

THE EXPERIENCE ✨

"It's not just about the yachts, it's about the whole experience"

Says **NEIL HORNSBY**, head of the Burgess retail charter team



Burgess is known for representing spectacular superyachts for charter. Less well known is the way this global team of charter brokers work together behind the scenes, pooling their considerable expertise to create the 'ultimate' superyacht charter.

Neil Hornsby, Charter Director of the retail division at Burgess explains: *"Today's clients are not only interested in the yacht, but also what comes with it: the chemistry of the crew, the repertoire of the chef, the facilities on board - gyms, spas, watersports equipment and instructors, massage therapists, beauticians."*

Such 'beyond-the-boat' expectations have serious implications. *"You really have to know the yachts inside out so that guests can simply step on board and have a fantastic charter. I worry about the one-man or 'boutique' operators, who can't possibly be at every boat show around the world, inspecting every yacht for quality. You can't just Google it."*

Neil explains that the Burgess team make it their business to find out about a yacht's quirks and characteristics, the crew and their strengths. This attention to detail allows them to address a client's concerns about where to cruise, what they can expect, and how the yacht will work for them. *"We take the time to interview yacht crew and build long-term relationships with both captains and owners. We also need to be up to speed with all the legalities and tax implications of cruising in different areas and using sports equipment, the best ports and anchorages, the best restaurants, clubs and spas."*

FIRST-HAND EXPERIENCE

With breadth of knowledge comes professional commitment. The Burgess team includes former yacht captains and experts with decades accrued in the business. Neil himself was once yacht crew, and has spent 25 years at the forefront of the charter industry. The team of 14 brokers has nearly 200 cumulative years of personal involvement in yachting and the majority are full members of MYBA: The Worldwide Yachting Association. Several have served on various committees of the Association, also providing guidance for the initiation and drafting of the MYBA charter contract.

With 10 offices worldwide and charter brokers of seven nationalities, speaking eight languages between them, the Burgess team is truly global. *"Wherever a client is chartering, whichever Burgess broker they talk to, they are accorded the same level of service. A client can liaise with a broker in their own language, be it English, French, Italian, Spanish, Portuguese, Russian or Greek, and the same insightful information will be provided."*

The Burgess team's unique collective approach helps assure clients they will be in good hands on board. *"If I talk to a captain or receive feedback from a client," says Neil, "That information is shared immediately across the group. I can't overstate the importance of that. It means clients can trust us because we know what we're talking about, first-hand."*

Safety is a key concern for charter clients. Will the children be safe? Is the yacht in good condition? Are the crew suitably experienced? The team has access to the data, skills and technical expertise across the entire Burgess group, from Brokerage and Yacht Management to Technical Services and Crew Services – all specialist colleagues who have the inside track on how a yacht is maintained, managed and manned.

BESPOKE SERVICE

"Whatever our clients' requirements, we aim to go above and beyond. A client once asked for a special anniversary dinner on the aft deck of his yacht, complete with a surprise: a barge carrying a full orchestra floating alongside to serenade his wife. We made it happen and they loved it." All Burgess clients benefit from the team's expert contacts on the ground, who can provide limousines, private jets, fine wines and more.

As well as answering your queries, expect your Burgess broker to ask a lot of questions. *"The requirements of a family party are very different to those of a corporate charter with conference facilities and shoreside hospitality, or an A-list film star who wants to escape and have complete privacy,"* says Hornsby. *"It helps us to know how formal you want the service, whether it's a gourmet banquet every night, or if you prioritise well-being and a healthy lifestyle."*

"We are serious and have a good reputation for ethical, straightforward business dealings, spanning four decades," says Hornsby. *"Yacht owners respect that when it comes to transacting charter contracts, so our clients know they are getting good value. We also work with our sales team to arrange charters aboard yachts for sale – there's no better way to try a potential purchase out."*

As charterers look for fresh pastures, such as the Indian Ocean or the South Pacific, the challenges for charter brokers only become tougher. *"There are no shortcuts to experience,"* says Hornsby. And he's fine with that.

A SUPERYACHT CHARTER IS UNLIKE ANY OTHER BESPOKE HOLIDAY. IT CAN BE AS ADVENTUROUS AS A SAFARI, AS SECLUDED AS A PRIVATE ISLAND, AS LUXURIOUS AS A ROYAL VILLA OR PRESIDENTIAL RETREAT. BETTER STILL – IT CAN BE ALL OF THOSE THINGS AT ONCE, ANYWHERE IN THE WORLD. WAKE UP TO A NEW VIEW EVERY DAY, ENJOY YOUR FAVOURITE DISHES PREPARED BY A TOP CHEF AND SERVED BY A PROFESSIONAL, APPROACHABLE CREW. LEARN TO DIVE, SAIL OR WATERSKI, OR SIMPLY SOAK UP THE SUN IN THE PRIVATE SURROUNDINGS OF YOUR OWN FLOATING PALACE.

THE BURGESS CHARTER EXPERTS ON...

... SERVICE

"Tremendously responsive service and scrupulous attention to even the smallest details. Thank you again for a truly first-class charter holiday. We will return.

Dr A.E., Rome, Italy

NEIL HORNSBY
London

"I love making a charter work, negotiating details and knowing that our clients are out there having a good time because we pulled all the pieces of the jigsaw together."

LESLEY EXCOFFON
Monaco

"The most important thing is making sure clients receive expert assistance and guidance, not just in choosing the right yacht, but throughout the process - before, during and after the charter."

MARIE MOLLS
Athens

"Sometimes the support we provide if something goes wrong can be even more important than all the preparations that go into a high-scale luxury charter."

MIRTA LUPI
Monaco

"Time is extremely precious to our clients. They want to know that they are going to enjoy every moment, that there will be plenty to occupy everyone on board, and that they'll be well looked after with attentive, discreet service."

GAYE JOYEAU-BOURGOIS
Monaco

"It's crucial that clients feel assured their family and guests are in safe hands - that they can utterly rely on my level of expertise. But also that I appreciate the value of their investment and will broker them the best possible price."

... YACHTS

VILENA PAVLOVA
Moscow

"My job is to organise the charter of the client's dreams, whether they ask for a dance floor and DJ on board, a Michelin-starred chef specialising in kosher food, or a personal trainer for a pre-natal exercise regime."

TOM COLLINS
Miami

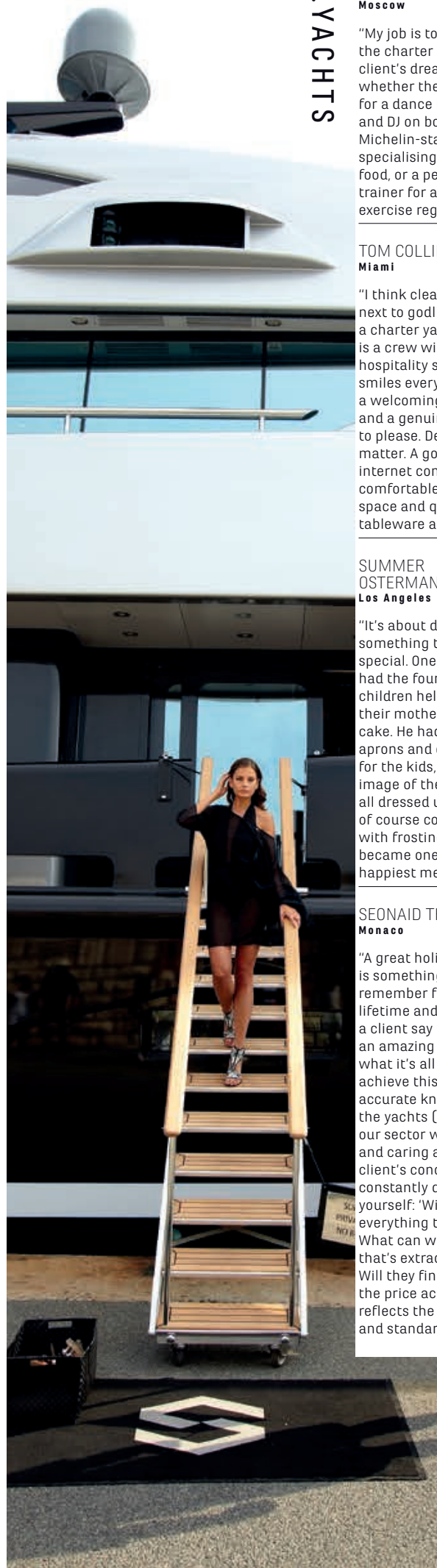
"I think cleanliness is next to godliness for a charter yacht, as is a crew with great hospitality skills, smiles every day, a welcoming attitude and a genuine desire to please. Details matter. A good tender, internet connection, comfortable outdoor space and quality tableware also count."

SUMMER OSTERMAN
Los Angeles

"It's about doing something truly special. One chef had the four young children help make their mother's birthday cake. He had little aprons and chef's hats for the kids, and the image of them all dressed up (and of course covered with frosting!) became one of her happiest memories."

SEONAI THOMAS
Monaco

"A great holiday is something you remember for a lifetime and hearing a client say they had an amazing time is what it's all about. To achieve this requires accurate knowledge of the yachts (over 750 in our sector worldwide) and caring about a client's concerns. You constantly question yourself: 'Will they have everything they need? What can we plan that's extraordinary? Will they find that the price accurately reflects the quality and standards?'"



"In the charter business, I have never come across a firm which has taken so much trouble to look after a client's interests. You have done a superb job in looking after us. Thank you."

Mr C.S., London, England

DIANA MEZA
Miami

"My own charter fantasy would be Thailand, with idyllic beaches, marine life and ancient temples."

CRAIG COHEN
New York

"Croatia has so much to offer in terms of cruising, and no matter what the weather is doing, there's always somewhere to shelter and plenty to do. Fascinating towns, bustling villages and beautiful national parks to explore."

AMANDA ARMSTRONG
London

"For me, it would be Alaska: truly unspoilt, with raw scenery like nowhere else on earth and all the luxuries of a superyacht to base yourself on. The ultimate dichotomy, but one that I could easily get used to!"

JOHN CICHANOWICZ
Miami

"Personally, I would charter anywhere there is no phone, television or internet access for the obvious reason: to completely disconnect from the world and enjoy the experience."

DARYA TSYGANKOVA
Moscow

"Chartering a yacht in the Mediterranean offers attractions for everyone across all age groups. Whether you are searching for beautiful beaches, the world's best restaurants or a good dose of history and culture, the Mediterranean is the ideal yachting destination."

"We have chartered many yachts through many companies over the years but were frankly amazed at your superior expertise and service. We are already excited about planning our next charter with Burgess."

Mr T.C., New York, USA



Please contact any Burgess office to discuss your next charter or email: charter@burgessyachts.com