
**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).

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 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)