

# MARINE LEISURE ASSOCIATION

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## **CODE OF CONDUCT FOR MLA MEMBERS**

Marine Leisure Association (MLA) members must operate legally within current legislation and regulations together with adhering to the MCA Code of Practice for British Flagged Vessels and, if the vessel is Foreign Flagged, complying with the relevant countries regulations. MLA Training members must also comply with the RYA Recognition requirements. All members must abide by and obey the BMF Code of Conduct together with maintaining their vessels to a high quality throughout & not just to minimum safety standards. It is important that members of the MLA are seen to be taking the lead and setting standards for others to follow.

In addition to the above, the MLA requires members to: -

1. Hold full insurance cover for all their business activities.
2. Make it clear to all customers the facilities and services provided with the vessels in the brochure and if requested, to allow a viewing of the vessel before booking if possible. All clients must be in possession of individual members Terms & Conditions and provided with information regarding deposits, balances, penalties resulting from late or failed payments and limits of liability in the event of cancellation by either the client or the company.
3. Ensure high standards of courtesy, cleanliness and service.
4. List what is included in prices quoted including VAT. Any extra costs must be listed separately, e.g. hire of foul weather gear, outboards, equipment etc.
5. Advise a customer as soon as possible of any possible change in vessel. If the replacement vessel offered is a different class and differs in comfort and facilities from the vessel originally offered it should be of similar or better quality.
6. Acknowledge promptly and courteously all enquiries, requests, reservations and correspondence. Complaints must be acknowledged within 14 days in the first instance and resolved as promptly as possible. The MLA offers a mediation service when disputes between members and clients cannot be otherwise rectified.
7. Advertising and promotional literature (including website & brochure) must state full company contact details and the company status regarding ownership, sole agency or managed operation.
8. A full inventory should be supplied listing all relevant equipment.
9. A ship's file containing all documents and manuals relating to the vessel and its' equipment should be readily available upon commencement of charter/course including the vessels' registration papers, copies of insurance documents, company policies and safety measures.
10. A clear and concise handover/briefing procedure should be followed at the charter/course commencement including specific instructions together with detailed diagrams or demonstrations of safety, accidents, injury, fire, serious damage and abandonment. All instructors for training courses or provided crew must hold appropriate qualifications to the course being taught or task being undertaken and is aware of his/her duties and all responsibilities. Clients should be made aware of the instructor and/or crew responsibilities and powers with regards to decision-making. A Charter vessel must be handed over by a representative of the company in person.
11. A contingency plan for breakdowns, including an on-call contact number, whilst the boat is on charter/course must be in place and included in the handover procedure. These details must be held on the vessel at all times and kept up to date.

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All Training  
Members



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12. A full crew list containing each person's details together with an emergency contact number, qualifications held and purpose of being on board should be kept on file for information and in the case of an emergency. A medical declaration as to the fitness, special diet requirements should be requested at the time of booking. Records of students taught and certificates issues should be maintained as per RYA Recognition requirements.
13. A report of any defects noted during the charter/course must be suitably recorded, appropriately rectified and held on file. A representative of the company in person must meet and greet the returning charter or training vessel. Students returning from instruction should be given the opportunity to comment on their course with the School Principal or senior representative. In the event of receiving a complaint, this must be acknowledged in writing within 14 days in the first instance and resolved as promptly as possible. The MLA offers a mediation service when disputes between members and clients cannot be otherwise rectified.

The Marine Leisure Association is the Trade Association for Training, Charter & Holidays. Their aims are to protect members and clients within the marine industry. All members agree to abide to the MLA Group Association Rules and this Code of Conduct.