



PCA MEMBER'S CODE OF CONDUCT - PROVIDING "ENTERTAINING AFLOAT" CHARTERS

PCA Members' and their vessels will conform to the following code of conduct in delivering your event and expectation

SAFETY

YOUR SAFETY IS OUR FIRST CONSIDERATION AND THIS WILL NOT BE COMPROMISED WHILST YOU AND YOUR GUESTS ARE ABOARD ANY OF OUR VESSELS

WHAT YOU CAN EXPECT FROM PCA MEMBERS AND THEIR VESSELS

We will deliver "value for money" charters in all aspects - you and your guests will be welcomed aboard our vessel(s) which will be presented clean and ready. Throughout we will adopt a professional approach to delivering "entertaining afloat" with good communications. Member Vessels will be fully compliant with all Regulatory Authorities

PART 1 (OPERATIONAL)

COMMUNICATIONS

Members will undertake to understand your charter requirements and your expectations with the agreed levels of hospitality and entertainment being provided You will be advised of suitable clothing, foot ware and any special clothing requirements You will be kept informed at all stages of the charter process by email & phone There will have a dedicated contact point throughout the charter process At the commencement of your voyage there will be a safety briefing and question time Your event will be covered by a charter contract

CONSULTATION

As event organiser you will be consulted on any changes that may be made to the Charter eg. in the event of inclement weather conditions deemed by your Captain to be unsafe for guests. Alternative routes/options will be discussed with you before a decision is made to delay or postpone the event

COMPLIANCE

With all Regulatory and Coding Requirements
Safety Equipment will be provided for and demonstrated to all guests
Vessels will be fully insured for the purpose of Charter and carrying of Guests
All vessels will carry their full charter documentation which should be available for inspection
The Alcohol Licensing Act 2003 requires compliance to four licensing objectives
The PCA operates a Zero tolerance to drugs aboard our vessels

CAPTAINS AND CREW

Captains are experienced and fully qualified by examination for undertaking charters
Crew will be competent to perform their duties
Maintenance of Personal Training and development eg. customer service
The Captain is responsible for your safety and has the final word in decisions of safety

PREPARATION OF VESSELS

Your vessel(s) will be presented to you in a clean and Guest-ready state, fuelled, provisioned (in accordance with your agreed requirements) and ready to sail
The vessel will be maintained to the boat manufacturers requirements



PART 2 (POLICY STATEMENTS)

Policy Statements in the PCA Code of Conduct

Ethical Policy

The PCA conducts all of its activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

Confidentiality

The PCA is committed to maintaining the highest degree of integrity in all our dealings with members, potential clients (current and past clients) both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates

Duty of care

The PCA's actions and advice will always conform to relevant law, and we believe that all businesses and organisations, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well-being of society at large.

Health & Safety Policy

In line with the our members' Safety Policy Statements the PCA is committed to advising members on the provision and maintenance of safe working environment for their guests, crew and others in or around PCA member vessel whilst on business

Quality Management Policy

The PCA takes pride in the professional quality of our work and the high level of service that our members provide to clients and are committed to achieving and maintaining high standard and quality delivery in all aspects of our members business and the services provided

Environmental / Sustainability Policy

The PCA is committed to leading the Charter industry in minimising the impact of its activities on the environment

PART 3 (DISPUTES)

IN THE EVENT OF DISSATISFACTION WITH YOUR CHARTER

The PCA will provide you with a grievance route (without resource to Law*) through, in the first instance, an adjudication panel made up of a PCA sub committee (Disputes Committee) will consider the issues and in the event of this not being resolved the dispute will be referred to independent arbitration

*this does not remove your statutory rights

PART 4 (MISC)



Contact Details

Chairman	John McKenzie	john@charterassociation.co.uk
CEO & Secretary	Jane Gentry	jane@charterassociation.co.uk
Address	The Glass Works Penns Road Petersfield Hants GU32 2EW	
Telephone	01730 266430/710425	
Fax	01730 710423	

PROFESSIONAL CHARTER ASSOCIATION – FOUNDED 1991

Chairman	John McKenzie	john@mamarine.com
Vice Chairman (Power)	Warwick Bergin	mail@seafin.co.uk
Vice Chairman (Sail)	Robin Milledge	robinmilledge@aol.com
Vice Chairman (Scotland)	Craig Perkins	craig@geronimosailing.com

COMMITTEE

Dave Arnold	info@superhawkmarine.com
Alex Drummond	alex@bnyacht.com
Ted Duff	tedduff1@aol.com
Bill Gair	billgair@btconnect.com
Peter Hayes	yazzihayes@hotmail.com
David Ward	david@sunseekercharters.net
Nigel Willis	nigel.willis@claritycharters.co.uk

Affiliated to YBDSA Association of Brokers & Yacht Agents & The Yacht Designers & Surveyors' Association

