

MEDIA RELEASE



1st August 2017

5 Gold Anchors For Melbourne Marinas

Two inner-city Melbourne marinas, both assets of Melbourne City Council, have been awarded 5 Gold Anchors at the Marine17 International Conference and Trade Exhibition. The marinas are Marina YE and Melbourne City Marina. Assessed against the global accreditation criteria used by the Marina Industries Association both marinas achieved high scores within the criteria relating to on-shore amenities. Berth-holder surveys conducted as part of the assessments highlighted the destination nature of these marinas and their appreciation of the easy access to restaurants, shopping and Melbourne's famous sporting venues.

Gold Anchor is assessed using 84 specific criteria across the six areas of ambiance, policies, planning and procedures; customer service, environment and on-water and on-shore facilities and infrastructure.

Marina YE was outstanding in its customer service with the independent assessor noting the high levels of loyalty and satisfaction expressed by berth holders. MIA President Andrew Chapman congratulated Marina YE Marina Manager Allan Cayzer CMM on the achievement and noted the active role Allan has played both in the marina and tourism industries over many years. Allan accepted a certificate and Gold Anchor flags from the President. He commented, "it is due to the efforts of all staff that that we have achieved this significant accreditation rating and we are very proud of this team effort."

Melbourne City Marina is a dedicated short term visitor marina, managed by a dedicated team headed by Adam Buchholtz. In presenting the accreditation Andrew Chapman noted the Assessors comments relating to the exceptional standard of the marina's on-shore amenities including the guest lounge and the marinas appeal to a range of local and interstate clients. In accepting the accreditation, Adam said the staff had shown a great commitment to the continual improvement of services and facilities. "Melbourne City Marina is very honoured to have achieved this rating. We are proud of the role the marina is playing in the development and building appeal of Melbourne Docklands as an asset for Melbournians and as part of the tourism fabric of the city."

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Further information: Colin Bransgrove, MIA EO colin@marinas.net.au +61 2 94395806. Pics of both presentations attached.