

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

IBCS Q28: Does the Charter operator complete a condition/inventory checklist with the charterer at hand over and hand back?

1. The inventory shall be checked at handback and a signed copy shall be provided to the charterer. The charter provider shall verify at the time of handback that the condition of the bareboat, and its cleanliness, fuel, water and LPG (if any) levels are in compliance with the charter agreement and shall inform the charter at the time of handback whether or not any deposit held will be returned in full.

Best Practice and Standards:

IBCS Q 29: Has the Charter Operator and its charter bases had any independent quality assessment audits for bareboat charter operations?

1. All bareboat charter operators must have access to the International standards for a bareboat charter. It's only possible to meet the standard when they know what the standards are, so a Self-assessment of current operations should be made as soon as possible. The business owners should have a SOP manual for managers and personnel in place on site at all times.
2. The SOPs (Standard Operating Procedures) are detailed written instructions to achieve uniformity of the performance of a specific function. A well-written and implemented SOP can be used to satisfy compliance requirements, mitigate health and safety risk, or simply to work in a consistent and efficient manner throughout the operations. Business development reviews and charter base inspections by an independent partner offering support when challenges appear.
3. The importance of business development today is critical with the focus on getting connected, growing a network and expanding the business. It is the responsibility of a business owner to nurture and build relations with new potential partners and clients.

IBCS Q30: Does the charter operator have a feedback system in place for managers, personnel and charterer clients and actively request direct feedback?

1. The charter provider shall have in place a feedback mechanism for Managers, personnel and customers to facilitate continual improvement of the services provided.