

PANTAENIUS NEWS

2013/2014

Pantaenius – come what may!

No 12

DEAR YACHT OWNER,

The appalling weather of early 2013 delayed the start of the sailing season for many in Europe but now, at the time of writing, the UK is enjoying glorious weather and the sailing season in the Northern Hemisphere is well underway ...

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DEAR YACHT OWNER,

The appalling weather of early 2013 delayed the start of the sailing season for many in Europe but now, at the time of writing, the UK is enjoying glorious weather and the sailing season in the Northern Hemisphere is well underway. However, work within Pantaenius has continued at pace despite the delay to the sailing season.

The opening of the Sydney office and the provision of administrative support in the early months kept everyone busy with this new and exciting venture. I am pleased to report that our decision to enter that market and complete our global coverage has proven to be the right one.

The Australasian market is thriving and, with the number of people doing circumnavigations increasing, we are now best placed to provide our much admired

customer support and claims handling service to new and existing clients.

Despite the adjustments in the portfolio due to yachts changing hands and some being revalued to reflect market conditions Pantaenius has continued to show steady growth and thereby bucked the trend in the market. Our agreed fixed value commitment and the consequential loss cover following a wear and tear incident continue to be a differentiator in the market place.

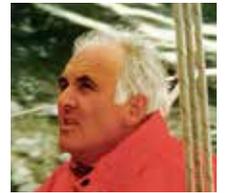
That said, we are always looking to improve our product and in January 2014 we will be switching to an All Risks policy for new business and will switch existing clients over to it at renewal. The new product capitalises on the excellent reports received from the Superyacht Sector where we launched a similar product in 2011.

The time is now right to change and to offer what we consider will be a new product that will, once again, shape the market to your ultimate advantage. Our reputation for innovation and being a first mover is widely recognised and as a result the new clauses will start to be rolled out in late October ready for the January 2014 renewals.

Our course is set for 2014 and beyond, and all the staff at Pantaenius very much hope that you will join with us on our journey.

Fair winds

John McCurdy OBE
Managing Director
Pantaenius UK Limited



COLLISION NOTIFICATION

If you find your yacht in collision with another vessel, there are a number of useful pieces of information that should be gathered at the time, before you and the other party go your separate ways, to help us, at Pantaenius, handle your claim effectively. As a rule of thumb, once everyone is confirmed as being safe and well, keep a cool head, gather the information and don't admit liability. We will be on hand to help you take care of the formalities. Being yachts people travelling at sea, a valid email address that can be accessed remotely is by far the best way for you and for us to coordinate effectively and quickly with the other party following an incident, rather than waiting for them to receive a letter on their doormat when they return home from cruising, often several weeks later. Here is a brief "hit list" of information we shall need:

- **Name of the other vessel and contact details of any other parties involved, as well as their insurers. A valid, accessible email, a working phone number and their insurers' details are of particular importance.**
- **If the other party is, in your view, responsible, a copy of your letter holding the third party liable and offering them the opportunity to carry out a Without Prejudice survey of the damage prior to repairs to your vessel.**
- **The location of your vessel and the location or subsequent itinerary of the other vessel, so that insurers can arrange a survey of the damage if necessary.**
- **Photographs of any damage to your vessel and the other vessel.**
- **A diagram of the incident.**
- **Witness statements, if available.**

Don't forget one of the many benefits of your Pantaenius policy: if your yacht is hit by an underway vessel whilst your yacht is correctly moored or berthed, there is no deductible to pay.

If you have a grounding please let us know as soon as possible and be prepared for us to require a lift out and inspection at the earliest opportunity, for your safety please do not ignore a grounding!

We wish you safe cruising!



A POM IN AUSTRALIA

There are many aspects of my job that I enjoy, but there are two firm favourites. Firstly, meeting our clients at events and listening to their tales of the high seas and secondly, travelling to the other Pantaenius offices and meeting the staff, or should I say Pantaenius family members?

Last October, I packed my bag with excitement and headed "down-under" to our latest Pantaenius office in Sydney. I was truly privileged to spend three months there. The office first opened up in Rose Bay marina, but has now moved to a more livelier marina at The Spit, Mosman.

Jamie MacPhail (Pantaenius Australia MD), Michelle Rathgeb (Office Manager) and Michaela Backes (Accountant) could not have made me feel more welcome. Although I have worked for Pantaenius for 18 years, I have never been this closely involved with the start up of a new office. The buzz was amazing,

The Pantaenius product was very different from what the Australian market usually offers and was causing quite a stir:

While I was there Harald Baum, owner of Pantaenius, and his wife Undine, spent a few days with us. We were lucky enough to go twilight racing on *Quest* a TP52 owned by Bob Steel, who won the Rolex Sydney-Hobart Race with her in 2008.

We spent long hours in the office during the first few weeks, setting everything up and learning the new systems, but I also spent long hours in the evenings and weekends exploring the best of what Sydney had to offer, and I was not disappointed. This was my first time in Australia and I hope it will not be my last.

One thing I have noticed working in various Pantaenius offices, is the feeling of being part of

a family. Pantaenius is family owned and the staff are treated as such.

This is the Pantaenius ethos and we like to pass this feeling on to our clients and this is why our customer service is so highly regarded.

The Australian team has grown already due to the scale of its early success and now includes Adam "Brownie" Brown (Business Development Manager; a veteran of 25 Sydney-Hobart Races). On my last weekend, the whole team and their families, including Brownie, Harald and Undine spent a Sunday exploring Sydney by water; with the obligatory stop off at the fish market to collect lunch! As you can see from the photograph the weather was awful!

Fiona Williams

Communications Supervisor

WHY PANTAENIUS?

It is a truism in the world of sales that the best leads are those which come via the recommendation of an existing client. The reader will be aware that Pantaenius advertises widely in the international yachting press but an analysis of new business shows that the largest single source of business, by far, is from personal recommendation.

Why is this? What is it about the Pantaenius experience that causes owners to encourage their boat-owning friends to approach us? Recommending anything to anyone will be a fraught experience if it all goes wrong and so it follows that

a high level of confidence in a company is required before one would even consider persuading a friend to sign up with it.

It is acknowledged, in the market place, that the Pantaenius clauses offer the broadest cover backed by exemplary claims service but this is only a part of the 'experience'. How irritating is it for your call to be answered by a machine, or to be charged for issuing documents for mid-term adjustments to your policy, or to be charged interest when paying premiums by instalment, or to be restricted on when you may/may not cross certain bodies of

water; or, most importantly, to have a claim declined because some component has unexpectedly failed and caused a minor catastrophe? This will not be the Pantaenius experience.

So, to all you owners, present and past, who have recommended Pantaenius to others—we thank you. You can be confident that your friends will be in safe hands.

For more a more detailed account of 'Why Pantaenius' please go to our website www.pantaenius.co.uk

DIAOULIC



During the morning of 9th May this year news reports started coming in to the Plymouth office that French single-handed sailor, Yannick Le Clech, had run aground in Crownhill Bay, next to Bovisand on the east side of Plymouth Sound. Yannick had been taking part in a 290 mile race organised by Lymington Town Sailing Club and managed by The Royal Western Yacht Club in *Diaoulic* his Pogo 2 6.5m mini-transat. He had safely got off the yacht with the help of the Coastguard but early morning attempts to recover the yacht from the beach by the race organisers had failed, indeed a RIB was destroyed in the process. With a worsening weather forecast and sea state it was decided by Richard Ayers, the surveyor appointed by Pantaenius, to stabilise and secure the yacht where she was and wait for a better weather window before attempting a recovery. The last thing that anyone wanted to do was worsen the damage, which to this point was remarkably minor. Fortunately the tides were moving out of

springs so she would be protected from further damage from wave action. During the following days we received a number of phone calls from organisations offering to remove the yacht and to claim salvage – of course these offers were swiftly dealt with by the claims department since they would have constituted theft.

A number of recovery options were conceived, considered and discounted in the next few days by Pantaenius offices in Plymouth and Hamburg; *Diaoulic* being insured by the German office. Crownhill Bay, for those who are not familiar with its geography is inaccessible by vehicle due to 70 feet of near vertical cliffs surrounding the beach, is very rocky beyond the low water mark and faces directly into the prevailing weather. The access limitations made the removal of the rig an entirely manual task performed expertly by Allspars of Plymouth. One of few remaining options was the proposal to lift *Diaoulic* by helicopter; this gained traction in the next few hours and became the plan.

Enter Helirig. Helirig Ltd was founded by Michael Newman in response to the requirement to replace mast-mounted TV transmitters for the digital switch over, since then they have been engaged all over the UK by organisations wanting a quick solution with the minimum of disruption. With practically unlimited reach and hook-height a helicopter is the perfect solution for the situation *Diaoulic* found herself in. The chosen airframe for this task was their Bell UH-1 Iroquois, or the famous Huey to you and me. This aircraft has more than sufficient lift capacity for a yacht weighing-in at a little over 600kg. The best break in the weather coincided with low water on Wednesday 15th May at around 3pm.

Obviously the rigging contractor would come up with the best scheme for connecting the yacht to the helicopter; considering the best place to put the lifting strops, how to stop them slipping and how to control the yacht in-flight, when out of the blue Yannick mentioned the lifting strops that he uses all the time to lift the boat in and out of the water. These connect to four strong points on *Diaoulic's*

deck that are designed specifically for the purpose taking into account the yacht's centre of gravity and preventing slipping and unwanted movement during the short flight into Plymouth Sound.

Right on cue the "Whump whump" of the helicopter's twin main rotor blades could be heard above the beach and the pilot put her down on the "H" marked in the sand. Following a quick briefing the Huey was once again airborne and hovering over the stricken yacht. The lifting strops were connected to the hook and the pilot delicately lifted *Diaoulic* upright and then clear of the beach and out to sea to the waiting crew of Discovery Diving's support boat. From there the plan was to tow her to Plymouth Dry Stack, lift her with their forklift onto her trailer; repatriate all her gear and equipment including the rig, conduct a damage survey and whisk her off to France for repair before the next race – this all went without a hitch; Yannick and *Diaoulic* departed on the next afternoon's ferry.

Since the events of those wild and windy May days we are pleased to say that Yannick has completed *Diaoulic's* repairs and is racing again; he finished 9th in the Transgascogne 2013 solo race in July and will be taking part in Mini Transat 2013 in October – we wish him the very best of luck and in the nicest possible way hope that we do not see him in the area again!





THE MARY ROSE

Whisper the name 'Herreshoff' into the ear of any classic yacht enthusiast and you will see the hairs on his neck stand up.

From its base in Bristol, Rhode Island, The Herreshoff Manufacturing Company, under the leadership of its prolific designer and engineer, Nathanael (Cap'n Nat) Herreshoff, dominated yacht design and building in the US from the 1880's and for the next 50 years. His fame was world-wide and the period 1890 to 1920 became known as the 'Herreshoff Era' and Cap'n Nat became known as 'The Wizard of Bristol' as his beautifully built racing yachts excelled on the race circuit.

Herreshoff resolved to build yachts of the highest quality utilising the best materials and the most skilled craftsmen. His demanding clients included the rich and famous: William Randolph Hearst; John Pierpoint Morgan; the Vanderbilt's, to name but a few.

Herreshoff designed over 2,000 boats of all shapes and sizes, from steam-powered pleasure and military vessels, (the steam engines were designed and built by his company), to sail-boats ranging

from the diminutive 16' 12 ½" training yacht to the mighty Americas Cup contenders, and it is for these racing behemoths for which he is probably best remembered. Their names will live forever in yachting annals: *Vigilant*; *Defender*; *Columbia*; *Reliance* and *Resolute*. (Herreshoff himself helmed *Vigilant* during Americas Cup of 1893).

These yachts, built solely for the defence of the Cup, are no longer in existence but a great many of his other designs are, and one of these is the schooner *Mary Rose* ...

She was built in 1926, when Cap'n Nat was

78 years old, and is one of five surviving schooners.

Mind you, *Mary Rose* has had more than her fair share of storms, hurricanes and fire that, on several occasions, almost put paid to her. In September 1938 a hurricane overpowered her four anchors and engine and drove her ashore between New Bedford and Fairhaven. She was seriously damaged. In 2006, in the same area, she again broke free from her moorings in 50 knot winds and crashed against a barge and then a causeway bridge.

Fortunately, over the years, a series of generous and enthusiastic owners have saved *Mary Rose*

from meeting an untimely end. She is now in the care of a European family and, as can be seen from the photographs, is in superb condition. In recent years she has been awarded prizes for the most authentic restoration of a Herreshoff design and was 1st or 2nd in the Concours D'Elegance at the Antigua Classic Yacht Regattas of 2011, 2012 and 2013.

Her current owner describes her as 'big enough to play with the big boys' but 'small enough to run with a few friends' ... she will anchor in romantic bays and plough safely through stormy seas.

Long may she continue to grace the oceans—a tribute to her designer/builder and owner.

Bottom photo is owner:

Gerald Rainer – Photos by Manfred Ruthner



**IN 50 KNOT
WINDS SHE
CRASHED AGAINST
A BARGE**

YJA PANTAENIUS YACHTSMAN OF THE YEAR AWARD & THE YJA PANTAENIUS YOUNG SAILOR OF THE YEAR AWARD 2012

The YSOTY award ceremony was held on Saturday 12th January 2013 at the Tullett Prebon London International Boat Show. Bob Fisher, Chairman of the YJA and well renowned sailing presenter and author, presented the winner and the RYA regional finalists with their trophies. Shelley Jory Leigh, powerboat racer, was the MC for the event.

The winner of the YSOTY 2012 Award was Saskia Sills, 16, from Launceston. Saskia has made a huge impact in her first season in the Youth RS:X class. After winning the 2012 RYA Volvo Youth

National Championships in April, she finished third overall in the RS:X Youth European Windsurfing Championships in Tallinn, Estonia, winning the Under 17 category. Saskia quickly followed that up with victory at her first ISAF Youth Sailing World Championships in Dun Laoghaire, Ireland and another gold at the EUROSAF Youth Europeans. She also claimed the under 17 world title in addition to overall silver at the RS:X Youth Worlds in October. Saskia was recently nominated for ISAF Rolex World Sailor of the Year Awards alongside Olympic and Paralympic medallists.

Sir Ben Ainslie won the coveted title of YJA Yachtsman of the Year for 2012 for an unprecedented sixth time. The announcement was made at an awards ceremony held at Trinity House, London on Tuesday 15th January 2013. This award capped his 2012 honours. His successes peaked with winning his fourth Olympic gold medal at Weymouth and Portland in the London 2012 Olympics, becoming ISAF world sailing champion, and receiving a knighthood in recognition of his services to sailing in the New Year's Honours.

Ben flew to San Francisco hours before the announcement to join the Oracle Team USA, the defender of the America's Cup. YJA chairman Bob

Fisher and Lady Pippa Blake, who was to present the award, caught up with him just before leaving, at the Royal Lymington Yacht Club. However, he joined the awards luncheon and ceremony at Trinity House in London via a live television link from the team's base in California.

Also at the award ceremony, the YJA made a Special Award to David Howlett, MBE, the Olympic team coach, for his outstanding dedication to improving the performance of several of Britain's top sailors for many years. It also posthumously presented a Lifetime Achievement Award to Henry Strzelecki, founder of Henri Lloyd, who died on Boxing Day. The award was received by his son Paul, the joint Chief Executive of Henri-Lloyd.



Photos by Barry Pickthall

REMINDER FOR CLIENTS

Please ensure that you have your current policy documents with you whilst you are sailing as you may be asked by marinas, boatyards or local authorities to provide them. Electronic copies can be emailed to you for your convenience prior to your departure.

Our office hours are 9 to 5 Monday to Friday, please do not call the out of hours emergency number for your documents. The staff manning this number can only deal with insurance claims emergencies.

In an emergency claim situation out of normal office hours call us on +44 (0)1752 60 11 66

For all other purposes call +44 (0)1752 22 36 56 during office hours.



AUSTRALIA VS THE BRITISH & IRISH LIONS OR PANTAENIUS SYDNEY VS PANTAENIUS UK



From left to right: Michelle Rathgeb, Adam Brown, Michaela Backes & Jamie MacPhail

One balmy May evening, after a hard day's work exhibiting at the Sanctuary Cove Boat Show on the Gold Coast, Australia, the Pantaenius Team sat down together, opened a tinnie, threw another shrimp on the barbie and talked through what they had done that day.

As night drew in and a couple more tinnies were downed, the talk turned to the upcoming British and Irish Lions Rugby Tour and the age old rivalry of who were best, Australia or UK? Brownie (Business Development Manager, Australia) bet John (MD, UK) that the Qantas

Wallabies would beat the Lions over their three test series within the tour, but there had to be a forfeit! To help cement relationships between the two offices the losing team would have a full staff photograph taken wearing the losing team's colours!

John returned to the UK office and as you can imagine, the staff were more than delighted upon hearing about his bet at their expense! Saturday 22nd June arrived and the banter between the two offices commenced via email and Facebook. The Lions won 23-21. One down two to go.

The second match and the Wallabies won by one point 16-15. All was now even for the third and final match.

Saturday 6th July and the "Decider", as it was being advertised, was about to commence! The banter between offices ramped up and then suddenly went very quiet after an early try from Alex Corbisiero. What a match. The points just kept stacking up for the Lions, who won 41-16 and took the series title.

But the Australian Team held good to their word and donned the Pommie red, white and blue colours. Just to rub it in even more here is the evidence!



NEW ADDRESS & OFFICE CHANGES



We are still in the same building, but about a year ago the Post Office gave us a street name and a new Post Code! Most people are now using the new contact details, but please check the footer on correspondence and use the new details – Marine Building, 1 Queen Anne Place, Plymouth PL4 0FB.

Pantaenius recently acquired more space in Marine Building and our Claims Team has moved into "new" offices on the first floor, where our

Sales Team will be joining them over the coming weeks. The reception area is also moving from second to first floor; so visitors will not have so many stairs to climb, and will be greeted by Donna's friendly smile. There is, of course, a lift, as well as a toilet including disabled access, on the ground floor. The "back office" team remains on the second floor.

If you are in Plymouth at any time please feel free to drop in and see us.

GALE CHASING AROUND THE HORN

The unusual question from my boss was, 'Out of interest, where would you most like to go sailing that you have not been before?' Trying to sound reasonably interesting and intrepid I said, 'The Falkland Islands'. 'Think of somewhere close by but more pointy', he suggested. 'Not Cape Horn?!



Photo by Ocean Images and IPC Media

Two months later I was on a plane heading for Ushuaia in Argentina, the most southerly city in the world, with the editor of *Yachting World*, David Glenn, the features editor, Elaine Bunting and sailing photographer Richard Langdon. Our mission was to make a series of videos on heavy weather sailing techniques with the Beagle Channel and Cape Horn Archipelago as the back drop and with Skip Novak on his 54 foot steel cutter *Pelagic*. The focal objective was to round Cape Horn in a gale. Skip Novak is a legend of the Whitbread Round the World Race but also a guru of high latitudes sailing and adventuring based in Tierra del Fuego. He built the expedition cutter *Pelagic* in 1987 and has spent every season since in Antarctica leading various projects and expeditions with *Pelagic* as his base.

Pelagic is a working sailing vessel rather than an out and out yacht, tough and powerful but comfortable and purpose built for the remote, very hostile environment in which she operates. She has a retractable keel and rudder and so can tuck in and moor to the shore in shallow water in locations secure from the wind, sea and ice.

Most sailors naturally look to, where at all possible, avoid heavy weather and so it was with some trepidation that our objective was to seek it out. This was heightened when on arrival in Ushuaia

one of the first sights was a small cruise ship tied to the dock with its bridge windows stove in from, apparently, being caught by a large wave a few days earlier in Drake Passage. Despite needing to get on with our tightly scheduled project we were stuck in Ushuaia for 24 hours as the port shuts

in 40 knots and above not allowing any vessel to enter or leave.

We eventually cleared out of Ushuaia and Argentina and set off east and across the Beagle Channel for Puerto Williams, Chile, to clear into Chilean waters ready for the passage down through the Cape Horn Archipelago and

the rounding of the Horn itself. The next couple of days were unnervingly calm and sunny as we crossed the Bahia Nassau into the Archipelago proper but as we reached Isla Wollaston we had our first appreciation, at a distance, of a Williwaw, a sudden katabatic blast of wind descending from a mountainous coast to the sea, evident by spume spinning like a mini tornado and a constant danger to vessels in this region.

The epic day we had all been so keenly anticipating dawned. Whilst the first timer members of the crew had imaginings of what was ahead and how it might unfold, the mighty reality of Cape Horn in the steady Force 9 gusting storm Force 10 and huge waves that we rounded it in was spell binding. The fundamental project brief of rounding in a gale now had a large tick against it. There were surprisingly strong emotions of the moment as, within a few hundred metres of the dramatic stripped-back beauty of the Horn, a pod of dolphins emerged from a curling breaking wave on our port quarter which brought a lump to the throat that at least briefly overrode the definite underlying queasiness of the extreme conditions.

Jonathan Reynolds

Claims Handler/Surveyor

CONTACT DETAILS

Great Britain

Pantaenius UK Ltd.
1 Queen Anne Place · Marine Building
Plymouth · PL4 0FB · United Kingdom
Phone +44 17 52 22 36 56
Fax +44 17 52 22 36 37
info@pantaenius.co.uk

Germany

Hamburg · yacht@pantaenius.com

Monaco

Monaco · monaco@pantaenius.com

Denmark

Skive · info@pantaenius.dk

Austria

Vienna · info@pantaenius.at

Spain

Palma de Mallorca · info@pantaenius.es

Sweden

Malmö · info@pantaenius.se

USA

New York / Newport / Annapolis
usa@pantaenius.com

Australia

Sydney · info@pantaenius.com.au

www.pantaenius.co.uk

BOAT SHOWS

Southampton Boat Show

13th to 22nd September 2013

Monaco Yacht Show

25th to 28th September 2013

Ft Lauderdale International Boat Show

31st October 4th November 2013

Hanseboot International Boat Show

26th October to 3rd November 2013

London Boat Show

4th to 12th January 2014

Design

Headquarters Hamburg advertising
Oberhafenkontor
Stadtdeich 27 · 20097 Hamburg, Germany
Phone +49 (40) 878-799-90
info@hqhh.de · www.hqhh.de