

WHAT TO EXPECT FROM A QUALITY YACHT PROVISIONING COMPANY

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Provisioning companies are best known for sourcing local and International food products including fish, meats, cheeses, alcohol & beverages. However they are often called upon to source tobacco & cigars, cleaning products & toiletries and sometimes general boat provisions. They always work with established suppliers and wholesalers to ensure the quality of each item delivered can be guaranteed. Some of the provisioning companies have yachting and/or catering backgrounds so are very used to the demands of yachts and their clients.

David from Spirit Services, Cannes La Bocca, France said, "Providing provisions to the world of yachting is all about the right quality at the correct value, being reactive to any demand at any time, respecting the client, captains, chefs or chief Steward(ess) and providing them with the "services" they need to run their operation as efficiently as possible."

Every order is bespoke prepared to your specifications and delivered direct, to your berth or management company.

Responding to unusual requests

When you have demanding clients on board what do you do? Most requests will be met whenever possible, even when requests are extremely difficult or at inconvenient times.

David from Spirit Services added, "Unusual requests with immediate responses are what we deal with daily during the season".

Examples of last-minute superyacht supplies

David explained, "The latest unusual request I dealt with was to source an exclusive Old Rum with very limited production per vintage that was no longer commercialised in the market and so I had to get in touch with the owner of the rum factory and convinced him to bottle 24 decanters of a specific vintage to please my client who is most fond of this rum."

David from [Ibiza Delivers](#), Spain said, "Being an island in the Mediterranean, logistics and transport are often a challenge for us due to the fast turnaround times involved. We were servicing a 65m fast, displacement yacht, which had some US Hip Hop celebrities coming on board for a charter. We received the provisions order late on a Friday night and the clients were arriving on Monday morning. They had ordered lots of American products, bagels, turkey, ham, American sliced cheese, none of which could be sourced in Ibiza and seeing as it was the weekend it would be particularly difficult to get our hands on it. However, using our extended network on the island, we were able to identify a client of ours who was returning to Ibiza [from the UK] on their private jet. Our colleague in London sourced the products and delivered them to [our contact at] Farnborough airfield and all were delivered on time to the client on Monday morning. "

[Ben's Yacht Services](#) in St Lucia had a very unique situation recently with an unexpected request from the captain of a 57m M/Y; they had an urgent request for a truck battery for the yacht late into the night when all the shops were closed. The yacht was due to leave the following morning and would have interrupted their charter schedule if they could not leave on time. They managed to source the battery and delivered it to the yacht on a speedboat within two hours. The captain has since written to them to say, 'It was probably the finest and most impressive bit of agency work that I have seen in my long career; you can be very proud!'

David from [Ibiza Delivers](#), Spain explained that, "The owner's wife of an 80m yacht was particularly keen on fresh flowers. Being an island the freshness of the flowers is only as good as the supply chain and conditions of travel. So to ensure the flowers were as fresh as possible, she ordered four of the same €1,000 bouquet of flowers every day for the entire week."

Choosing a flexible provisioning company for your needs

You can see that choosing a provisioning company with great contacts and dedicated staff means that anything is possible.

Lucy from [Turnaround](#), Seillans, France had set off from Seillians to Cannes with a delivery when she received a call from the captain. The guests had decided that they were bored with Cannes and were off to Porto Fino. She drove there, arriving at midnight and the captain drove the tender to her himself; full of apologies and of course very grateful.

Great provisioning companies save the day again.

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With thanks to [Spirit Services](#), [Ibiza Delivers](#), [Ben's Yacht Services](#) and [Turnaround](#)