



PRESS RELEASE

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HEADLINE

PROFESSIONAL CHARTER ASSOCIATION (PCA) APPOINTS NEW CHAIRMAN AND COMMITTEE - STRATEGIC REVIEW MEETING 10 MAY 2010 TO AGREE THE FUTURE DIRECTION FOR THE PCA - HELD ABOARD THE LUXURY SOLENT CHARTER YACHT SEAFIN

BACKGROUND TO CHANGES - AGM 2009

Following the October 2009 AGM **New Chairman was appointed – John McKenzie** (Operations Director of Mamarine.com Llp - www.mamarine.com)

THE DAY

The purpose of the day was to look at the future for the PCA and how best it can serve its members. The day started with a short meeting – the new Chairman, John McKenzie welcomed all members including several who had recently joined and David Ward from Sunseeker who was able to join only the breakfast meeting. John is particularly looking at Membership, Profile of the PCA and Standards and concluded by saying “Re-generating the PCA is a Journey – we have made a good start”. Following the should offer activities and information to support the members in their businesses and identify those members as credible, professional operators with high standards of certification who can be trusted to provide an excellent service to the customers who charter.”

NEW WEB SITE AND LOGO

Following a strategic review of the direction and purpose of the PCA a New Web Site and Logo have been launched (14 May 2010) (www.charterassociation.co.uk). The redesigned web site features individual charter operators profiles, their vessels, a new code of conduct including the introduction of a free grievance and arbitration service for customers using PCA members along with a wider range of information on “Entertaining Afloat” and what can be expected of the Charter Industry. There is also a new online joining facility with web links to members' activities and a gallery of available vessels for charter.

STORYBOARD COPY - PCA MEETING/NEW INAUGURAL ANNUAL SOCIAL OUTING - 10 MAY 2010

18 members of the PCA met aboard Seafin for a breakfast buffet business meeting before casting off for their inaugural Social Members Event. To applause the new Logo Flag was unveiled and flown on Seafin. The revised web site, articles of association and code of conduct for members was agreed along with the adoption of a drive for new members. Discussions continued throughout the social part of the day. The cruise on this warm and sunny wind free day departed from the River Hamble with members, enjoying a glass of refreshing PIMMs, proceeded through the gentle waters of the Solent passing Cowes on our port side en route for the River Beaulieu with a scheduled visit to sample the legendary hospitality of the Master Builders Public House. On returning to Seafin members were welcomed aboard with a gourmet buffet of freshly prepared hot and cold food with a glass of wine – it was enjoyed by all. The return Cruise through the Solent was leisurely with the debates being lively and energised by the hospitality enjoyed. On returning to the River Hamble we were served with afternoon tea, freshly made sandwiches and home made cakes - the diet starts tomorrow! John (Chairman) thanked the host Warwick Bergin of Triangle Marine for his generosity with particular thanks to the Skipper and Crew of Seafin for what had been a truly memorable day. He also thanked Jane of YBDSA for their support of the PCA.....**END**



Background to the PCA

The PCA is a non-profit making organisation which promotes and protect, the interests of its members and the safety of passengers, crews and vessels at all times. Charterer's interests are upheld and the PCA ensures that its members operate within or exceed national regulations covering Charter Vessels.

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

Members adopt new code of practice

SAFETY

Your safety is our First consideration and this will not be compromised whilst you / your guests are aboard any of our member vessels

WHAT YOU CAN BE EXPECTED FROM PCA MEMBERS AND THEIR VESSELS

They 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

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 our standard 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



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.

Carbon Offset

PCA members can arrange Carbon Offset for each of your voyages aboard our vessels.

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



Contact Details

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PROFESSIONAL CHARTER ASSOCIATION – FOUNDED 1991

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

