



SYM

SUPERYACHT MANAGEMENT

SYM CONCIERGE  
EVERY DETAIL COVERED

# WELCOME ONBOARD

Owning a luxury yacht is a privilege. To ensure you make the most out of it, you need an expert partner to manage every single detail.

SYM Concierge is a world-class, personally dedicated service that ensures you receive exactly what you want, when you need it.

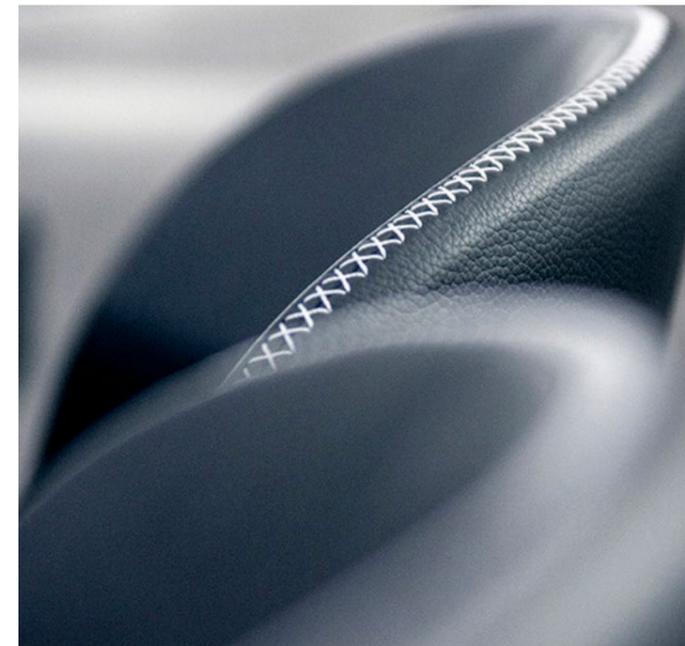
Our experienced and professional team is on hand to organise everything onboard and onshore, so you don't have to. Berthing, crew, logistics, provisions, toys & tenders – we've got it covered.

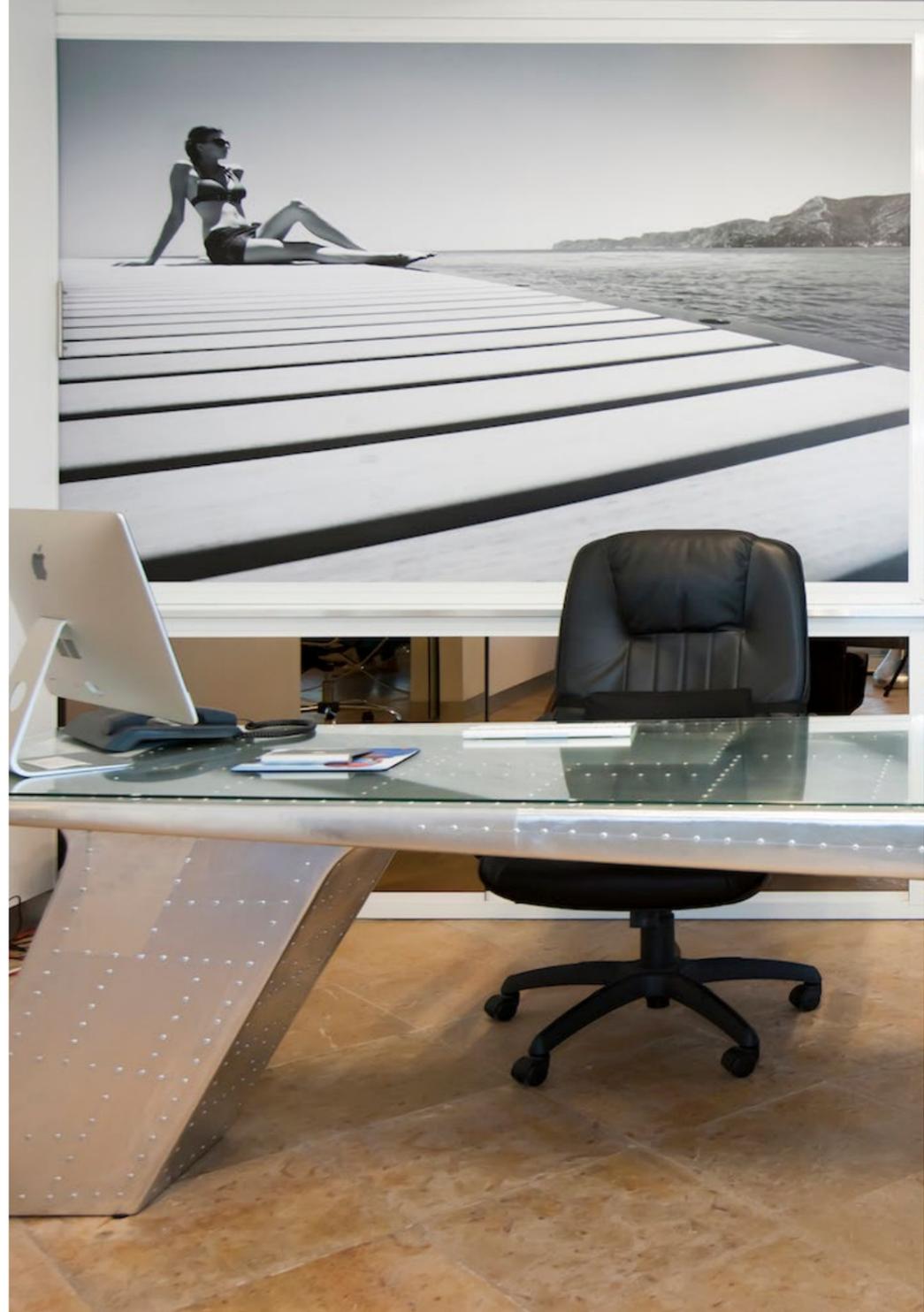
For us, it's all about your experience. Your satisfaction and comfort is what matters to us the most. So when you

need to reserve a restaurant, we will find you the best. If you need a company to arrange all of your periodic servicing and maintenance, we only work with the best, most reliable companies. When it comes to travelling home, we can arrange your journey for you.

With SYM Concierge, you will deal directly with a member of our senior team. One number, one email, one hundred percent committed to exemplary service.

So call us. We will take care of it you. No fuss. No hassle. Rest easy.





## WHO WE ARE

We are the best at what we do. We have been at the sharp end of this industry all our lives. Our team has complementary skill sets covering the entire range of needs of a yacht owner.

SYM is backed by deep and varied experience, serious qualifications, sound technical knowledge and a vast network of dedicated collaborators. Above all, we are committed to the belief that owning a yacht is a privilege - a fun privilege that should involve the least amount of hassle possible!



**BEN YOUNG MBE**  
Managing Director



**POLLY WINN**  
Yacht Manager



**LINDA KALLAS**  
Compliance &  
Special Projects



**DAMON TORRY**  
Company Accountant



**FELICIA KLEIN**  
Accounts



**VICTORIA YOUNG**  
SYM CREW



**LORETA CAZACU**  
SYM CREW



**NIGEL BENTLEY**  
Technical Support  
Engineer



**JOSEPH CUDIAMAT**  
Deck Department



**ARIAL TABUDLONG**  
Deck Department

# WHAT WE DO

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## PERSONAL SHOPPING & YACHT PROVISIONING

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SYM can arrange your provisioning ahead of your arrival. Drinks, groceries, British bacon? We will even unpack and put it away onboard. We can also take the hassle out of present buying and will source gifts on your behalf.



## BOOKINGS & RESERVATIONS

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With a combined selection of excellent contacts, let us make your berth, restaurant, nightclub, helicopter or private plane reservations on your behalf.

## SOURCING & HIRING CREW

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Our team can source and supply the best crew for your yacht or villa – from part time captains, stewardesses, chefs and day skippers, to last minute cleaning teams, drivers, yoga instructors or personal trainers.



**SYM**  
C R E W

## BOAT MANAGEMENT

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Our experienced technicians will control worklists, servicing & repairs of onboard machinery and advise on technical matters. What's more they will be present to take care of your best interests when subcontractors are onboard.



## TECHNICAL SUPPORT

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Driving your boat at sea or underway? For peace of mind whilst you are enjoying your yacht, our support team can be easily reached. With their extensive technical knowledge, our experts can advise you on the best solutions to any issue you encounter.



## REFIT

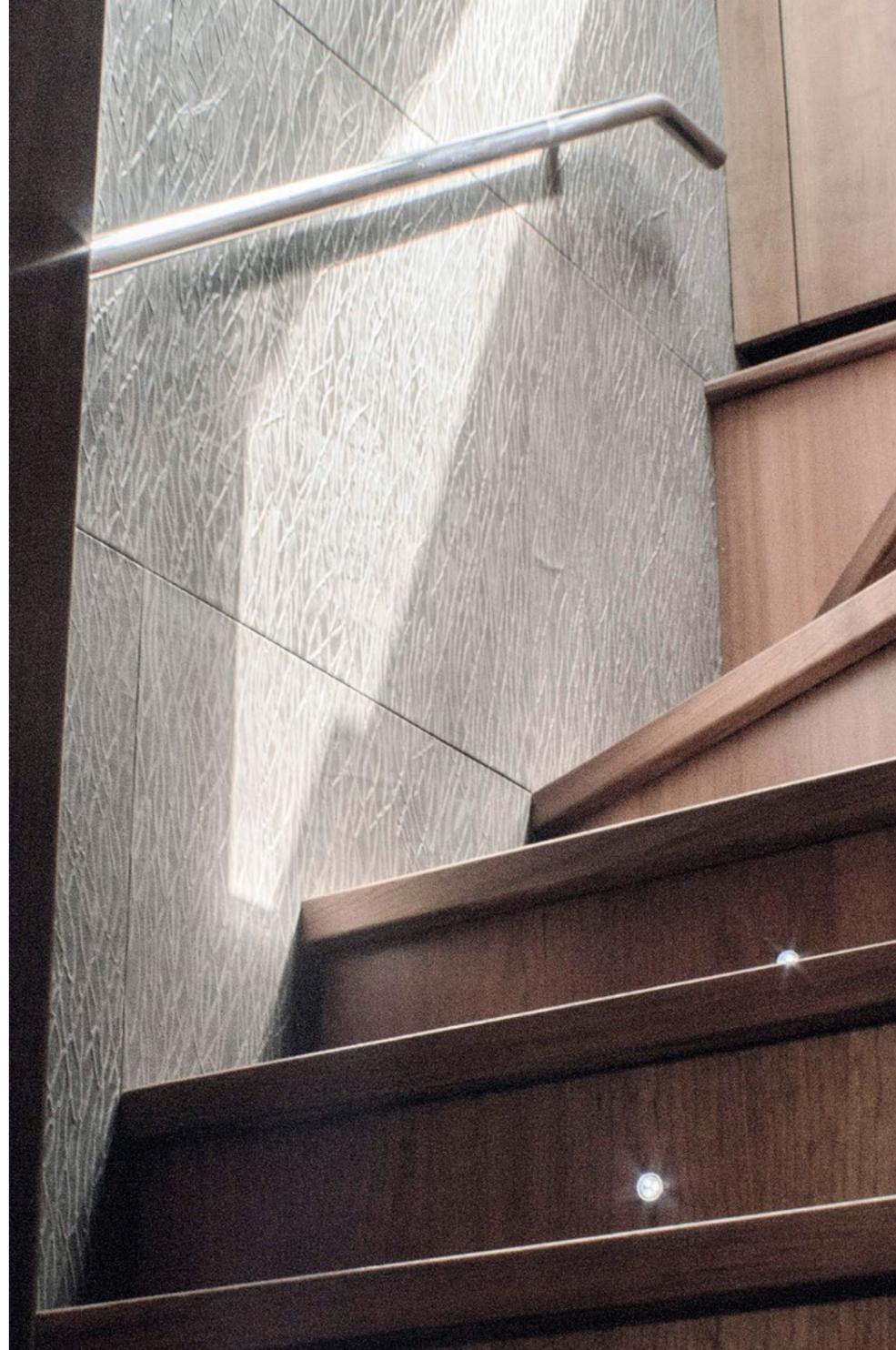
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Whether it's a decking upgrade or a complete interior refit, let us manage your project for you. We will source the experts you need, from contractors, carpenters, hydraulics, plumbers, electricians, gel coat & paint repairs, upholsterers, carpet cleaners, propulsion experts, divers, safety experts to metal & stainless fabricators.

## CLEANING & MAINTENANCE

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Need divers to clean the hull? Or weekly exterior washdowns? Interior cabin detailing? Organising cupboards or wardrobes? We will manage everything, including laundry requirements before and after your visit.



## BOAT RELOCATION

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Moving and delivery of your boat to your specified location can be a complex business. We can supply an experienced captain to take care of this safely and securely. Looking to enjoy your yacht in a completely different location for a fixed period of time? We can deliver and set up your boat for you, whilst you work with our experienced concierge team to create a tailor-made cruising itinerary.

## BESPOKE CRUISING ITINERARIES

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With over 20 years of experience navigating the Western Mediterranean, we are well qualified in creating the finest cruising itineraries. From advising you on the most the suitable ports for your yacht, to the best places to visit, our team will sit down with you to plot a custom itinerary based exactly on your needs, no matter how complex or extensive they are.

## NEW BOAT LOGISTICS

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Need help packing up your existing yacht, inventories, removals, storage, transport, or organising relocation? Let us take care of it, hassle free.



## BERTH RENTAL, SALE & PURCHASE

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When it comes to securing a permanent berth for your yacht, our team can help source your desired berth across the Mediterranean, guiding you through the rental, sale or purchase process.

## **SAFETY**

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The SYM team will carry out full safety checks regularly onboard, logging all servicing dates to remind you when your safety equipment is due for renewal and organising this on your behalf. Trust us to take care of your safety and security.

## **ACCOUNTING**

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We will manage your funds and provide a local bank account to pay your invoices, presenting you with a monthly report tailormade to your needs.





## TENDERS & TOYS

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Seadoos, paddleboards, Jetsurf, jetskis, donuts, trampolines, jet packs, slides, Seabobs – the list goes on! We can hire toys for the period of your stay or purchase equipment for your boat.

## TENDER WINTERIZATION & STORAGE

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We will arrange to have your tender collected, winterized, serviced, repaired and stored until the following season.



## TRAVEL & VISAS

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No need to panic, our experienced and multilingual team can provide confidential passport or visa application assistance, and help with any additional travel document arrangements.



## TRANSPORT

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Whether you would like to hire a classic car during your visit, arrange a special treat for your guests by way of a helicopter transfer, or simply require a taxi or a private driver to the airport, we can take care of this for you.



## LOCAL KNOWLEDGE

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Which is the best gym in local area, where can we go diving, wine tasting, see art galleries, mountain villages, find cooking classes? With our extensive local knowledge, the team at SYM will tell you...

## PARTY PLANNING

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We can help you plan birthdays, weddings, anniversaries, surprise events or family occasions. Let us organise the cake, florist, DJ, live music onboard, extra crew, caterers and more.

## COURIER SERVICES

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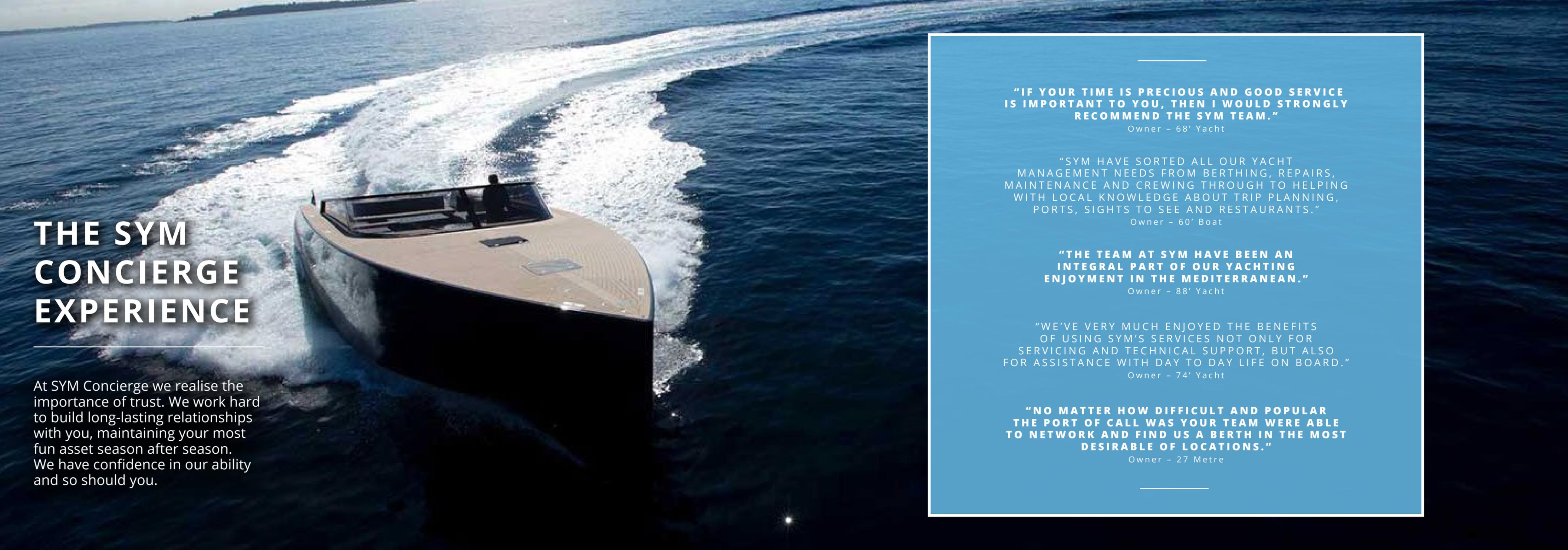
The SYM team will send your parcels and track & receive your deliveries. We will keep you updated on incoming orders and deliver them to you onboard.



## FLORISTRY

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Whether you need to organise flower arrangements for charters, or fill the boat with flowers to welcome your guests on board, we have the best floristry contacts at our fingertips.



# THE SYM CONCIERGE EXPERIENCE

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At SYM Concierge we realise the importance of trust. We work hard to build long-lasting relationships with you, maintaining your most fun asset season after season. We have confidence in our ability and so should you.

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**"IF YOUR TIME IS PRECIOUS AND GOOD SERVICE IS IMPORTANT TO YOU, THEN I WOULD STRONGLY RECOMMEND THE SYM TEAM."**

Owner - 68' Yacht

**"SYM HAVE SORTED ALL OUR YACHT MANAGEMENT NEEDS FROM BERTHING, REPAIRS, MAINTENANCE AND CREWING THROUGH TO HELPING WITH LOCAL KNOWLEDGE ABOUT TRIP PLANNING, PORTS, SIGHTS TO SEE AND RESTAURANTS."**

Owner - 60' Boat

**"THE TEAM AT SYM HAVE BEEN AN INTEGRAL PART OF OUR YACHTING ENJOYMENT IN THE MEDITERRANEAN."**

Owner - 88' Yacht

**"WE'VE VERY MUCH ENJOYED THE BENEFITS OF USING SYM'S SERVICES NOT ONLY FOR SERVICING AND TECHNICAL SUPPORT, BUT ALSO FOR ASSISTANCE WITH DAY TO DAY LIFE ON BOARD."**

Owner - 74' Yacht

**"NO MATTER HOW DIFFICULT AND POPULAR THE PORT OF CALL WAS YOUR TEAM WERE ABLE TO NETWORK AND FIND US A BERTH IN THE MOST DESIRABLE OF LOCATIONS."**

Owner - 27 Metre

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"SYM HAVE SIMPLY TAKEN ALL THE HASSLE OF OWNERSHIP AWAY FROM US, ALLOWING US TO FULLY ENJOY THE PRECIOUS TIME WE AND OUR FAMILY SPEND ON OUR YACHT."

Owner - 68 Sport Yacht





**SYM**

SUPERYACHT MANAGEMENT

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