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

*Tourisme et services connexes — Location de bateaux sans équipage  
— Services de location et expériences complémentaires*

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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](http://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](http://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](http://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](http://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 the internet) and the growing charter market has created a wide choice of charter services all over the world. This can clearly be seen at any number of large international boat shows, where there are numerous 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. This document guides the professional in providing a better service and makes boating holidays more accessible for those with little or no boating experience.

This document aims to give charterers the confidence 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.

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

## 1 Scope

This document establishes 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*

## 3 Terms and definitions

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

ISO and IEC maintain terminology 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

Note 1 to entry: The charter party crew list is defined in ISO 20410.

**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 or 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 or manager. The charter provider is responsible for ensuring the bareboat charter conforms with this document.

[SOURCE: ISO 20410:2017, 3.4]

**3.7**

**charter agreement**

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

[SOURCE: ISO 20410:2017, 3.5]

**3.8**

**instructor**

person performing training

**3.9**

**skipper**

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

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

[SOURCE: ISO 20410:2017, 3.7]

**3.10**

**steward**

person on board provided by the *charter provider* (3.6) 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, possibly with 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)

**3.13**

**chef**

person on board provided by the *charter provider* (3.6) to provision the *charter boat* (3.3) and prepare meals for the *charter party* (3.5)

## 4 General

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

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 at least the following information:

- fare information, including taxes, 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.

### 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 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.

## 6 Start and end of charter procedures

### 6.1 Handover and handback of the charter boat

The charter provider shall conform to the handover and handback procedures in accordance with ISO 20410.

The charter provider shall familiarize the charterer with the operation of the bareboat, its equipment and the bareboat manual.

### 6.2 Reception of charter party

#### 6.2.1 Welcome procedure

The charter provider shall have a welcome procedure in accordance with ISO 20410.

It is important that the charter provider recognizes that this is a key part of the charter experience.

The charter provider shall inform the charterer where and when the charterer will be met and the facilities available at the welcome location (e.g. toilets, refreshments, shops), when the handover will take place and the timing for briefings.

#### 6.2.2 Welcome procedure where travel has been provided

If travel is provided by the charter provider for any member of the charter party, the charter provider shall ensure that they are welcomed on arrival during its normal working hours.

The charter provider may offer a personal welcome service outside of its normal working hours and shall clearly indicate prior to arranging travel for the charterer if the service is available and if an additional fee is payable.

If travel is arranged as part of the charter and access to the bareboat is not possible outside of the charter provider's normal working hours, then this shall be made clear to the charterer and the charter provider shall offer to arrange accommodation as a supplementary service.

If travel is arranged as part of the charter and return travel cannot commence on the same day as the charter ends, accommodation shall be offered and, if accepted, provided as part of the journey.

Charges for accommodation, if any, shall be made clear at the time of booking.

### 6.3 Vehicle parking

Where the charterer requests vehicle parking, it shall be arranged by the charter provider, unless the charter provider informs the charterer that car parking cannot be offered before the charterer books the charter.

## 7 Consumables

### 7.1 Fuel

Fuel tanks shall be full at the start of the charter.

If the charter agreement requires that the charterer refuels the boat prior to its handback, the charter provider shall offer the charterer the option of returning the charter boat without refuelling.

The cost of this service shall be clearly stated at handover.

## 7.2 Cooking gas

At least one full tank of cooking gas shall be provided at the start of the charter.

If the charter agreement requires that the charterer replaces the tank of cooking gas used prior to its handback, the charter provider shall offer the charterer the option of returning the charter boat without replacing the cooking gas used.

The cost of this service shall be clearly stated at handover.

## 7.3 Fresh water

Water tanks shall be full at the start of the charter.

If the charter agreement requires that the charterer refills the fresh water tank prior to handback, the charter provider shall offer the charterer the option of returning the charter boat without refilling the fresh water tank.

The cost of this service shall be clearly stated at handover.

## 7.4 Provisioning

The charter provider shall offer a range of provisioning options, including orders for special occasions, before the start of the charter. It shall be clear how long before the start of the charter amendments and cancellation to the provisioning order can be made.

# 8 Welcome pack

## 8.1 General

A welcome pack shall be provided. It shall consist as a minimum of the following:

- starter cleaning pack;
- starter provision pack.

The basic welcome pack can be offered free of charge. If the basic welcome pack is not offered free of charge, the charge shall be clearly stated before the charter agreement is signed.

The charter provider may charge for other items or services included within the welcome pack, but the cost of these items shall be made clear at the time of booking.

## 8.2 Starter cleaning pack

The starter cleaning pack shall as a minimum contain:

- washing-up liquid;
- fresh sponge or cloth for washing dishes;
- fresh dish towels;
- rubbish bags.

## 8.3 Starter provision pack

The starter provision pack shall, as a minimum, contain at least one litre of potable water per person in the charter party.

The starter provision pack should also include:

- tea bags;
- coffee;
- milk or creamer;
- beverages;
- arrival snacks;
- fruit;
- ice (if appropriate to the destination).

## 9 Bed linen and towels

As a minimum, the charter provider shall offer one set of fresh bed linen per berth and one fresh bath towel per person per week of the charter. Where this is not included within the cost of the charter, the price of this service shall be made clear before the charter agreement is signed.

The charter provider shall also offer beach towels if appropriate to the destination.

## 10 Cleaning services

The boat shall be clean at the start of the charter.

If cleaning of the charter boat at the end of the charter is not included in the charter and if the charter agreement requires that the boat is clean at handback, the charter provider shall offer an end-of-charter cleaning service. The cost of this service shall be clearly stated before the charter agreement is signed.

## 11 Local area information

### 11.1 General

The charter provider shall provide:

- a map of the local area;
- information on location of facilities and services (e.g. water, gas, fuel, supplies);
- guidance on routes and itineraries;
- information on points of interest including attractions, restaurants, bars and special events.

Where pre-booking of popular attractions is necessary, the charter provider shall assist the charterer with their planning.

The charter provider shall recognize that the charter party will possibly wish to experience local sites and participate in onshore activities not connected with the charter itself. In order to support such requirements, the charter provider may offer a service to connect charter parties with such experiences and activities.

NOTE Attention is drawn to the requirements in [Clause 4](#) of this document.

Local area information shall be appropriate to the charterer's previous experience of the area.

In addition to the handover procedures detailed in ISO 20410, the charter provider shall offer specific environmental ([11.2](#)) and navigational ([11.3](#)) information.

## 11.2 Specific environmental information

The charter provider shall draw attention to its environmental policy. The following information shall be included as a minimum, if applicable:

- protection of the environment;
- waste treatment processes;
- pollution prevention;
- prohibited areas and anchoring restrictions.

## 11.3 Specific navigational information

The charter provider shall provide specific navigational information. This shall include, if applicable:

- current relevant notices to mariners;
- local navigational warnings;
- recommended local sources of weather information;
- operating restrictions in accordance with ISO 20410:2017, 5.1.10.

The charter provider shall notify the charterer if moorings can be prearranged at each stopover and of the cost for their provision.

## 12 Charter boat equipment

### 12.1 Galley equipment

As a minimum, the following items shall be provided by the charter provider:

- mugs or coffee cups (one per berth plus two spare);
- bowls (one per berth plus two spare);
- large (dinner) plates (one per berth plus two spare);
- small (side) plates (one per berth plus two spare);
- set of cutlery (knife, fork, spoon) (one per berth plus two spare);
- glassware (at least one per berth plus two spare);
- chopping board or bread board;
- cooking utensils;
- containers;
- two frying pans (of a size appropriate to the diameter of the burners, the number of berths and the available storage space);
- saucepans (at least two of a size appropriate to the diameter of the burners, the number of berths and the available storage space);
- sharp kitchen knife;
- potato peeler;
- can opener;

- corkscrew and bottle opener (may be combined in one item for both functions);
- grill pan or oven tray, if applicable;
- coffee pot;
- kettle.

## 12.2 Other equipment

### 12.2.1 Tender or dinghy

A tender or dinghy shall be provided together with oars.

### 12.2.2 Entertainment system

The charter provider shall indicate whether or not an entertainment system is fitted on the boat. If an entertainment system is not fitted on the boat, the charter provider shall offer it as an optional extra and, if applicable, notify the charterer of the cost for its hire.

In either case, the charter provider shall provide details of the specification of the entertainment system.

### 12.2.3 Optional equipment

The charter provider shall indicate before the charter agreement is made what equipment is provided as standard, whether equipment is available as an optional extra and the cost for its hire. This can include the following, for example:

- outboard engine for tender or dinghy;
- barbecue;
- autopilot;
- television;
- cabin fans;
- cabin heater;
- air-conditioning unit;
- bimini top and roll-down sun screens;
- GPS chart-plotter;
- cockpit cushions;
- pressurized hot water;
- cockpit dodgers;
- coat hangers;
- watersports equipment (e.g. diving and snorkelling equipment, windsurfers, paddle boards);
- foul weather kit or specialized clothing;
- satellite phone;
- Inmarsat;