



## Code of Conduct

Members will agree to:

- Grow the charter industry for the mutual benefit of brokers, operators, suppliers and crew.
- Promote and reward best practice by operators.
- Foster confidence among consumers of the charter industry as a responsible and ethical hospitality provider.
- Provide the best possible advice to customers regardless of the relative financial benefit
- Settle disputes in a professional, fair and amicable manner
- Maintain client confidentiality

Members will agree to not undertake any of the following unacceptable practices:

- Misusing copyrighted material
- Listing boats without an Operator's permission
- Marking up rates
- Advertising based on competitor's company names
- Any activities likely to damage the reputation of the charter industry
- Failing to pay Boat Owners for damages done by Charterers
- Deceptive practices such as deliberate misquoting, "bait and switch" making "ghost" bookings to hold prime dates without a customer and/or deposit