

BURGESS

Yacht Management - Operations

At Burgess our aim is to allow the Owner to get maximum enjoyment from their yacht without the day to day worry of the yacht's operation. We work very closely with the Captain and crew to ensure the yacht is operated as safely and efficiently as possible.

In addition to supervising the day to day operation of the yacht, our Operations Department would be involved in assisting the Captain and crew in all aspects of the running of the yacht.

Our working relationship with the Captain and crew is one of teamwork with all parties pulling together with the common goal of ensuring the Owner is able to use and enjoy the yacht to the full. Our aim is to achieve this in the most cost effective and efficient manner.

The key activities within Marine Operations are as follows:-

Certification

» Flag State Certification

Burgess will maintain a detailed database of the expiry and renewal dates of all statutory certification relating to the yacht and ancillary craft. The management team will liaise closely with the Captain to arrange survey and renewal of the statutory certification.

Burgess has close contacts with all major Flag States and can provide valuable assistance in liaison with the Flag State surveyors.

Burgess coordinates the renewal/revalidation of all certification. When planning voyages any additional certification required for the countries to be visited can be arranged.

Insurance (Hull & Machinery and Liability)

» Insurance Policies

Burgess will liaise closely with the Owner's organisation and the Captain to ensure appropriate and cost effective insurance cover is in place at all times. Particular attention will be paid in the run-up to renewal to ensure a full review is carried out of the options available in the event that a change may be of benefit to the operation.

Burgess closely monitor the countries to be visited in the yacht's schedule and keep Owners advised of war risk areas and any other matters that may affect insurance premiums or coverage.

We would ensure that the yacht's insurers are kept informed of all relevant details regarding the vessel's operation (including any damage, repairs or modifications) in order that insurance warranties are protected.

BURGESS

The following yacht insurance policies will be administered by Burgess in close consultation with the Owner:-

- a) Hull & Machinery
- b) P & I and other liability insurance cover
- c) Pollution liability cover and the Certificate of Financial Responsibility

We would verify that the yacht and crew are adequately covered by appropriate insurance policies. Crew Insurance is discussed in the Crew Service Description.

» **Certificate of Financial Responsibility**

Burgess will work closely with the selected insurance broker to ensure appropriate insurance is in place and that the Certificate of Financial Responsibility remains valid as required.

» **Insurance Claims**

Burgess will administer any insurance claims on behalf of the Owner, relieving the Master and Owner of the time consuming aspects of any claim. The Owner's representative will be kept fully informed and approval will be sought before a claim is submitted. Care will be taken to minimise the effect on the renewal premium as a result of the claims record.

» **Cruise and Voyage Planning**

The Burgess Management teams in London and Monaco have extensive experience in assisting the Captain and crew in planning and arranging cruises and voyages. Although the Captain and Senior Officers will be experienced and well equipped to plan the vessels' itineraries, the Burgess Management team can provide assistance in port information, local contacts, information on local regulations, visa requirements etc.

» **Arranging Suitable Weather Routing Service**

The use of a professional and experienced weather routing company is very important in the safe and efficient execution of ocean passages. Burgess has established links with Metworks – one of the longest established professional weather routing services.

» **Arranging Suitable Berths**

With representatives in most major yachting regions, Burgess will assist the Captain in arranging berths when required.

» **Appointing Appropriate Agents**

The Burgess Management teams have built up an extensive database of experienced Agents in the majority of ports used by large yachts. Burgess will work closely with the Captains and Heads of Department to appoint Agents and ensure the yachts receive the necessary local support.

BURGESS

» **Providing Provisions and Stores World-Wide**

With a large fleet of yachts under management, Burgess can often negotiate attractive discounts and favourable payment terms with suppliers. Burgess makes extensive use of computerised systems and operates requisition and purchase order systems on the larger managed yachts. The procurement and administration of Spare Parts is covered in more detail in the Technical Section.

Fuel Oil and Lubricating Oil

» **Coordinating Supply**

Burgess has established relationships with major fuel and lubricating oil suppliers which ensures competitive pricing and first-class service for our clients' yachts. Burgess will coordinate the delivery of low sulphur DMA gas oil, in accordance with applicable standards and the relevant MARPOL Annex. As part of our standard procedure quotes are obtained from three different fuel brokers whenever possible.

» **Disputes**

Burgess has experience in dealing with disputes over quantity and quality of oil deliveries. Experienced personnel in house are well equipped to deal with all parties involved in any potential disputes concerning fuel and lubricating oil deliveries.

» **Coordinating The Supply Of Charts And Nautical Publications**

Burgess has established arrangements with the major Chart Agents and has negotiated substantial discount arrangements for the supply of the necessary publications.

» **Communications Management**

Burgess will carry out an initial review of communications arrangements (VSAT, Inmarsat, GSM etc.) taking into account Owners' requirements, hardware and service costs, support and performance. Any recommendations will be discussed with the Captain and Owners. The performance and cost effectiveness of the various communications systems will be reviewed on a regular basis.

» **Entertainment Subscriptions**

Burgess can arrange and administer the various subscriptions required for the entertainment systems including Satellite TV service, entertainment system upgrades, one-off packages etc.

» **Maintaining an Inventory of Equipment Carried**

Burgess will work closely with the Captain and Heads of Department to ensure an accurate and detailed inventory is maintained on all the equipment carried on the yacht. Full use will be made of the computerised planned maintenance system and stock control programmes as installed on board.

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» **Manage all Ancillary Watercraft**

Burgess will administer all aspects of the operation and maintenance of the ancillary watercraft. Burgess is well equipped to handle all aspects of the watercraft whether operating with the main yacht or as a standalone craft.

MARINE OPERATIONS

- » Coordinate Flag State certification
- » Ensure insurance cover is maintained
- » Ensure the Yacht is operated in accordance with insurance warranties
- » Coordinate the administration of insurance claims
- » Assist with cruise and voyage planning
- » Assist with berth reservation
- » Administer rentals of berths
- » Appoint appropriate port agents
- » Arrange provisions and stores worldwide
- » Coordinate fuel and lubricating oil supplies
- » Coordinate supply of charts and nautical publications
- » Manage communications (radio accounting)
- » Administer entertainments subscriptions
- » Maintain inventory of equipment
- » Manage all ancillary watercraft
- » Helicopter operations