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Tourism and related services — Bareboat charter — Supplementary charter services and experiences

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Over the last decade, boat charters have become increasingly popular and consequently, the charter business is expanding. Boat charter is a typical cross-border business activity, with the internet making it easy for companies to offer their services to a large public. The easy access to information (via internet) and the growing charter market has created a wide choice for charter services all over the world. This can clearly be seen at any number of large international boat shows where there is a large number of competing charter companies.

The minimum requirements covering charter agreements and safety equipment for the supply of a bareboat are set out in ISO 20410, which addresses the quality and safety level of a bareboat offered for charter to ensure the safety of those on board a chartered bareboat.

This document covers additional services for boat charters that are not covered by ISO 20410, the delivery of which must be managed in order to secure the safety and enjoyment of the customer.

This document expands on charter support to enhance the customer experience for bareboat charter and boat charter, including the supply of crew, by covering a range of supplementary services desirable for an enhanced and more complete experience for customers. For those individuals with little or no boating experience who want to take a boating holiday but are not sure where to start, it makes boating holidays more accessible. For example, personal sailing clothing is expensive and difficult to transport within the limited allowances offer by airlines as is adequate bedding.

This document aims to help charterers to select a company they can trust to give them an excellent introduction to this type of holiday. It will also benefit those who already sail, but want to enjoy their holiday without worrying about the details and are prepared to pay more for a worry free holiday or for additional services.

The application of this document facilitates a qualitative charter market and increased satisfaction levels for charter providers and charterers alike.

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Tourism and related services — Bareboat charter — Supplementary charter services and experiences

1 Scope

This document sets out the minimum requirements for supplementary charter services and experiences offered by a charter provider. It is applicable to any individual or organization which offers such additional services.

This document excludes bareboats that:

- do not have living accommodation;
- are only hired as accommodation and are not permitted to leave their mooring/berth.

This document does not establish the construction requirements for equipment provided.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 20410:2017, *Tourism and related services — Bareboat charter — Minimum service and equipment requirements*

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3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

bareboat

boat with living accommodation chartered without *skipper* (3.9) and/or crew provided by the *charter provider* (3.6)

[SOURCE: ISO 20410:2017, 3.1]

3.2

charter

hire of a boat for an agreed payment

[SOURCE: ISO 20410:2017, 3.2]

3.3

charter boat

boat charter

boat with living accommodation chartered with or without a *skipper* (3.9) and/or crew provided by the *charter provider* (3.6)

3.4

charterer

individual or organization that charters a *bareboat* (3.1)

[SOURCE: ISO 20410:2017, 3.3]

3.5

charter party

charterer and all persons on board the bareboat at the invitation of the charterer

3.6

charter provider

individual or organisation responsible for offering a bareboat for *charter* (3.2)

Note 1 to entry: This can be the owner/operator/manager of the bareboat itself or, if applicable, a third party who acts as an intermediary (agent) between the *charterer* (3.4) and the bareboat owner/operator/manager. The charter provider is responsible for ensuring the bareboat charter is compliant with this document.

[SOURCE: ISO 20410:2017, 3.4]

3.7

charter agreement

contract between *charterer* (3.4) and the *charter provider* (3.6)

[SOURCE: ISO 20410:2017, 3.5]

3.8

instructor

person performing training

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3.9

skipper

person having overall command and responsibility of the bareboat for the duration of the *charter* (3.2)

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Note 1 to entry: The *skipper* (3.9) and the *charterer* (3.4) can be different people.

[SOURCE: ISO 20410:2017, 3.7]

3.10

steward

stewardess

person provided by the *charter provider* (3.6) who is onboard to look after the charter party

3.11

transfer

means of transport provided or arranged by the *charter provider* (3.6) to facilitate the journey in either direction between the specified point of arrival and/or departure and the *charter boat* (3.3)

3.12

travel

journey

trip in either direction between the specified origin and the *charter boat* (3.3), using one or more means of transport and may include accommodation, included with or arranged as part of the *charter* (3.2) and included in and paid for as part of the *charter agreement* (3.7)

4 General

The bareboat offered for charter by the charter provider shall conform to the requirements set out in ISO 20410:2017

Where supplementary charter services and experiences are booked through the charter provider, the charter provider shall be transparent and shall make it clear to the charterer whether the additional services and experiences are offered as a package by the charter provider alone or whether they are making a contract between the charterer and a third party for the provision of some or all of the services and experiences.

Whether the services and experiences are offered by the charter provider alone or with the help of a third party, if payment is made to the charter provider, the charter provider shall be responsible for the delivery of all of the services and experiences. The charter provider shall be the point of contact in case of difficulties, amendments or complaints and shall indemnify the charterer against failure in any or all of the services and experiences provided.

5 Travel

5.1 Travel arrangements other than transfers

Where travel for the charter is booked through the charter provider, the charter provider shall provide the charterer with an itinerary which includes, the following information:

- fare information, including taxes and charges and class of travel prior to a ticket being purchased;
- the travel operator who is actually providing the travel service;
- departure and arrival points;
- transport identification numbers (e.g. flight numbers), dates, departure and arrival times;
- baggage allowances per person;
- arrangements for seat reservations if any.

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5.2 Transfers

Where a transfer is provided, the charter provider shall ensure that:

- timings of the transfers are appropriate;
- the number of charterers and their luggage can be accommodated;
- pick up and drop off points are known and can be easily located and identified;
- the transfer will be provided in the event of a delay.

5.3 Entry requirements

Where travel (5.1) is provided, the charter provider shall draw attention to the following:

- specific requirements for travel documentation including visas and vaccinations;
- restrictions relating to food, animals and other imports;
- entry and exit fees if applicable, method of payment and the currency applicable.
- other relevant country specific information.