

TechWave Labs + Ozean Luxe Charters

Customized Air–Sea–Land Retreat – Case Study (March 2025)

Overview

TechWave Labs, a US based software firm, sought a four-day corporate retreat spanning Cabo, La Paz, Loreto and Costa Palmas. Ozean Luxe Charters (Ozean Charters) delivered a single contract solution bundling a Gulfstream G500, a 120 ft Azimut Benetti super yacht, and chauffeured Sprinter ground transfers.

Goals

- Simplify multi city planning
- Minimize door to deck transit time
- Elevate guest satisfaction

Key Metrics

Metric	Conventional	Ozean Charters	Delta
Planning emails	47	9	–81 %
Door to deck travel	4 h 20 m	3 h 02 m	–30 %
Net Promoter Score	71	86	+15
Guest Satisfaction	90%	98%	+8

Operational Highlights

- Gulfstream G500 direct LAX → Los Cabos (MMSD) with onboard meeting lounge
- Benetti 120 ft yacht: sea scooters, SUPs, Michelin trained chef
- Three Mercedes Sprinters: chilled towels, Wi Fi, bilingual concierge

Security & Compliance

- Payments via Stripe (PCI DSS Level 1)
- Client communications and analytics in HubSpot (SOC 2)

Environmental Impact

- Carbon offsets purchased through Baja Reforestation Program
- Low sulfur marine diesel; waste sorted per SEMARNAT guidelines

Client Quote

"We cut logistics in half and won an unforgettable Baja brainstorm." — Ana Paige, COO, TechWave Labs

Contact

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