

MR & MR JONES

shoreside services for superyachts

THE MARINE DESK

V&A WATERFRONT · CAPE TOWN

Every shoreside service. One point of contact.

INTRODUCING THE MARINE DESK

One shoreside office for everything off the boat.

The Marine Desk is the yachting arm of Mr & Mr Jones. It gives a visiting vessel one shoreside office in Cape Town for everything that happens off the boat: the flights, the crew, the guests, the provisioning and the requests that arrive with no notice at all.

The Marine Desk brings every shoreside service a superyacht needs under one roof. The crew deal with one person and one invoice, and we deal with everyone else.

SIX THINGS, ONE DESK



Flights



Crew



Travel



Concierge



Provisions



Lifestyle

We are based at the V&A Waterfront, a few minutes from the berths, which means we can be on the quay when it matters rather than at the end of an email.

THE PROBLEM

Six suppliers. Six invoices. Six people to chase.

A yacht in Cape Town rarely has one job to place ashore. Crew rotate, guests arrive early, the fridges need filling, a table is needed tonight and the itinerary changes twice before Friday.

Handled separately, that is six suppliers, six invoices and six people to chase from a boat that is already busy.



Crew rotate and the flight moves twice before anyone lands.



Guests arrive early and the programme is not ready.



The fridges need filling and the market closed an hour ago.



A table is needed tonight at the place that does not take bookings.

The Marine Desk was set up so that it is one.



WHAT WE HANDLE

Everything that happens off the boat.



Flights. Crew rotations and guest travel, booked, changed and reissued when the schedule moves, including the late ones.



Crew. Transfers, accommodation, visas and medicals, local sim cards, uniform and the small practicalities that make a rotation land well.



Travel. Onward itineraries in South Africa and the region: winelands, safari, city stays, private transfers and guides, planned around the vessel's programme.



Concierge. Restaurant tables, experiences and reservations, gifting, deliveries to the berth and the requests that come in at short notice.



Provisions. Fresh produce, dry goods, coffee, wine, flowers, laundry and dry cleaning, sourced from suppliers we know, use and can hold to a standard.



Lifestyle. Wellness, beauty, fitness and personal shopping, for guests on board and for crew with a few hours ashore.

HOW IT WORKS

One contact. One conversation. Everything handled.

All of it runs through one person who knows the vessel, the schedule and the standing preferences. There is no queue, no handover between departments and no repeating the brief.



Your contact. One person for the vessel, who knows the schedule and the standing preferences. No queue and no repeating the brief.



What to send us. Dates alongside, the crew list, the guest programme, dietary and preference notes, and how the vessel settles accounts.



Invoicing. Everything ordered on one account and billed once, with supplier documentation attached for the vessel's records.



Payment. By card, online through 3-D Secure (Verified by Visa, Mastercard Identity Check) or a tap in port, so the bank's protection sits behind every transaction and the cardholder keeps the rewards the card earns.

Save our number before you arrive.

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Need a crew flight changed at midnight? Twelve bouquets by tomorrow morning? Message The Marine Desk.



THE VESSEL AND THE CREW

For the Captain

What the Marine Desk can take off your hands while the vessel is here, from the first enquiry weeks before you arrive to the last transfer on departure day. Everything runs through one contact, on one account, and closes with one invoice.

THE VESSEL AND THE CREW

What we cover



Itinerary assistance. Guest and owner programmes ashore, built around the vessel's schedule: winelands, safari, city days, whale and wine seasons, private guides and drivers.



Concierge service. Restaurant tables, event access, gifting, personal shopping, deliveries to the berth and the requests that arrive with no notice.



Crew flights. Rotations, joins and repatriations, including changes, reissues and the ones booked at midnight for a morning departure.



Guest flights. Commercial and premium cabins, seating and baggage arrangements, and meet and assist through Cape Town International.



Crew and guest accommodation. Hotels, villas and serviced apartments for guests and owners, and crew houses or hotels close to the berth for rotations and yard periods.



Vehicle hire. Chauffeured cars and vans, self-drive hire, single transfers or a vehicle and driver held for the length of the stay.



Private aviation. Charter options and quotes, permits and handling, and the ground arrangements at both ends of the leg.



Crew placements. Deck hands, bosuns, stews and engineers who need replacing while the vessel is in port, sourced with our recruitment partner, vetted and ready to join.

THE VESSEL AND THE CREW

Before, during, departure.

BEFORE YOUR ARRIVAL

Guest itineraries. Dates, numbers, preferences and any fixed points. We come back with a draft, hold what needs holding early and flag anything the season makes difficult.

Provisions. Fresh produce, dry goods, coffee, wine and specialist orders, quoted in advance and delivered to the berth for your arrival.

Crew rotations. Flights, visas, medicals, transfers and accommodation for joiners and leavers, arranged around the vessel's movements.

Arrival logistics. Airport meet and assist, vehicles on standby, sim cards, and reservations held for the first nights ashore.

DURING YOUR STAY

Laundry and dry cleaning. Guest garments by a specialist, bulk crew and linen washes, collected from and returned to the berth on an agreed schedule.

Day workers. Vetted temporary interior and deck crew at short notice, for turnarounds, charters and heavy days.

Crew placements. A deck hand, bosun or stew who has to be replaced while you are in port, sourced through Stag Recruitment and vetted before they join.

Experiences and reservations. Tables, tours, private tastings, wellness and beauty on board, and the last minute arrangements that make a guest day work.

Flowers. Arrival arrangements, cabin and table flowers, and replacements through the stay, from florists we use regularly.

The rest. Whatever else the day produces. If it happens ashore, it comes to us.

DEPARTURE

Flights. Outbound crew and guest flights, changes and reissues, with seats confirmed before the vessel needs to plan around them.

Airport transfers. Vehicles to the airport or the next port, timed to the boat rather than to the booking system.

Provisions. Passage provisioning, last fresh orders and anything that needs to be aboard before you drop lines.

Closing out. Laundry returned, hires closed off and one consolidated invoice for the whole stay.



THE GUESTS AND THE INTERIOR

For the Chief Stew

Shoreside support for yachts in Cape Town

You know the shape of the week before it happens. Guests on in thirty six hours, a cabin list that changed this morning, laundry out and not yet back, a stew flying in on Thursday and flowers that have to be on the table before the owner walks up the passerelle. None of it is difficult on its own. All of it at once, in a port you have three days to learn, is the job.

FOR THE CHIEF STEW

What we take off your list

The Marine Desk is the shoreside half of that. We are ten minutes from the berths at the V&A Waterfront, we know which supplier answers on a Sunday and which one only says yes, and we work to your turnaround rather than to opening hours. You send the list. We come back with times, prices and a delivery slot.



Quick turnarounds. Deliveries timed to the berth and to your window, not to a courier's route. If the guests land at four, it is aboard by two.



Laundry and dry cleaning. Guest garments to a specialist, crew and linen in bulk, collected and returned on an agreed run.



Flowers. Arrival arrangements, cabin and table flowers, replacements mid charter, and yes, twelve bouquets by tomorrow morning.



Day workers. Vetted temporary interior and deck crew for turnarounds, charters and the days when the team is two people short.



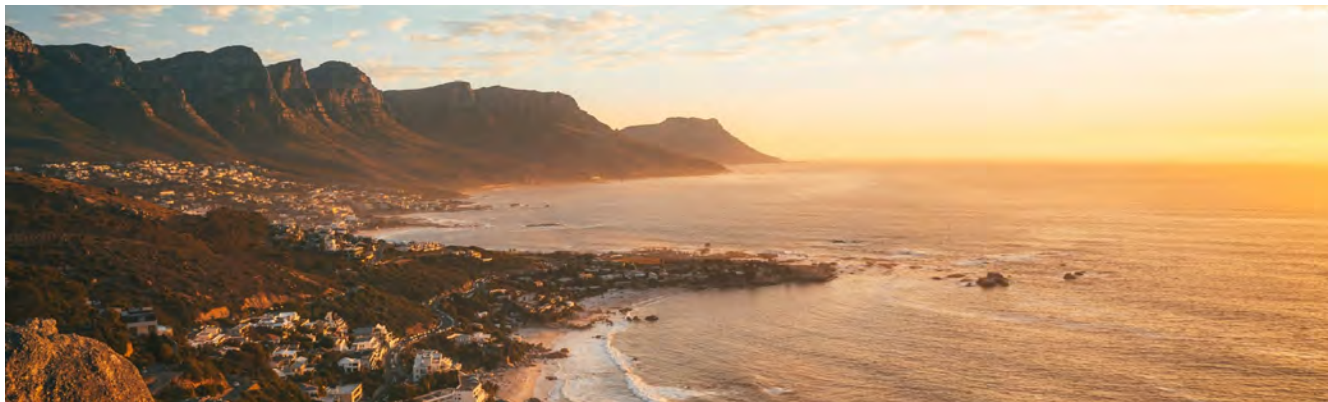
Provisioning runs. Fresh, dry, wine, coffee, special orders and the one thing nobody can find, quoted before we buy, delivered in one drop.



Crew flights. Rotations, reissues and the midnight change, plus transfers, accommodation and sim cards at both ends.



Guest side. Tables, experiences, transport, gifting and the requests that land with no notice at all.



CAPE TOWN FOR CREW

Dinner, wine farms, a day off.

A starting point, not a fixed list. Tell us the number, the budget and the mood and we will book it, including the tables that are difficult in season.



Where to take the crew for dinner

On the doorstep. Harbour House on Quay Four for seafood with the harbour under you, Belthazar for steak and one of the better wine lists in the country, and Karibu when the crew want the local food they have been reading about.

Feet in the sand. Grand Africa Cafe and Beach at Granger Bay, ten minutes from the berth, tables in the sand and room for a big group.

Off the Waterfront. Bree Street and Kloof Street for the city, Sea Point promenade for something easy and unfussy after a long day.

One thing to know. Anything over ten people needs booking days ahead between November and March. Send us the number and the night and we will hold it.



Best wine farms for a crew day off

Constantia, if time is short. Twenty minutes from the berth. Groot Constantia for the history, Steenberg and Beau Constantia for the views, and you are back on board for evening service.

Stellenbosch, for a full day. Forty five minutes out. Tokara and Jordan for the setting and the food, Delaire Graff if the crew want the postcard version.

Franschhoek and Paarl, for the big day out. An hour, and worth it. Babylonstoren in Paarl for the gardens, Boschendal in Franschhoek for a long lunch under the oaks.

Practical note. One vehicle and a driver for the day is cheaper and simpler than working out who is staying sober.

CAPE TOWN FOR CREW

48 hours in Cape Town.



Day one. Table Mountain or Lion's Head early, before the wind and the queues. Bo-Kaap and the city bowl mid morning, lunch on Bree Street, then the Sea Point promenade or Clifton in the afternoon and dinner in town.



Day two. Out along the peninsula. Chapman's Peak drive, the penguins at Boulders, Cape Point, and lunch in Kalk Bay or Simon's Town on the way back. Sunset from Signal Hill or Camps Bay before evening service.



If the southeaster is up. Weather here changes the plan more than the schedule does. We keep a wet weather version of both days and swap it in on the morning.

One number. Save it before you arrive.

+27 71 578 5695



WHY MR & MR JONES

The people behind the desk.

14 years

Owner-run and managed. Founded in 2012 and still run by its two founders, so the people you speak to are the people who own the business.

6 years

At sea. Owners, charter guests and crews looked after since 2020, from the Mediterranean and the Caribbean to Oceania.

XL

Members of the XL Travel Consortium. Negotiated contracts with most of the world's major airlines, chosen for what crews need: extra baggage, penalty-free changes and reroutes.

24/7

Around the clock. Our yacht captains in Tahiti and our hotel owners in the Maasai Mara reach a person at any hour, and so will you.

80%+

Clients who stay. Many of the clients who came to us in our first years are still with us today, and most who have joined since came through them.

Quay 7

Minutes from the berth. Our office is at The Pavilion at the V&A Waterfront, minutes from the superyacht marina at Quay 7.

Whoever calls, and whatever the hour, they reach someone who knows the vessel, the crew and how things are done on board.

MR & MR JONES

shoreside services for superyachts

THE MARINE DESK

Every shoreside service. One point of contact.

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V & A WATERFRONT · CAPE TOWN

One contact, one conversation, everything handled.