontoon and Dock New Company	32
Savills Leisure – Investing in Marinas	34
RYA – The Next Level	36
Holy Loch Upgrade Roodberg Trailer	38
Suffolk Yacht Harbour – Seabin & EV	40
Cardiff Harbour New LeeSan Install	42
Plymouth Boat Club Expands	44
Karpaz Gate Marina New Chandlery	46
Aqueduct Marina Brand-New Chapter	48
Holyhead Finds Resilience in Disaster	50
Building Your Business in 2019	52
The Green Blue	54
New Lymington Yacht Sales Office	58
Tiny Floats – Marina Living	60
SIBs – Book Your Stand Space	62
Barcelona Boat Shows	64

Front Cover: Braunston Marina

The Yacht Harbour Association

LEESAN RETURNS TO SEAWORK

After a long absence, marine sewage and pumping specialists LeeSan will be back at Seawork again this year.

They will be showing their extensive range of Marine Sanitation and Pump Out equipment, along with their newly acquired range of Sewage and Waste Water pumps, these due to the massive stock availability from their new parent company Pump Technology Ltd.

Additionally, the company will be highlighting their ability to supply spares (even for many much older products), worldwide for next working day dispatch!

LeeSan Pump Out systems are now installed in docks and marinas all over the globe and the company's own design of hands-free pump out nozzle and deck fitting combination have become almost the standard on many top vessels.

Craft from yachts and powerboats of all sizes to superyachts, military and commercial vessels have fitted the company's sanitation equipment for over 27 years now and the Warwickshire based team are well respected for their knowledge and expertise.

The store at Fenny Compton hold tens of thousands of (sometimes really hard-to-find) spares which can often make the difference between a working sanitation system and one which doesn't.

Since being bought by the new owners, Pump Technology Ltd, LeeSan has had increasing access to that company's specialist experience in the commercial pumping business and can now supply sewage, fresh water and pressure pumps from most major manufacturers worldwide. Sanitation isn't glamorous, BUT it is absolutely essential and the LeeSan team look forward to meeting customers, old and new on their stand No. PG3.

For more Information about LeeSan products call +44 (0)1295 770000 email info@leesan.com or visit the website - www.leesan.com

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SHARING BEST PRACTICE WITH EVERYONE

The marine sector is, by nature, well known as a friendly industry which networks well through the development of business relationships and individual connections. Sharing ideas and best practices is a healthy way of improving business performance and raising the profile and standards in the industry. Looking at what other companies do, might be a reason to shake off complacency and innovate within the context of an ongoing process to enhance facilities and customer experience.

"From a member's point of view, British Marine provides good networking opportunities around the boat shows and events, at the industry, regional and sector levels. They also provide a progressive training scheme for managers and specialists." says Paul Tetlow, General Manager at St. Katharine Docks Marina "I took part in TYHA's Summer Tours in London and the Channel Islands over the last two years and found them to be an invaluable opportunity to meet other members and share ideas. I thought it would be great if my marina team could participate in a similar eye-opening experience".

In many marinas, much of the contact between a marina team and boat owners takes place on the docks, in the boatyard, or in the reception. The marina team, just as much as its management, are vital to provide consistently high levels of customer service and well looked after facilities. Thus, having a well-trained and knowledgeable team, who are engaged at looking for ways to improve what marinas offer, is hugely desirable.

Most general industry training is offered at the management level so the St Katharine Docks marina team recently organised for themselves to visit four marinas on the south coast, during a two-day field trip. Joined by Andrew Garland from Camper & Nicholsons Marinas, the team of 7 saw the benefit in identifying the common threads and challenges within the marina sector. Each team member was responsible for fact finding on a particular element of the business and recommending and implementing improvements e.g. improving facilities for customer showers, electric PV charging, customer valet etc. "This trip was of great importance to us, as it compliments the continuous effort of our marina to provide high quality services and facilities. Our team exchanged

ideas with our hosts about other best practices for marinas and knowledge about the industry in general. It was definitely a worthwhile business activity".

"I would encourage every marina operator to make the opportunity to share ideas and experiences in the same way we did. It was a fair amount of combined time away from our marina but by planning ahead and owing to the time of year, it did not have a huge impact on our normal operations. Our hosts were generous with their time and it was not expensive to deliver. Certainly, it was excellent value for money for the benefit the team received. Of course, we offered to host reciprocal visits at St Katharine Docks to return the favour".

Our host marinas were Salterns, Poole Town Quay, Berthon and Bucklers Hard. We saw some great facilities, some ingenious solutions to the common problems we all face and a strong focus on delivering great customer service.

In every place, we met friendly and engaging teams who were very helpful and made our visit interesting and fun. We are indeed thankful to all the marina teams who gave up their valuable time to show us around and inform us about their operations and services.

The team returned to St Katharine Docks full of ideas and interest. "Investing in staff training like this was such a worthwhile decision. I would really recommend that other teams consider doing the same. We are looking forward to hosting reciprocal visits at St Kats in the future too and creating an ongoing relationship of sharing best practice".

> "I would encourage every marina operator to make the opportunity to share ideas and experiences

Drystack Berthing

PORTLAND MARINA'S

As the days get longer and boat owners look forward to getting out and spending more time on the water, the new dry stack at Portland Marina offers a convenient and accessible berthing spot. Perfect for RIBs, sports boats, ski boats and day angling boats up to 9 metres, dry berthing is a safe and secure alternative to trailer launch or marina berths.

19 metres high, 84 metres long

> "Dry Stack ready for boating season

and with 132 berths undercover, unlike many other dry stacks in the UK, the Portland Marina Dry Stack is clad on the back, sides and roof to give protection from the elements including the prevailing wind.

With a two hour launch service on demand, the dry stack has been built to provide storage for boat owners wanting to keep their boat within striking distance of Dorset's stunning boating destination – perfect for cruising, diving, fishing and making the most of the Jurassic Coastline.

Berth holders can also look forward to a new Neptune Hoist negative forklift. This means that Portland Marina will have two hoists to launch boats into and out of the water to help improve the efficiency of both launch and recovery of boats.

Paul Swain, Berthing Manager at Portland Marina says, "We can't wait to welcome new and current berth holders to Portland Marina and help them to spend as much time as possible out on the water enjoying themselves. We are also looking forward to work beginning in April 2019 on the piling for new pontoons and by June we'll be able to offer an extra 40 berths afloat - perfect timing for summer adventures."

Dean & Reddyhoff are continuing to invest in Portland Marina with the build of the new dry stack, cladding and sprinkler system costing more than £900,000.

Berths are available on an annual or seasonal basis and include the service of valet fuelling of petrol or diesel at cost price to all berth holders.

For information about how to become a berth holder at Portland Marina please visit www.deanreddyhoff.co.uk

WILSONS BOATYARD SING THE PRAISES OF THEIR 12 TONNE SUBLIFT

We are delighted that after many years of moving our boats around by various methods and after much research visiting other boatyards and yacht clubs that were using a variety of machines and appliances, we finally decided that the 12 tonne Sublift was the tool for us. Dealing with the Sublift Company has been an absolute pleasure and when our machine was finally ready, myself and co-director, Shawn took the opportunity to travel to Sweden to carry out the final pre purchase checks and complete our training. I thought I was going on an all expense company paid holiday but we came back well trained and very satisfied with our machine.

WILSONS BOATYARD

Now that we have been using the Sublift for several months we are more than satisfied, it is an amazing machine, so easy to use and very maneuverable which was our main concern as our yard is laid out to an odd shape. Having this machine is like getting the Birthday present that you really wanted.

Much thanks goes to the Sublift team from all at Wilsons Boatyard.

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

Submersible
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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

SUBLIFT BY SWEDESHIP SAFE LIFTING

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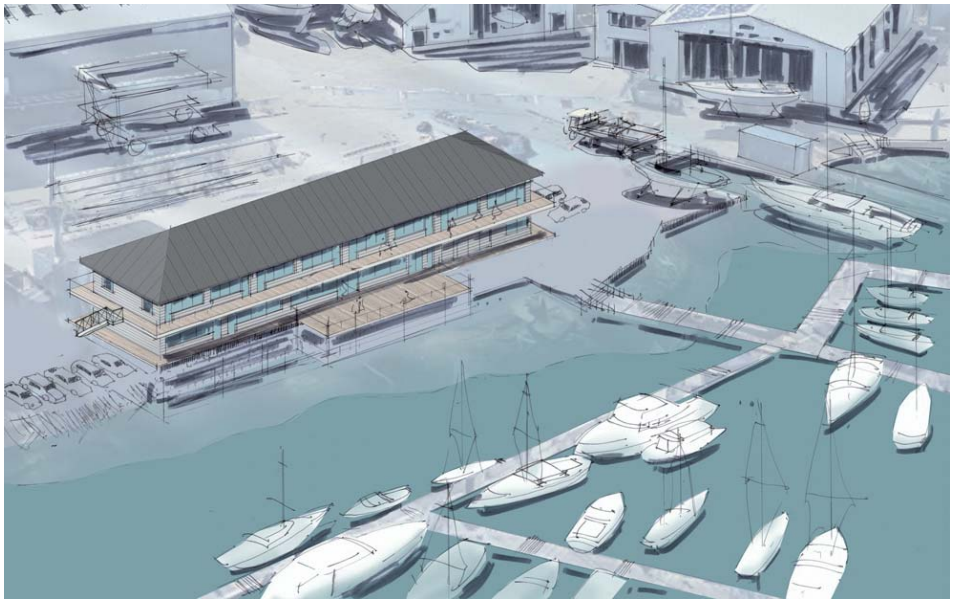
SIGNIFICANT INVESTMENT IN THE FOX'S MARINA & BOATYARD SITE

Significant investment in the Fox's Marina & Boatyard site and facilities is taking place in 2019 with the redevelopment of the waterfront alongside the marina. The all new, two-storey, pavilion style 'Outlook' building will provide exceptional new office accommodation with views overlooking Fox's Marina, along with new marina facilities for berth holders and visitors.
In addition to the construction work on shore, dredging of the marina basin and entrance channel has been undertaken and new, custom-built pontoons from renowned specialist manufacturer Walcon installed ready for the new season. The new pontoons, with the latest composite decking, hardwood capping and integrated fenders will be a welcome upgrade for Fox's berth holders and visitors to our marina.



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Limassol Marina achieve highest award from The Yacht Harbour Association

LIMASSOL MARINA
We are delighted to announce that Limassol Marina achieved the highest level of accreditation within the scheme and is only the 3rd marina in Europe to receive the 5 Gold Anchor Platinum award since it was introduced in 2017. TYHA Assessor, Tony Dye CMM, commented, 'The management team have worked hard in conjunction with TYHA following their initial 5 Gold Anchor Award in 2017, and have improved some areas of the infrastructure together with providing a dedicated concierge service which the most discerning customers expect from an elite selection of marinas. Limassol Marina are a welcome addition to the small Platinum group and must be congratulated on their work since opening'

D-MARIN TURGUTREIS
Located in the centre of Turgutreis town, a vibrant and attractive tourist resort. D-Marin Turgutreis is a well run marina, catering for all guests needs including, a supermarket, restaurant, pub and café. A well equipped fitness centre, SPA and tennis court. In the summer months there is entertainment in the amphitheatre.

D-MARIN GOCEK
Located in the centre of Gocek town this marina is ideally located only 22km from Dalaman airport. There are five bars and restaurants onsite, boat to charger and a well stocked supermarket. They empoy 60 personnel to run the operation who also hold sailing rallies, races and parties and various other social events for their berth holders and visitors.

ATAKOY MARINA
This marina is located in one of the most prestigious areas of Istanbul, 6 miles from the Marmara Sea and entrance of the Istanbul Strait. The marina offers its customers fully equipped technical services 24/7, security and has a capacity for 1,000 vessels.

Premier Marinas – the following marinas have been awarded 5 Gold Anchors

CHICHESTER MARINA
There is no doubt that the high levels of investment into Chichester with both The Salterns development together with the new boatyards and tenant facilities have raised the overall profile and customers experience of the site and increased the overall number of both berth holders and visitors to the site with their careful developments.

PORT SOLENT MARINA
Port Solent continues to be a destination or base that many customers are constantly looking for. The extensive shore-side facilities make it a great overnight destination and coupled with the convenient major supermarket within walking distance.

SOVEREIGN HARBOUR
This marina continues to be a popular option to berth. It is a relatively short distance from Dover offering exceptionally sheltered conditions in adverse weather.

PORTO DELLE GRAZIE
The Port delle Grazie (Marina di Roccella) is located in Roccella Ionica and is less than 2 km from the town reached by a modern bike path. It's a sea resort in the heart of the Mediterranean, within the Metropolitan Area of Reggio Calabria, overlooking a clear blue sea, characterized by long summers and short winters. The marina has 450 berths.

SUFFOLK YACHT HARBOUR

INVITES ENTRIES TO 18TH CLASSIC REGATTA

The east coast's leading classic regatta will take place on 22nd and 23rd June. Suffolk Yacht Harbour, located on the River Orwell, Suffolk, has announced entry will open for its 2019 Classic Regatta from 1st March. Taking place on Saturday 22nd and Sunday 23rd June, the annual regatta is the largest event of its kind for classic yachts on the east coast.

The popular regatta attracts a fleet of both local and visiting sailors and welcomes everyone from keen racers to social sailors to compete in the fast, slow and Stella classes. Racing will take place over two days in Dovercourt Bay, Harwich Harbour, and the Orwell and Stour estuaries. On-the-water action will be complemented by socialising in the onsite Haven Ports Yacht Club lightship, with a regatta party and live band on Saturday evening.

Winner of the 2018 regatta and Stella owner, Andrew Gilmour, commented: "We have raced in seven of these regattas, having had the boat restored by Suffolk Yacht Harbour. They were amazing in helping to return my father's Stella to its original glory.

The really nice thing about this event is that it is very well organised, the people are lovely and so is the place; the east coast is a wonderful venue for sailing."

Regular competitor and Tumlare owner, Jonathan Thompson, added: "Everybody gets on very well, there's a lot of banter and it seems that we always get good weather and good racing. It's the best event of the year for me."

SYH managing director Jonathan Dyke said: "SYH has a long association with classic yachts, going right back to Stella designer and Kim Holman (one of SYH's original founding directors). With classic yacht maintenance facilities in the workshops and the Classic Marine chandlery onsite, we are well-equipped to assist classic yacht owners in the lead up to, during and after the regatta."

Entry criteria for the regatta requires yachts to be either pre-1970 design of traditional construction, Bermuda or gaff rigged and built of wood or steel. Modern classic yachts with wooden or steel hulls are also welcome. Contact enquiries@syharbour.co.uk for further details.

CALLING ALL MARINAS WITH EMPTY BERTHS

Triangle Berth Brokers has long been associated with the buying, selling and subletting of lease berths across the UK and Europe. Since new owners Nic and Marie Parton took over in October, Triangle has extended their berth offering. Nic and Marie have started to talk with marinas who have spare capacity and would like Triangle to help them fill the gaps.

"It didn't take us long to see that we have a database of boat owners looking for a certain berth to buy. What happens if those berths aren't yet for sale? They still have to moor their boat in the meantime. We started to talk to marinas to see whether they would be interested in us adding their berths and dry stack to our portfolio" said Nic.

This new offering gives Triangle options to offer if, for whatever reason, the boat owner doesn't buy a berth. It also helps marinas fill spare capacity.

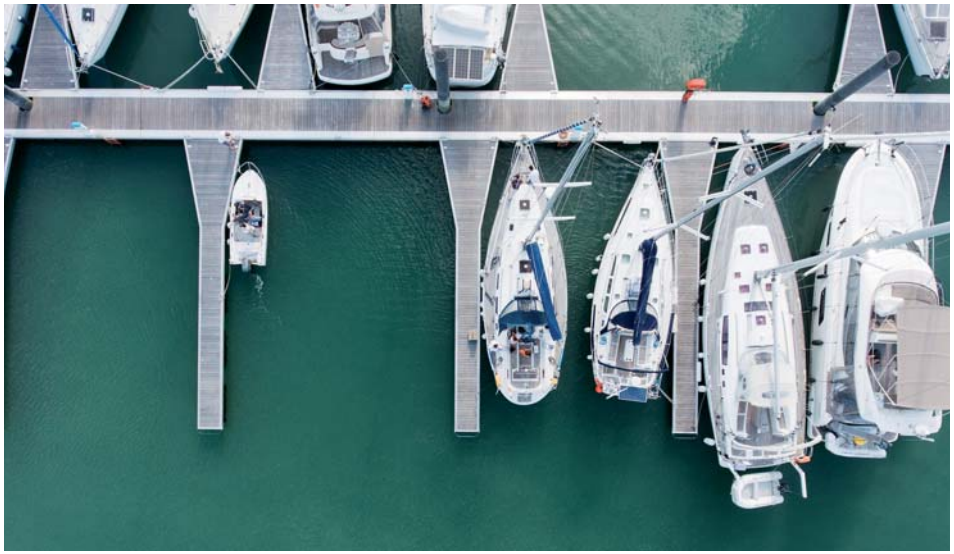
"We see this as a win for both Triangle and the marina. It's great to be able to be more flexible with options when helping boat owners. If we can help save their time by using our 'one stop shop' that's got to be good for everyone" said Nic.

Whilst still a new concept in the Triangle portfolio, offering annual berths fits well with what the company has been delivering for the past 28 years.

"Having worked in the marine industry for his whole working life, Nic is not only passionate about wanting our business to succeed but of the greater impact, we can have by working together with other marina professionals" added Marie.

TRIANGLE
INTERNATIONAL BERTH BROKERS

For further information email info@triangleberthbrokers.com or call 07736 697915



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NEW LYMINGTON BOAT CLUB OFFERS EASY ACCESS TO BOATING

Lymington Yacht Haven has announced the launch of a new boat club offering customers the chance to use a fleet of brand new, high quality motorboats for a fixed annual fee.

The boat club concept, which is growing in popularity in the UK, offers a flexible way to get on the water without the responsibility of boat ownership. Members at the Lymington Boat Club will get unlimited use of their fleet which includes three brand new boats; a 6.5m Gemini RIB, a Merry Fisher 695 and an Axopar 28 T-Top.

Marina Director Rupert Wagstaff believes the Lymington Boat Club will offer the most complete and luxury service for customers wanting a relaxed boating experienced;

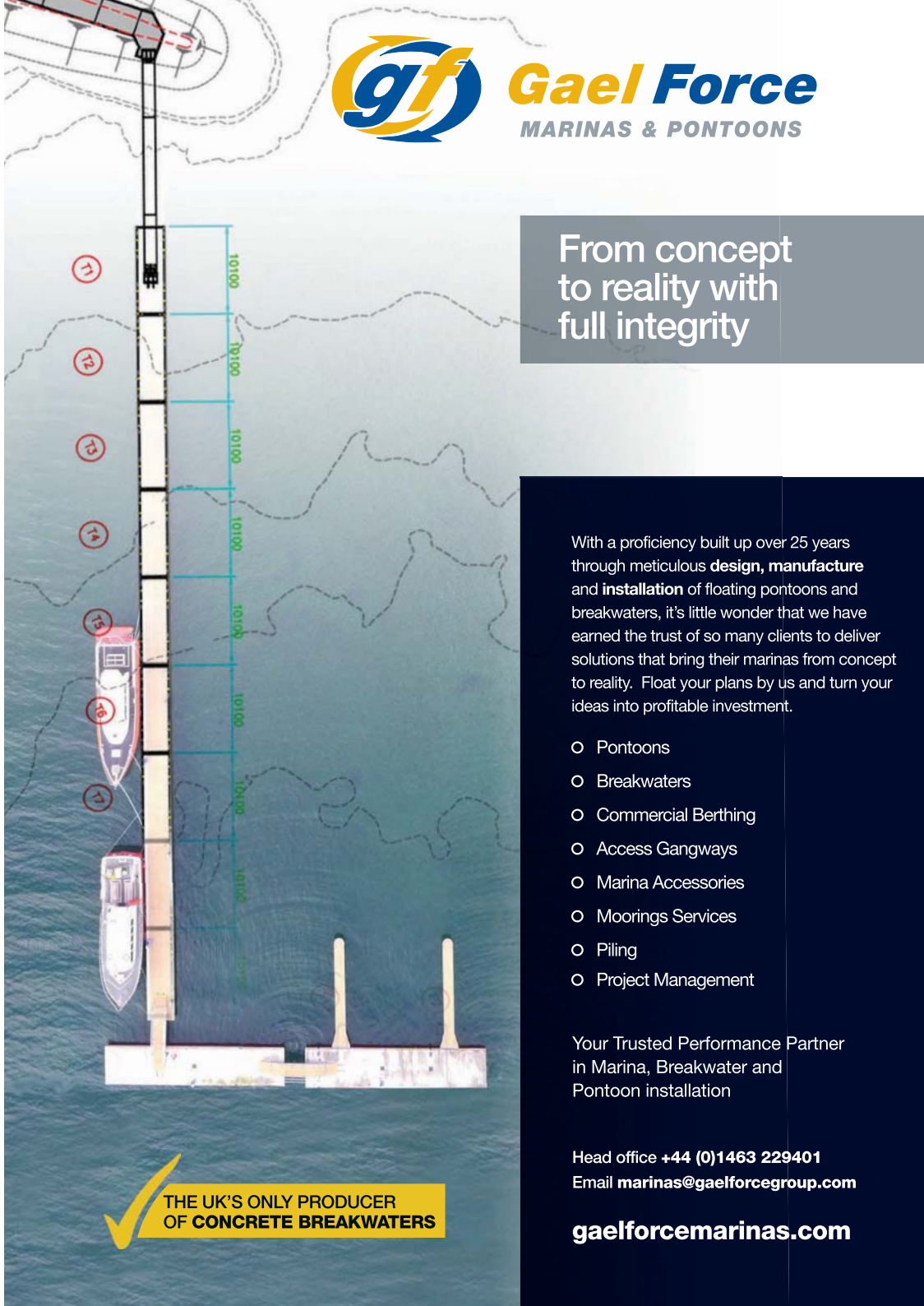
"Our aim is to offer everything you'd want for a day on the water. From fishing equipment and tuition, to hiring Stand Up Paddleboards or inflatable toys for towing. Our fleet will be fully-serviced, immaculately maintained and fuelled up so customers can simply step onboard and go boating".

With a recent British Marine study showing a large group of potential boaters not knowing how to get on the water, or not wanting the long term commitment of boat ownership, Rupert believes the Boat Club concept will satisfy the needs of these potential boaters.

"As well as re-engaging former boat owners who want a more flexible use of a boat, the Lymington Boat Club will aim to make it much easier for new boaters to get on the water. As part of our club, members will be given their RYA Level 2 Powerboat training, a 1-2-1 induction on the fleet, all the safety equipment they'll need and the chance to join cruises to popular Solent destinations so they can learn to navigate around the Solent".

The Lymington Boat Club is the 2nd club launched by Yacht Havens Group after the launch of Plymouth Boat Club in early 2018. After a successful first year, the Plymouth Boat Club expanded in early 2019 with a new XS 650 RIB joining the fleet for members.

For more details, visit LymingtonBoatClub.com



NEW TYHA MEMBERS

UK & OVERSEAS

PORTO DELLE GRAZIE
Contact : Francesco Lombardo
Tel: 00 39 (0) 964 85847
www.portodellagrazie.it

Porto delle Grazie is only 2 kms from the residential area, accessible by a modern bicycle lane, and it is surrounded by a fine white sandy beach and lush vegetation.
The efficient organisation of Porto delle Grazie has made possible to offer all the necessary services to host the bigger boats and super-yachts both inside the Marina and anchorage just outside.

MARINA RESORT PUNTA GABBIANI
Contact : Mr Marco Da Re
Tel: 00 39 (0) 431 528000
www.marinapuntagabbiani.it/en

On the splendid Marano lagoon, between Venice and Trieste, sheltered from the winds and sea-storms, an exclusive center, the ideal base for recreational navigation in the Upper Adriatic Sea. A safe and welcoming harbour with many facilities for ensuring excellent berthing, 365 days a year. An efficient service, ultimate security for guests and their boats.

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Tel: 07786 830820
www.edinburgh-marina.com

A stunning new waterside development with uninterrupted views of the coastline and the Firth of Forth. This world class development will contain new homes centred around the 373 berth Edinburgh Marina and Spa Hotel, making Edinburgh Marina a new destination only 2 miles from the City Centre and less than 8 miles from Edinburgh International Airport.

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Tel: 00 86 136 9987 3131
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RMCS
Contact : Stuart Baines
T: 01945 440779
www.rmcs.co.uk

RMCS has over 25 years experience within the marine industry and are full conversant with all the latest electrical and water regulations throughout Europe. They have a wide range of products. As well a supply, they offer a full design and installation and all service pedestals are assembled to individual customer specification in their purpose built workshops in Lincolnshire.

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This 16 Wheeled Monster is equipped with our renowned multi-mode steering system. So while it may be a big machine, it can still maneuver in the tightest of spaces.

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INLAND AND COASTAL MARINA SYSTEMS

Jon Challis has joined the Inland and Coastal Marina Systems Team. Based at their UK office in Hamble Point Marina, his role is to develop business for their range of product and marina solutions including: leisure pontoons, heavy duty pontoons, concrete pontoons, wave attenuating breakwaters, service pontoons, mooring systems and access systems.
Jon spent several years working on customer development at the RYA where his role spanned promoting grassroot participation to world class sailing and power boat racing around the globe.

> "Jon Challis appointed new Business Development Manager

After the RYA he joined the Environment Agency River Navigation team to promote better access and participation on British rivers. He has worked closely with a wide range of businesses and user groups throughout the inland waterways.
Speaking about his new role Jon explained "My passion is to make boating accessible and more enjoyable. The team here at Inland and Coastal share this passion backed by great technical expertise and practical experience. Their range of high-quality products provide a fresh, new look and feel to both the leisure and commercial marine environment."

He continued "Having spent a life time stepping off and on lighter weight traditional wood pontoons I was immediately impressed with Inland and Coastal's heavier pontoons for stability and grip under foot. Their brighter and more robust decking solutions and surfaces look and feel great"

In his spare time Jon is an RYA Senior Instructor. He supports several youth sailing initiatives to help young people take to the water and find careers in the marine industry and also leads the on-water activities for Gosport Marine Festival.

If you would like to know more about the Inland and Coastal Marina Systems design service, product range and tailored made solutions please call Jon on 0239 4002797, mobile 07712 875679 or email him at jon@Inlandandcoastal.com

SCOTLAND'S BOAT SHOW RIVER OF LIGHT

Scotland's Boat Show and Kip Marina will make a splash as part of the Year of Coasts & Waters 2020 with a new event that will see Scotland's biggest boat show's programme extended for the first time into the evening to host a brand-new special event called 'River of Light'.

Boat owners, sailing clubs, marinas and commercial shipping will be invited to take part by decorating their own boats, ships and sailing craft with fairy lights, colour washes and other forms of decorative lighting effects, then to gather off shore at Kip Marina on the evening of Saturday 10th October 2020 to form a mass floating spectacle that is set to dazzle the crowds with a living, floating, River of Light.

On shore, as well as viewing the amazing display afloat, visitors will be treated to a family friendly festival of entertainment, torchlight processions, a showcase of Scottish food and drink, plus plenty more surprises in store for the first ever night time opening of Scotland's Boat Show.

Scotland's Boat Show is proud to be part of Scotland's Year of Coasts & Waters 2020 and has received support from EventScotland, a team within VisitScotland's Events Directorate.

Gavin McDonagh, Managing Director of Kip Marina and Scotland's Boat Show said:

"We see Scotland's forthcoming Year of Coasts and Waters 2020 as a great opportunity for both visitors and locals to experience everything that our country's waters have to offer whether it's enjoying a boating holiday, exploring dramatic coastlines or taking in the view shoreside."

"Scotland's Boat Show and Kip Marina will make a splash in 2020 with a brand-new event supported through the Year of Coasts and Waters 2020 event fund.

"The "River of Light" will take place on the 10 October 2020 off Kip Marina and with the cooperation of the community, private and commercial boat owners, vessels will muster in Inverkip Bay to dazzle the crowds as the variety of illuminated craft come together to provide an Aqua Spectacular"

To get involved with River of Light and to keep up with the latest news, head to the website www.scotlandsboatshow.co.uk/riveroflight and register for email updates.

THE CRUISING ASSOCIATION IS STILL GOING STRONG!

If there's one organisation that stands out as the all-encompassing information hub amidst a plethora of associations and clubs focused on sailing and cruising on small craft rather than on cruise ships, it is the go-to fount of all cruising knowledge, the 110 year-old Cruising Association. In Part I of a two-part feature, Peta Stuart-Hunt provides an overview.

More often than not referred to simply as 'the CA', the Cruising Association is a mutually supportive not-for-profit association that is 100% dedicated to those who cruise on small boats, whether sail or motor, across oceans or on inland waterways. Its extraordinary mass of first-hand information, collected and shared by its members, is of unequalled quality, quantity, breadth and relevance.

This article provides a scene-setter to introduce you to the Cruising Association and explain how it came to be and how it now ranks amongst the most relied upon sources of information for anyone thinking of setting off to enjoy the pleasures of sailing or motor cruising.

The CA's key objectives are:

- To make information about cruising available to its members
- To advance the understanding of safe navigation and seamanship and all the skills necessary for cruising in all types of leisure craft
- To promote and protect the sport of cruising in leisure craft
- To promote the preservation and protection of harbours, navigational facilities, estuaries, coasts and their environs
- To be a centre of excellence for the support of cruising activities

The CA's global membership now exceeds 6,300, supported by a small team of dedicated staff based at its CA House HQ in Limehouse Basin in London. The CA is all about its members sharing their experiences, knowledge and fun to get the most out of their cruising, whether it be around the UK's coastline or further afield. Every possible communication platform is used to ensure that this vast array of knowledge is imparted online, at rallies, seminars and social events around the UK and globally.

As Britain's leading organisation for cruising sailors, the CA provides a huge number of member benefits and discounts, services, information, help and advice to its members worldwide. Founded in 1908 to specifically meet the needs of cruising sailors, the CA has been a favourite port of call for many of the great and best-known names in sailing.

It publishes an Almanac covering the whole of the British Isles and Atlantic seaboard of Europe and has local representatives all over the world. The network of Cruising Sections, corresponding to popular cruising areas around the world offer knowledge, support and guidance about these areas. CA Cruising Sections cover the Mediterranean, Baltic, Biscay, Celtic, Channel, European Inland Waterways, North Sea and Blue Water areas. The UK Regional Sections offer lectures, meetings and parties in the winter, and rallies, barbeques and other social events in the summer.

"Whether you want to circle the globe or just enjoy the satisfaction of navigating yourself, friends and family safely and enjoyably from one place to another, I commend the Cruising Association to you." Sir Robin Knox-Johnston CBE RD, CA Patronn of the CA

The sharing of information is the lifeblood of the Association and is encouraged at all times. Cruising enthusiasts join the CA for many reasons. Some join for one thing and discover many others. Some like to tap into a mix of the benefits on offer. Key to the CA's success is the access to online and offline information plus advice about cruising in small boats - yachts and motor boats - including FREE access to the unique CAptain's Mate App, Forums, and 20,000 member-only pages bursting with detail.

"Joining the Cruising Association has been a life changer for my wife and I. Previously, we sailed on the UK East Coast and had made a couple of cruises to The Netherlands. With the encouragement and advice of CA members we have spent the past 15 years sailing further afield, including to the far reaches of the Baltic Sea, and now keep our boat in the Adriatic. Without the CA we would probably not have done any of that. The resources of the CA are amazing!"
Stuart Bradley

In Part II, in September's issue, we'll be looking more closely at how the CA is set up to suit its members' needs, wherever they are in the world, and take a closer look at its information resources, lying at the heart of the CA's day-to-day activity.

Centenary Celebration

100th Anniversary Turkish Republic

The 19th of May marks the 100th anniversary of the Turkish War of Independence and on that day Mustafa Kemel Ataturk sailed on his ship, 'Bandirma', from Istanbul to Samsun in the Black Sea.

After the Republic was declared, Ataturk gave this day to the Turkish youth as a sport and youth national holiday.

In memory of this important day Ecesaray Yacht Club organises a rally each year with the participation of marina guests and berth holders.

The 7th traditional commemoration of Atatürk Sport and Youth Festival Rally will be held on the anniversary with the participation of the marina's sailors and taking the route to Fethıye, Göcek bays.

Day one will see the yachts set sail on the Fethiye gulf and after rounding' Kızıl Ada' Red Island will berth on Turunç Pınarı.

On the second day the flotilla will sail from Turunç to Wall Bay 'Bedrı Rahmı ' Bay, and all yachts will berth on the jetty of the Zeytın Restaurant.

On the final day of celebration the yachts will sail back to the marina, and following a closing ceremony certificates will be issued to all participants and the cup will be presented to the rally winner by the Yacht Club President and Board Member Mr. Nejat ECE.

PONTOON AND DOCK ADD NEW COMPANY TO PORTFOLIO

The Pontoon and Dock Company Ltd have recently launched a new company - P&D Marine Services Ltd. For a few years Pontoon and Dock have delivered training, servicing and repairs on an ad-hoc basis, mainly across the Roodberg range of products whom they represent in the UK. Throughout this time additional services have been added such as approved training for boat yard operators. Along with an increase on requirements from end-users, it was felt that a stronger and dedicated focus needed to be put upon Boat Yard specific services. Hence P&D Marine Services Ltd was born.

The new company brings a thorough and ever-expanding range of boat yard services, delivered by highly skilled and experienced personnel – which includes amongst others, many years of working in and managing boat yards and marinas.

The aim of PDMS is to provide a reliable, high-quality service and to be the 'go to' people for everything to do with boat yard operations.

Some of the key services available from PDMS are;

- Servicing and repairs of all types and makes of boat yard equipment.
- Training on all machinery, either Roodberg approved or with NPORS accreditation.
- Accredited inspections and examinations under the LOLER (1998) regulations.
- Sales of new and used boat yard equipment. We represent Roodberg and Boatlift, amongst others.
- Boat yard specific consultancy, including audits and reviews of operations.
- Custom projects, including solving problems where no 'off the shelf' solution exists.
- A soon-to-be launched website providing both a one-stop-shop for all your essential consumables and an auction/sale site for all your used marina/yard equipment.

2019 will also see the arrival of the first ever Roodberg electric boat mover, fitting nicely with the Pontoon and Dock aim to be even more environmentally conscious. The tug unit can be fitted to both existing Roodberg/ Knipjstra trailers and to new versions, turning them into remote controlled self-propelled electric hydraulic machines.

To find out more on the above or any of other services, please visit www.pontoonanddock.com sales@pontoonanddock.com. Or call the office 01283 208891 and we will be happy to help.

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HARBOUR ASSIST

DIVERSIFICATION OF INCOME AND INNOVATION MAKE MARINAS AN ATTRACTIVE PROSPECT

Marinas are starting to show up on investors' radars, attracted by the ability to diversify income streams on some assets and the potential to appeal to holiday makers. Despite there being a slowdown in the number of marinas coming to market, there is still significant demand driving the market. There's been a shift in sentiment with the growth of the sharing economy, renting or experiencing - rather than owning - is ever more popular for the younger generations. In the marina industry, this is part of the reason that boat ownership statistics show a decrease.

However, this change in appetite is allowing marina owners to be more innovative with their properties and the surrounding land. Some have created boat hotels or floating spas and a range of other uses of moorings and waterways that do not require primary reliance on the berthing model. Eastlands Boat Yard on the River Hamble which is currently being marketed through Savills is a good example of diversification. It has secured planning permission to add holiday lodges to the site and is home to 13 fully let light industrial units.

One of the largest areas of growth is that of companies such as Beds on Board, who are a sharing platform in the manner of Airbnb. The holiday traditional lettings and rentals market has already been rocked by Airbnb and there are signs that the marine market is also set to be shaken. As with Airbnb, operators will need to carefully consider what restrictions they place on moorers in relation to sub-letting and how separate areas of the marina may be developed for differing uses.

The ability to create potential future development angles, alongside a steady income stream from mooring revenue, hire fleet revenue and maintenance as the core income sources,

is one of the factors that is attracting private equity investment to the sector. Although the number of opportunities for such purchasers are few, it would appear that this is likely to drive multiples (yields) upwards, as it has done in the holiday park, garden centre and other alternative sectors.

Savills Leisure deal with the sale and valuation of marinas and water based leisure properties. For further information please contact Justine Morris on 01865 269024 or by email: jmorris@savills.com

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THE NEXT LEVEL

Are you making the most of your club? Top tips from the Club of the Year 2019 finalists

Each year the RYA and Yachts & Yachting Club of the Year Awards supported by Gallagher, recognise the fantastic work, innovation and outstanding achievement of sailing clubs across the UK. This year's awards were the biggest ever, with 11 deserving finalists, a boats and coaching prize package from RS Sailing and just one coveted trophy up for grabs.

The South West's Royal Torbay Yacht Club were ultimately crowned 2019 champions at the RYA Dinghy Show, as well as being recognised for their 'fantastic facilities'. Four additional clubs also received special recognition awards.

Here we talk to a few, as they take us through their top tips for making the most of your club.

Inclusive and open to all

"We are doing everything we can to truly make what can be seen as an exclusive sport, accessible to everyone no matter what their age or ability," explains Karen McDonald at Otley Sailing Club.

"Being 'Inclusive and open to all' is very much our club ethos - literally anyone can join and get out on the water. Our Sailfree Scheme, which has been running for more than 25 years, offers dedicated sailing sessions for children and young adults with disabilities or complex learning needs.

"Simple things make a big difference, we've listened to our members and provided an information pack explaining how everything works, from the club racing sessions to opening the gate. We've also implemented SUP sessions and Sunday events aimed at new members and families."

Embracing modern communications

"We have looked hard at the communication mechanisms that we have available to us and embraced them in an intelligent way to reach all sectors of our membership," says Tim Coleshaw from South Staffordshire Sailing Club.

"In the last year we have completely revamped our website to make it phone and tablet friendly, introduced a new Instagram account, developed Messenger groups and have used Facebook and Twitter in a much more effective way. Our Youth & Junior fleet have developed their own app which allows them to book places on events, sell club merchandise and share training material, as well as providing a gallery and chatroom for junior sailing topics.

"It's important for clubs to think about which method of communication best suits the message they want to get out - one size doesn't fit all!"

Fantastic facilities

"The forward thinking investment we made in improving our club facilities has had an enormous effect, not only generating revenue for the club, but also raising our profile and giving us further opportunities to drive membership," explains Michael Kirk at 2019 Club of the Year, Royal Torbay Yacht Club.

"The renovations have made the clubhouse a much more pleasant space for our members to spend time and we now have a highly marketable space for external functions. First and foremost, make the most of what you already have before changing anything else. Committees shouldn't be afraid to look at the club as a business - it doesn't mean everything has to be charged for - but activities should always be implemented with a view to either increasing membership, or retaining membership by increasing the value to the member."

APPLICATIONS FOR THE 2020 CLUB OF THE YEAR AWARDS WILL OPEN LATER THIS YEAR. FIND OUT MORE AT www.rya.org.uk/clubofthеyear

HOLY LOCH MARINA UPGRADE ROODBERG TRAILER

Holy Loch Marina (Sandbank) Ltd located in Dunoon, Argyll, Scotland have recently upgraded their 23T capacity Roodberg slipway trailer to a brand new 30T version.

Holy Loch Marina have owned and operated the RBT23 Roodberg trailer since 1999, and during that time have carried out thousands of boat lifts, both in and out of the water. All with great success.

Over the last few years they noticed that boats are generally getting a bit bigger and heavier, and they were having to turn away boats that were beyond their capacity. Whilst having discussions about refurbishing the existing RBT23, thought was also given to the purchase of a new RBT30 trailer, partially funded by the sale of the old RBT23.

Both trailers were purchased because Holy Loch Marina understand that there is no more cost-effective way of handling boats in a yard, especially when the slipway is already there! Roodberg trailers are widely regarded for being incredibly reliable bits of kit.

Alison from Holy Loch Marina said " we are very happy with the new machine, as we will be able to lift larger keeled vessels than ever before. The new machine will also allow us to lift heavier vessels, as the RBT30 has a larger lifting capacity that our previous machine".

The new RBT30 was delivered in 2019, and the old RBT23 was sent away on the same lorry off to its new owners. Whilst the sale of the RBT23 was agreed some months before, it was arranged that Holy Loch Marina would continue to use it until the new trailer was ready, thus ensuring continuity of service. The end result was two very happy customers.

To find out more about Holy Loch Marina and it's facilities please visit www.holylochmarina.co.uk, berths@holylochmarina.co.uk, or call 01369-701800 and the team will be happy to help.

SUFFOLK YACHT HARBOUR INSTALLS SEABIN & EV CHARGING POINT

Suffolk Yacht Harbour (SYH) has installed a Seabin and two electric vehicle (EV) charging points at its marina located on the River Orwell in Suffolk. The announcement forms part of a wider investment into environmental initiatives on the site.

SYH managing director Jonathan Dyke commented: "Whilst there is very little rubbish in the marina, the Seabin will collect any waste or debris that makes its way in from the river and beyond. As passionate yachts men and women we are committed to help reduce the amount of litter in our oceans to safeguard them for future generations and marine wildlife."

Invented by two Australian surfers, a Seabin is a rubbish bin for the sea. Water is sucked in from the surface with a submersible water pump capable of displacing 25 litres per hour and passes through a 'catch bag' inside the Seabin. The water is then pumped back into the marina leaving items trapped in the catch bag. Designed to capture up to an estimated 1.5kgs of floating debris per day, including microplastics as small as 2mm, a Seabin V5 Hybrid has been installed at the east end of the SYH marina.

Also this month, a double EV Driver charging point has been installed at the far end of the SYH reception/chandlery building. The dual 32amp / 7.4kW type 2 sockets will be available for marina visitors and berth holders to use. Payment is made by downloading the EV Driver app.

Jonathan Dyke added, "Suffolk is a beautiful county but not very accessible, so by investing in EV infrastructure we are providing a valuable service to drivers coming to SYH from further afield."

> "
> **The east coast's leading independent marina invests in environmental programme**

The Seabin and EV charging form part of a wider environmental investment plan at SYH.

Jonathan Dyke explained, "We are evaluating the whole site and its processes to see where we can improve on our environmental impact. We have upgraded our marketing materials to carbon balanced paper and packaging, and we are investing in LED lighting in the buildings and on the pontoons."

Working in partnership with Suffolk Wildlife Trust, SYH helps maintain surrounding wetlands, creeks and grasslands, which are home to bird species and other animals.

Jonathan Dyke said, "The marina's winter dredging is subject to rigorous licensing requirements to ensure nearby wildlife are protected as much as possible. The mud from the river bed is full of nutrients. Instead of being dumped at sea or on local farmland, it is deposited on the foreshore of nearby creeks to recharge the beds and help support natural habitats."

In the marina, SYH abides by The Green Blue code to ensure a balance between wildlife, safety and convenience for boat owners. Eight recycling and disposal areas are located onsite and anything not recyclable is compressed in SYH's compactor and leaves the site for disposal, thus minimising land fill.

Jonathan Dyke added, "There is always more that can be done, but at SYH we endeavour to adapt and embrace new technologies that allow us to continually develop our environmental programme."

For more information about Suffolk Yacht Harbour, please visit the website www.syharbour.co.uk

NEW BILGE WASTE TRANSFER STATION FOR CARDIFF HARBOUR

LeeSan, the Marine Sanitation specialists, have just completed the construction, installation and commissioning of the replacement Bilge Waste Transfer Station for Cardiff Harbour.

The custom-built unit, uses many elements from the company's comprehensive range of specialist equipment for black and grey water waste handling and replaces the old equipment which had been in place since 2003.

The system features two pumps for suction and two for discharge providing double redundancy. This ensures that in the event of a pump failure in either direction the station will still operate effectively, allowing engineers time to work on and rectify any fault.

The new equipment continuously separates the tank contents through filters and pumps the water away to the main sewer via the existing Elsan facility.

Meanwhile, electronic monitors calculate the percentage of oil remaining and alert the operators when it reaches a specified level. The oil is then tankered out. Experience suggests that this will be required at about two year intervals.

Everything in the system has been specifically built to meet the customer's requirements. The tank unit has been fabricated from a combination of HDPE (High Density Polyethylene) and GRP. All of the tanks involved in the installation have been fabricated with 110% bund and are installed, along with the pumps, in a purpose-built pump room conveniently sited on the pontoon.

Currently all of the facilities including holding tank and bilge pump out, as well as portable toilet disposal, can be used by customers without the need for an operator and at the time of writing are free of charge.

The installation was completed in March 2019.

For more Information about LeeSan products call +44 (0)1295 770000 email info@leesan.com or visit the website - www.leesan.com

Equipment Training

The Pontoon & Dock Company are pleased to announce their provision of marina and boat yard equipment training and competency assessments. Using certified instructors, the training is available across a wide range of equipment at customers sites and is approved by some insurance providers. For more information on the training and competency assessments available, please contact us today.

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Boat Share Economy

PLYMOUTH BOAT CLUB EXPANDS

AFTER SUCCESSFUL FIRST YEAR

Yacht Haven Quay, a Plymstock boatyard which is home to the UK's largest 'indoor marina', launched the Plymouth Boat Club in April 2018 offering members a low cost way to get access to a brand new and professionally maintained motorboat.

Following a positive response, the club has expanded with a second boat being launched this spring allowing members to pick which boat they want to use.

Manager Will Rahder says the Boat Club has a simple, basic premise; "We want to offer easy access to quality boats at a price that makes it affordable for everyone. It's as simple as that". Will continues, "Year one was great with new customers getting into boating and ex-boat owners returning to the industry. Our new RIB will allow more people to get on the water with members getting the choice of which boat they'd like to use."

In addition to that, Yacht Haven Quay is offering Boat Club members who progress to buying their own craft a generous discount on annual dry stack berthing. "Joining the club is a great introduction into the convenience of dry stacking, with secure indoor storage, and launch and recovery on demand 365 days a year. There's no easier way to access our fabulous local cruising destinations such as Salcombe, Fowey, Burgh Island and far, far more."

Both boats in the Plymouth Boat Club have met the Maritime Coastal Agency (MCA) safety guidelines and all users are given training on the water. "Members just need to bring their family, friends and suncream" Will explains. "We'll look after all the other elements that come with ownership such as maintenance, cleaning, mooring and storage so members are guaranteed a stress-free boating experience on a professionally maintained boat."

For more details on the Plymouth Boat Club, visit PlymouthBoatClub.com or call 01752 481190

"A Plymouth business, which has combined boating with the shared economy concept, has expanded after positive results from their first year.

KARPAZ GATE MARINA

Karpaz Gate Marina in North Cyprus is fulfilling the needs of its berth-holders and customers with expanded capabilities and services at its on-site Technical Centre and Chandlery. Dedicated to providing premium personal customer service throughout its operation, the 5 Gold Anchor marina offers to find a solution for all technical and equipment enquiries from its clients.

> **“ Meets technical and equipment requirements of clients at on-site boatyard and chandlery**

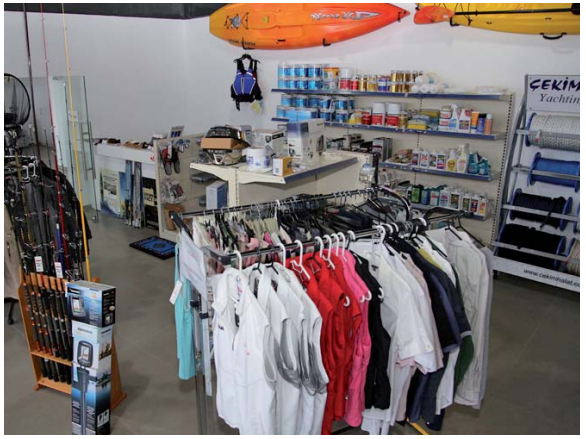
New developments at Karpaz Gate Marina's full-service technical centre in 2019 include the opening of a new carpentry workshop and client consultation lounge on the promenade. The boat yard is now operating with an increased team of specialists including carpenters and painters, while professional sub-contractors from South Cyprus or Turkey can also be engaged to meet additional service and repair needs.

Led by experienced shipyard manager, Harbour Master Bahadir Gökçetekin, the Karpaz Gate Marina technical team can deal with individual needs in addition to supplying standard options. The range of services offered include maintenance work, yacht painting, hull repairs, anti-fouling, polishing and varnishing, and teak replacement. Mechanical and electrical work are also available, such as engine and reduction gear servicing, rudder system servicing and navigation equipment servicing. The experienced carpenter is on-site to carry out all types of constructional work, including teak deck applications, boat exterior and interior furniture work, lacquering and varnishing, ceiling panels and leather work.

Featuring a 300-ton capacity travel lift and 18,000 square metre dry dock area, the Karpaz Gate Marine Technical Centre is one of the most well equipped and flexible facilities in the region and is available for boat owners on an annual contract or visiting for a short period. The duty-free status at the marina ensures customers can save on spare parts, fuel, technical services and supplies, while annual berthing contract prices can include the option of free haul-out, anti-fouling, sanding and launch back service with 21 days hard-standing.

New developments at the marina Chandlery include a collaboration with network partners in Turkey, CSY Marine. Any items that are not stocked at the Karpaz Gate Marina Chandlery will be sourced at the best price from CSY where possible on request. Open from 8am to 5pm, the shop sells an array of yachting gear and spare parts, including anti-fouling paint, bilge pumps, ropes, chains, sanding paper, rollers and paint brushes, and cleaning equipment. It also provides Karpaz Gate Marina-branded accessories, plus clothing and fishing supplies.

To view the latest available facilities on offer visit www.kapazgate.com



Aqueduct Marina

A BRAND-NEW CHAPTER

2009 was an eventful year, Barack Obama became Americas first black president, James Cameron's "Avatar" was smashing all box office records to become the highest grossing film of all time and 155 passengers aboard an Airbus A320 flight experienced a miracle on the Hudson River. 2009 was also an exciting year for Aqueduct Marina, as this was the year we opened our doors for the very first-time, following years of planning and hard work from the Parton family.

It's fair to say that since 2009 a lot has changed, Mr. Obama is no longer the president, "Avatar" is still the highest grossing film, but more people are watching the small screen instead of the big and I am sure there are a few people on the Thames instead of the Hudson that are wishing for a miracle of their own.

In this changing landscape we believe that leisure time is more precious than ever and whether you spend it fishing, on the golf course, reading or boating it's a vital part of a balanced lifestyle. Our ambition as we opened the doors on the 14th Feb 2009 was to create Cheshire's premier marina complex, utilizing the marinas fantastic cruising location and brand-new facilities. Over the following years the marina became established and developed to include more and more services to meet our customer's needs. This collective of knowledge and facilities or "One Stop Solution" is something we are very proud of but as we approached our ten-year celebration we naturally started to think about the next ten years. At this point we started to look at our "brand" or as a cleverer person than me once said "the thing people say about you when you're not in the room".

Over the last ten years we have always been forward thinking and the reason we decided to rebrand was to provide a platform, so we can develop an experience that is consistently improving our customers leisure time. As a symbol of this new chapter we have visually changed yes, but this is much more than a skin-deep transformation. What we want to create is a "hotel for boats", an environment that gives our customers a better boating experience and more time to enjoy those experiences.

What's behind the new logo's design?

"When designing the new logo, we wanted something uncomplicated that incorporated the Aqueduct we are named after as this is the perfect symbol for our future vision, a strong, stable, solution to a problem that enables people to enjoy their leisure time."

Isn't rebranding expensive?

"I'd be lying if I didn't say that rebranding has a financial cost involved but one thing we wanted to ensure from day one was that the costs didn't impact on Moorers. We have a marketing budget every year and through savings last year we have been able to accommodate these changes with no impact on proposed plans for improving and maintaining the site. Therefore, the only impact on Moorers should be positive as we roll out the new branding."

Why have you changed your tag line?

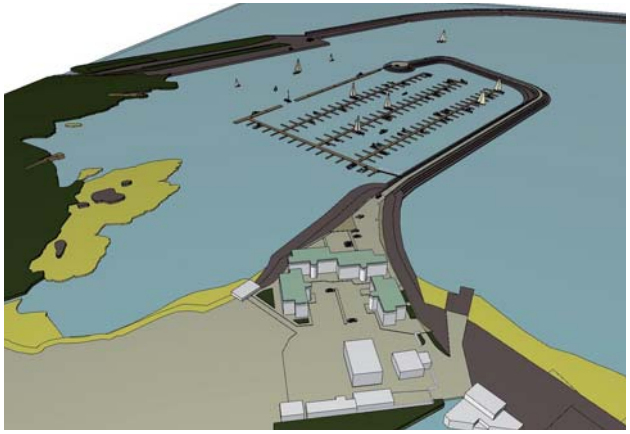
"For the last few years we have developed around the "one stop solution" tag line and although this highlights that we have all services on one site we felt it didn't represent the companies growing desire to improve people's leisure time and be more customer centric. The "more time for you" obviously is a play on words around moorings but also indicates our commitment to create more time for you to enjoy boating. What we aim to achieve through offering all the services and knowledgeable staff on one site is that we can quickly solve issues and provide better solutions. This will enable you to spend more time on the water and less time on problems."

When will the rebrand happen?

"We launched the new brand on the 27th March with a website update and over the weeks following you will see additional improvements being installed across the site. By the end of April, we aim to have everything switched over to the new branding. But our development and commitment to improving people's leisure time is something we aim to pursue for years to come.

AQUEDUCT MARINA

HOLYHEAD MARINA FINDS RESILIENCE IN DISASTER



Looking at Holyhead Harbour on a sunny day in April, it's difficult to remember the devastating conditions that led to the sinking or stranding of eighty boats in March 2018. The combination of the Beast from the East with Storm Emma led to waves in Holyhead Harbour that had never been seen in our lifetime.

For the first time in its history, ice formed on the marina pontoons making conditions hazardous, and with hurricane force winds as well it was quickly decided the safe thing to do was prohibit access. This decision most certainly saved lives.

But the outcome was heart-breaking. On the 2 March 2018 the sun came up to a sight of devastation, boats and pontoons sunk in the locale or stranded on the foreshore.

The clean-up effort was immense. Specialist contractors were brought in to clean up the environment and to salvage the vessels from the shores and sea-bed, a process that lasted several months and cost hundreds of thousands of pounds.

Now, more than a year on, a landing stage is currently in operation for visitor berthing whilst rebuild plans are developed. Expert advice is that global warming is changing the weather. To withstand the environmental conditions we now face, the Directors of Holyhead Marina intend to build a solid rubble breakwater wall.

'We have successfully run a marina in Holyhead for nearly twenty years and it is sorely missed. We have all that design and management experience to bring to the new project, hopefully in conjunction with some new working partners.' says Edward Hughes, Director of Holyhead Marina,

'Holyhead Marina protected by a solid breakwater wall will become the most accessible safe marina in North Wales. We have 24 hour access and sufficient depth for even the larger yachts to berth with us. Our plan is to develop the on-water facilities and also the land side with more apartments, and retail and commercial units, in the slightly longer term.'

'The time after Storm Emma was difficult but the business is still afloat. In fact we are already moving forward as we have purchased a new boat hoist, so we can now lift boats of up to 25 tonnes and a much greater width than before. We would particularly like to acknowledge the help and support of the local community and our customers through a very difficult period and say thank you. The future is bright.'

To find out more about Holyhead Marina visit www.holyheadmarina.co.uk

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BUILDING YOUR BUSINESS IN 2019

How to really stand out from the crowd!

To survive and flourish in the ever challenging world of business, both marina management teams and their tenants will need to be brave and adventurous. They will need to leave behind retailing of the past behind and explore new ways of retaining customers and engaging with new ones.

Did you know that:

- Despite all that online traders want you to believe, only 18% of retail sales are done on-line (ONS 15th November 2018)? Customers still want to visit destinations like yours to touch, feel and experience the environment you are providing.
- There is no 'one size fits all' solution to the issue; it is location and demographic dependent?
- Successful trading will need investment of both time and effort?

So, where do we start?

As a result of extensive research, predominantly around chandlers as part of a Marine Trades Committee project, here are nine recommendations to support you in building a successful business in 2019:

1. Network regularly - talk to and get to know the local community including business groups, networking forums, clubs, all types of commercial outlets, educational establishments etc. Learn their needs and match your products and services to those needs, be creative with your ideas.

2. Sampling - people don't know what they don't know! Share what you do through open days, talks, demos etc.

3. Think differently - what do other marinas sell and what services do they offer and what else can they be used for? Bear in mind, we are also in a 'sharing economy' so what do you have that can be shared, rented or leased? Think with the free mind of a child and see what that leads to!

4. Personalise - get to know customers and develop offers and promotions using this knowledge.

5. Questions - learn the art of asking great questions to unlock potential, ideas and new ways of doing business!

6. Loyalty - stay in touch with your regular and loyal customers, find out how to maintain their loyalty, maybe invite them to a drink once a year or an event where they can interact with you, each other and your products. Loyalty schemes work, especially when they encourage customers to come into the stores.

7. People buy People first - build trust in the knowledge you have at every opportunity.

8. Displays - people still like to handle (touch and feel) items, make this easy (and fun if appropriate) to do.

9. Collaboration - get to know your local community and uncover opportunities to collaborate with other local businesses. When is the best time to start putting these recommendations into place? The best time is right now! Customers expect the basics from retailers which includes maintaining eye contact, demonstrating open body language, having the right product in place at the right time.
By putting these recommendations into practice, it is likely to give you the competitive edge, enabling you to grow sales, and retain and attract new customers.

For more insights how you can build sales in your business, contact Geoff Langston of GL connects on 07780605868 or at geofflangston@glconnects.com

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THE GREEN BLUE

Counts down to Boating Wildlife Awareness Week 2019

To mark The Green Blue's Boating Wildlife Awareness Week 2019, along with World Environment Day and World Oceans Day, The Green Blue is reminding recreational boaters how to get the best experience out of their wildlife encounters by acting responsibly and cautiously to minimise the risk of disturbance while keeping participants and their boats safe.

World Environment Day (5 June) and World Oceans Day (8 June) will both take place during The Green Blue's week-long awareness campaign, that seeks to remind boaters of our shared duty to protect wildlife we share our waters and shorelines with.

All types of watercraft have the potential to cause disturbance in the marine environment, so The Green Blue is offering boaters three simple steps they can take to keep disturbance to a minimum.

Three simple steps

Look: Can you spot something in the distance or is an inquisitive creature coming to get a closer look at you?
Evaluate: How many are there, how far away, are they moving towards or away from you, are there any mothers and young?
Act: Think speed, be steady, predictable, quiet and cautious.
Campaign Manager for The Green Blue, Kate Fortnam, says: "There is a wealth of wildlife for you to see and enjoy throughout the British Isles and off our extensive coastline, but a lot of these animals are vulnerable to disturbance if not approached in a responsible way that respects them and the habitats we all rely on to survive.

"We share the waters we use for our recreation with a wide range of birds, fish and cetaceans but the presence of boats should not necessarily have to mean disturbance to the local wildlife.

"It's perfectly safe and lawful to view marine wildlife by adopting a few simple measures – acting responsibly and cautiously to minimise the risk of disturbance is always the safest course of action.

> "Boaters reminded to watch marine wildlife responsibly

"If craft are handled with sensitivity there can be minimal or zero disturbance. Zoning of sensitive areas, speed restrictions, awareness of seasonal and geographical sensitivities, and education can all been used to mitigate the impact of boat use on wildlife."

Why celebrate our oceans?
A healthy world environment is critical to our survival. Every year, World Environment Day and World Oceans Day provide opportunities to celebrate, help protect, and conserve our world's shared environment and oceans.

These are important because they:
- Generate most of the oxygen we breathe

- Help feed us
- Regulates our climate
- Clean the water we drink
- Offer an extensive stock of medicines
- Provide limitless inspiration!

The Green Blue is encouraging all RYA Affiliated Clubs and Recognised Training Centres to participate in a World Oceans Day event or activity this year and help protect the ocean for the future.

Kate adds: "Whether you live inland or on the coast, we are all connected in some way to the ocean. Take the time to think about how the ocean affects you, and how you affect the ocean, and then organise or participate in activities that celebrate our ocean.

"By taking care of your backyard and helping in your community, you're acting as a caretaker of our environment. Making small modifications to your everyday habits will make a difference, and involving your family, friends, and community will benefit our blue planet even more!"

For information on how to enjoy the wildlife you see whilst out boating and steps you can take to minimise your impact on it, see The Green Wildlife Guide for Boaters, or look on The Green Blue Website. The Marine Management Organisation (MMO) has also written guidance about marine wildlife disturbance.

In addition, by following The Green Blue guidance on related topics such as waste management, oil spill management and boat cleaning and maintenance, boat users can further reduce their impact on wildlife.

Follow @TheGreenBlue, @WorldOceansDay and @UNEnvironment on social media and be sure to tag #WorldOceansDay and #BoatingWildlifeAware to help spread the word.

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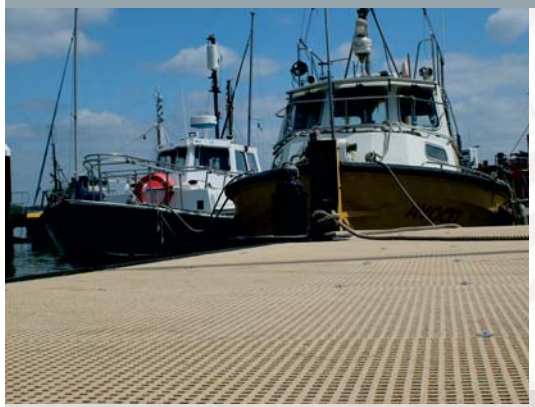

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Yacht Brokerage

LYMINGTON YACHT HAVEN

Lymington Yacht Haven is delighted to welcome Discovery Yachts Group as a new tenant to the marina. Discovery Yachts Group, which includes sailing brands Discovery Yachts, Southerly Yachts, Bluewater Yachts and Britannia Yachts, has expanded their operations with a brand new office at the popular Solent marina.

> "
> **Discovery Yachts Group open new sales office at Lymington Yacht Haven**

The new state-of-the-art office, built by Lymington Yacht Haven, will be the new home for the Discovery Yachts Group sales and marketing teams. Furthermore, with boats positioned on Yacht Haven's modern pontoons and in the boatyard, customers will be able to view the Group's stock in one of the most popular marinas in the U.K as well as having easy access to the Solent for sea trials and boat lifting for surveys.

With a growing order book in their boat building facility in Marchwood, and an increasing second hand market for Discovery Yachts and Southerly Yachts, the new sales office comes during a period of growth for the British company.

Working in partnership with the Yacht Haven, the brand new building has a modern, open plan finish with Superfast Wi-Fi and touch screen digital brochures. A large boardroom is flanked by two offices and the main foyer where the new Britannia 74 model, the Group's latest yacht, takes pride of place. The office will also benefit from 24/7 security provided by Lymington Yacht Haven as well as designated customer parking.

Commenting on the new partnership, Yacht Havens Director Rupert Wagstaff commented, "Having a global, highly-respected brand like Discovery Yachts Group at Lymington Yacht Haven is a wonderful addition to the site. We strongly believe that the quality of their boat building goes perfectly hand-in-hand with what we offer at the Yacht Haven; a first-class, bespoke, full-service experience for boat owners. We hope this will be a long and fruitful partnership for brands."

For more information visit twww.yachthavens.com

TINY FLOATS

As the variety lifestyles in the city is growing the housing stock should follow. The reality is that developers have been stuck in providing traditional products for the old 20th century average households. Millennials have other demands and a growing climate change awareness awakes the demands for small footprint sustainable houses which have become known as the Tiny Houses. Tiny houses appeared mainly in more rural areas but can now are slowly starting to pop up in our dense cities. The problem is no longer the lack of regulations but the lack of space. With Tiny Floats the place of settlement of tiny houses has been expanded to the water. These small ultra efficient and low cost buildings who comply with the building code provide small efficient living space for those who choose a lifestyle around experiences and low impact on their environment.

Tiny Floats in a marina

Tiny Floats offer an opportunity for many marinas. Tiny Floats offer an easy solution to increase the occupancy rate in your marina. Placing a Tiny Float in your marina increases the amount of rentable spaces and therefore gives you an increase in the amount of revenue you can make. Tiny Floats offer your visitors a unique experience during their stay. As one of our many happy visitors of the Tiny Float in Andijk (near Amsterdam) said: “You book an overnight stay and get an experience in return”.

Our Tiny Floats come in a couple different designs and models, so there is a Tiny Float suited for every type and size marina. All our Tiny Float designs are built under the condition of the CE-Mark. Only a power supply, water and sewage station are needed to facilitate a Tiny Float. If there is no sewage facility available in your marina, our Tiny Floats have the possibility to be fitted with a sewage tank.

Marinas as a Tiny Village

We are constantly looking for marinas that want to become part of our "Tiny Village", a widely spread network with marinas where Tiny Floats lie or can be moored. By placing small quantities of Tiny Floats in several ports, this creates a network that makes it possible to make “The Tiny Tour”.

We invite marinas that want to become part of our "Tiny Village" to contact us. The following elements are often interesting for these marinas:

- Long-term berth rental
- International advertising for the marina and its surroundings
- Attractive fee per booking for key transfer and final cleaning
- Possibility to make the rental entirely under own management
- Extra turnover on existing marina facilities (including restaurant, shops and service department)

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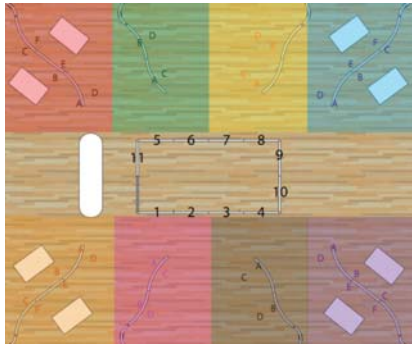

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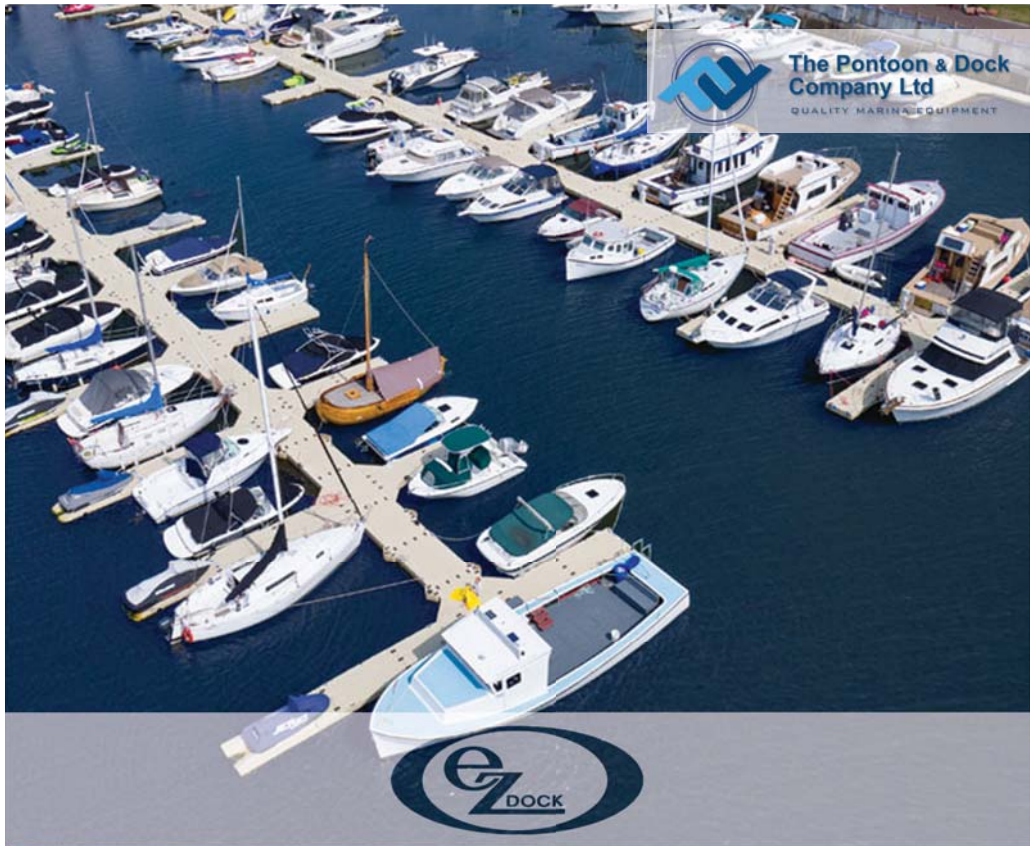
All 3 panel options have now been sold but there are still 1 and 2 panel options available – please get in touch to discuss your requirements.

The Yacht Harbour Association

Please contact Libby as soon as possible to secure your position at this year's Show.
lgordon@britishmarine.co.uk – 01784 223817



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BARCELONA HOST SUPERYACHT SHOWS

Barcelona once again hosted two of the most important events in the nautical sector in April and May with the celebration of MYBA Charter Show and The Superyacht Show, attracting more than 2,000 professionals and some of the world's biggest superyachts.

From April 30th to May 3rd, OneOcean Port Vell hosted the MYBA Charter Show, the first major event of the season, which attracted more than 60 superyachts to the marina. The show, organised by The Worldwide Yachting Association, is now reinforcing Barcelona's position as one of Europe´s primary nautical destinations following three years of success at OneOcean Port Vell.

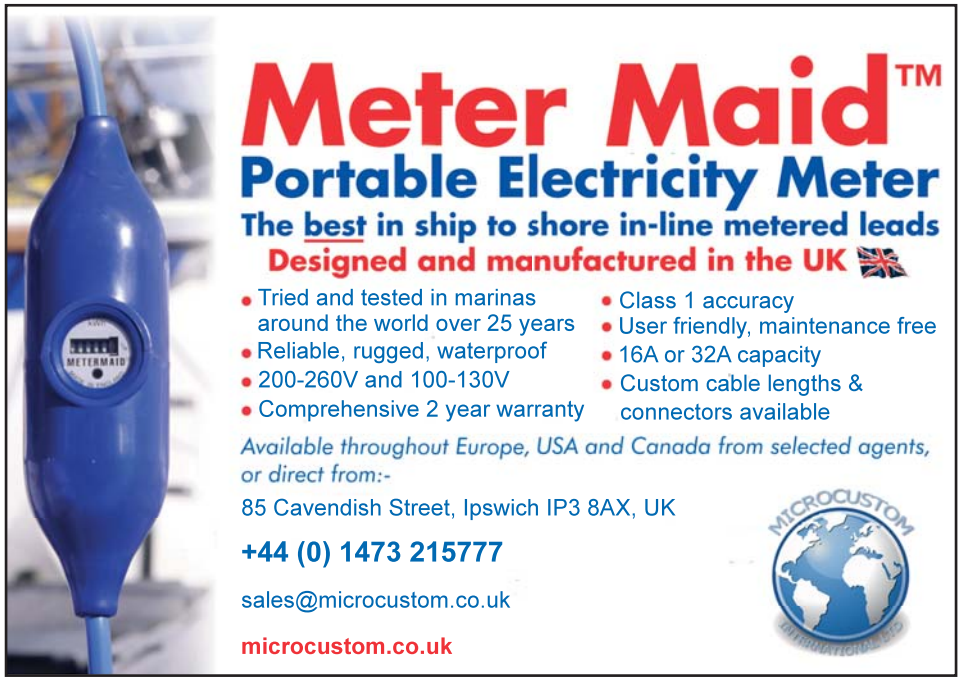
"The MYBA Charter Show offers a unique opportunity for brokers and other industry professionals to discover some of the world's best yachts first hand" said Gaye Joyeau-Bourgeois, president of MYBA, adding: "We were very excited to celebrate the third consecutive edition of MYBA in OneOcean Port Vell, a site that has the perfect facilities to hold a fair the size of MYBA."

> "Barcelona hosts two of the biggest superyacht shows at OneOcean Port Vell

In May OneOcean Port Vell hosted The Superyacht Show, Organised by LYBRA (Large Yacht Brokers Association), the show has become an indispensable showcase for owners, professionals and the industry. The Superyacht Show focuses on an elegant and luxurious visitor experience, allowing potential buyers to visit some of the world's largest superyachts in privacy and comfort. Last October, the organisation announced OneOcean Port Vell is to hold the show for a further three years.

A number of international luxury brands participated in this years show including Aston Martin, Bulgari, Mandarin Oriental, Pommery Champagne, Financial Times and Barcelona's super prime development Francesc Macià 10.

The incredible line-up of approximately 30 superyachts included Maltese Falcon, the spectacular 88m sailing yacht, Secret (82m) and Eminence (78m) among others.



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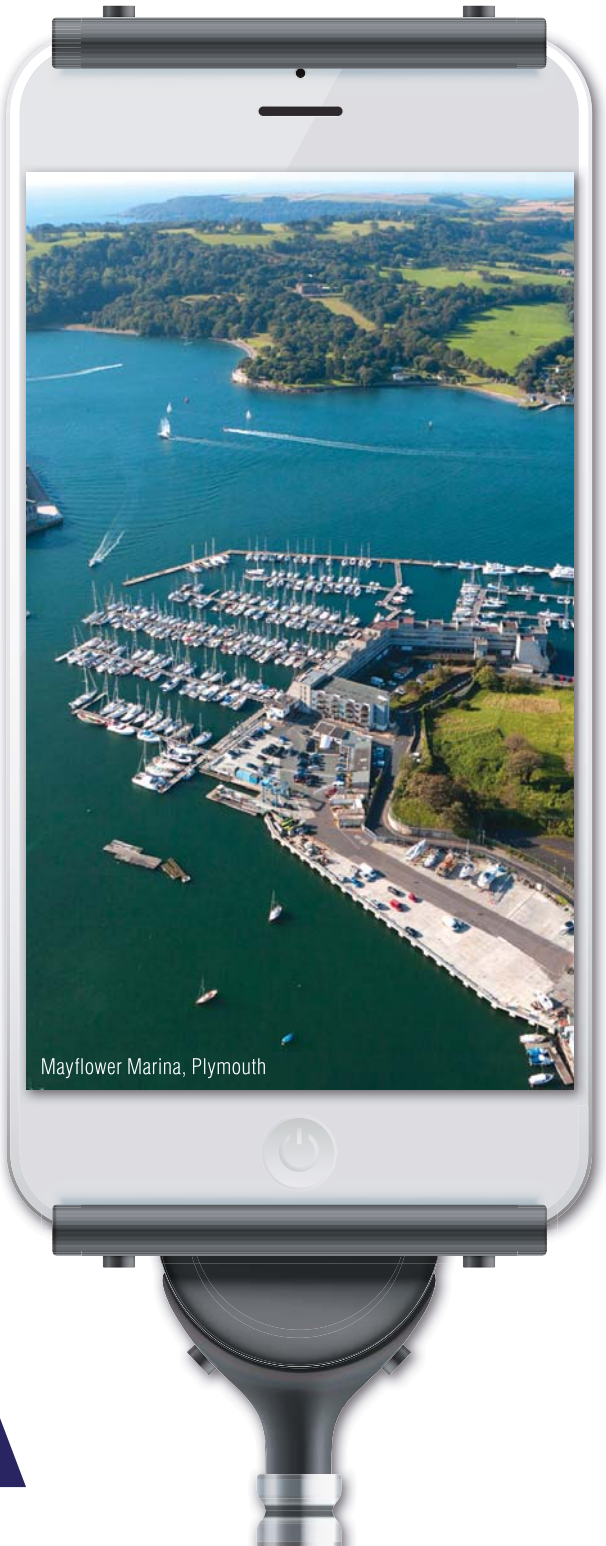

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