

## Client Check-in/out and Charter hand-over/back:

**IBCS Q25: Does the charter operator have Standard Operating Procedures (SOP document) in place for arriving clients?**

1. The charter provider shall have a welcome procedure.

**IBCS Q 26: Does the charter operator have a Quality Management System (QMS document) in place to guarantee that the charter boat and its systems, equipment and necessary documents etc, have been tested and checked before the hand over**

1. The charter provider shall ensure that the bareboat has been cleaned and is serviceable, and that fuel, water and LPG (if any) levels are in compliance with the charter agreement. The crew list details shall be confirmed and shall be held by the charter provider for the duration of the charter.
2. The inventory shall be checked at handover and a signed copy shall be provided to the charterer.
3. The charter provider shall provide: bareboat documentation (e.g. registration document, crew lists, cruising permits) relevant for the charter; bareboat manual (equipment instructions)
4. The charter provider shall familiarize the charterer with the operation of the bareboat, its equipment and the bareboat manual. The drafts recorded in the bareboat manual shall be brought to the attention of the charterer. A procedure to record the condition of the boat, and any faults, scratches or problems to be noted and agreed with the charter provider before the charter commences, is required.

**A detailed check in with a checklist and training by the charter operator is required**

**IBCS Q 27: Does the Charter operator confirm the client charterer knows and agrees with the condition of the charter at hand over?**

1. The charter provider shall provide information on the following: when and where the charterer is expected to return and to leave the bareboat at the end of the charter; cleaning arrangements; final fuelling arrangements; penalties for not adhering to the charter provider's instructions or time limits; procedures in case of a problem or an emergency, and a contact number accessible 24 hours every day; any local specific rules, customs and procedures that shall be respected during the charter, and any threats and dangers.
2. The charter provider shall provide the charterer with its contact details (accessible 24 hours every day) for the duration of the charter. In addition, the charter provider shall provide contact details of other competent authorized individuals or organizations offering specific assistance within the permitted geographical limits of the bareboat charter, if any.
3. The charter provider shall draw specific attention of the charterer and the skipper to any applicable requirements for preventing pollution. This shall include information on sewage disposal, garbage disposal and oily waste.

**A detailed check in with a checklist, boat documents and necessary information with training by the charter operator is required.**