

PCA MEMBER'S CODE OF CONDUCT

PCA Members' and their vessels have agreed to conform to the following code of conduct in delivering your charter event and meet expectation as agreed in your charter contract

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 for you and your guests. Throughout we will adopt a professional approach to delivering "entertaining afloat" with good communications. Member Vessels will be fully compliant with all

Regulatory Authorities and Safety Codes for Charter Boats.

PART 1 (OPERATIONAL)

COMMUNICATIONS

Enquiry Stage of Your Proposed Charter

PCA Members will undertake to understand your charter requirements and your expectations agreeing and provide you with written a quotation specifying in advance of the charter the budget and the levels of hospitality / entertainment to be provided. Once the charter is agreed and payment of the deposit is made you will be provided with a contract.

PCA Charter Contract

Your event will be covered by a company contract specific to your charterer – the provisions will have incorporated the PCA standard charter contract which covers all aspects of your event
Communications Prior to Your Event Date You will be kept informed at all stages of the charter process by email and phone and be offered a dedicated contact point throughout the charter process. As part of your client pre brief you will be advised of any special requirements / suitable clothing, foot ware and any additional clothing requirements conducive to being aboard your chosen vessel(s) that are going to put to sea .

Day of Your Event - Arrival

On arrival at the Marina/Pontoon you will be Welcomed Aboard by your Captain and designated Crew member who will before the commencement of your voyage deliver a safety briefing which will include a demonstration of the safety equipment carried aboard. There will be ample time for questions you and your guests may have so as to understand the roles and responsibilities of the Skipper and Crew including those appertaining to you and your guests whilst aboard the vessel – this will be before going to sea .

CONSULTATION

The Captain of your vessel will consult (where possible) with you as event organiser on any changes that may have to be made to the Charter or agreed route this would usually be in the event of inclement weather conditions deemed by your Captain to be unsafe or beyond the comfort of those aboard. Alternative routes/options will be discussed with you before a decision is made to make changes, delay or postpone your event.

COMPLIANCE

Your Vessel will be compliant with all Regulatory and Coding Requirements and Safety Equipment which is provided for you and your guests (these will have been demonstrated to all guests prior to the vessel leaving the marina). Vessels will be fully insured for the purpose of Charter and the 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

PCA Members operate a Zero tolerance to drugs aboard any of our vessels

CAPTAINS AND CREW

Captains are experienced and fully qualified by examination for undertaking charters - Crew members will be competent to perform their duties at sea as well as maintain good customer service
The Captain is responsible for your safety whilst aboard the vessel and he has the final word in decisions aboard

PREPARATION OF VESSELS

- Your vessel(s) will be presented to you in a clean and Guest-ready condition
- Fuelled for the event
- Fully provisioned in accordance with your agreed requirements
- Ready to Sail
- All PCA member vessels will have been maintained to the boat manufacturers requirements
- Have all safety equipment required for a coded vessel

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

PCA Members are committed to maintaining the highest degree of integrity in all their dealings with members of the public, 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 Member's actions and advice will always conform to relevant law, and we believe that all businesses and organisations, avoiding 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 / Carbon Offset

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

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

PROFESSIONAL CHARTER ASSOCIATION - Contact Details

Chairman	Ian Winson	chairman@chartersassociation.co.uk
Vice Chairman (RIBS)	Simon Miles	ribs@chartersassociation.co.uk
Vice Chairman (Power)	Nick Trainer	power@chartersassociation.co.uk
Vice Chairman (Safety)	Ali Jones	safety@chartersassociation.co.uk
Treasurer	John McKenzie	treasurer@chartersassociation.co.uk
Skipper representative	Brett Jordan-Davis	members@chartersassociation.co.uk
Secretary	Graeme Sign	join@chartersassociation.co.uk

Directors PCA (2014) Ltd

John McKenzie

Ian Winson

Nick Trainer