RYA BERTH HOLDERS CHARTER FOR CHICHESTER MARINA JULY 1998 (OWNED AND MANAGED BY PREMIER MARINAS LIMITED)

The management of Chichester Marina will use its best endeavours to provide the services below:

1. VALUE FOR MONEY

1.1 Facilities and services commensurate with fees

The facilities available at Chichester Marina are listed in the RYA Marina Guide. They are believed to be comparable with those at other marinas on the South Coast and are provided at a competitive price.

Chichester Marina's contract terms and rules are designed to be fair to all parties.

1.2 Written management policy of customer satisfaction

Statements from the Managing Director of Premier Marinas published in the Summer 1995 'Masthead' Newsletters place customer service high on the list of priorities. This continues the good record of customer orientation established at Chichester Marina since its opening over 30 years ago. Chichester Marina management's performance in meeting requirements of this policy will be monitored by discussions with the Berth Holders' Association and regular surveys and spot checks.

2. SECURITY

Chichester Marina is manned by one security patrol and at least one lock keeper for 18 hours per day (0600-2400) and by a mobile security guard from 0001-0600. In addition, at least two managers are on call at any time. Their role is to ensure that, inter alia:

2.1 Protection from thieves

Video cameras regularly viewed and constantly monitored. Video tapes retained for a minimum of 3 months before being re-used.

Marina, car and boat parks patrolled 24 hours per day. Security supervisors carry out random visits, with all incidents and patrol patterns logged.

2.2 Prevention of improper access

Only bona fide berth holders and their guests have access to the pontoons. Potential purchasers of boats have restricted access by arrangement with the boat owner or his agent only.

2.3 Protection of boats

Security patrols check ropes, canopies, etc. at frequent intervals and report any defects to the manager or lock keeper. Marina staff carry out additional patrols in high winds. Any possibility of boats sinking are notified to owner (if possible) and vessel retrieved and lifted out within two hours of danger being identified, or first thing next morning if at night.

2.4 Readily available emergency help

Emergency help is available 24 hours per day by calling the marina office, lock keeper or security guard on:

VHF channel 80 Telephone number: 01243 512731

or by operating a panic alarm button linked to the Harbourguard alarm system.

3. FACILITIES

The principal facilities of concern to berth holders meet the following criteria:

Facility	3.1 Suitable for purpose and competently staffed	3.2 Adequate number or capacity and readily available
On Shore		
Car parking	Open 24 hours per day 365 days	Average of one space for each berth
Toilets and showers	Full services including facilities for disabled	Available at all times except during cleaning
Hard standing	Water and electricity available in specified areas close to pontoons	
Chandlery, convenience store and restaurant	Open from early morning to evening	Good range, choice of prices
On pontoon		
Draft	Access to lock via channel with depth and time published annually	Average of 1.5 metres of water at all times depending on position in marina
Electricity	365 days per annum, except in extreme conditions	3kW to each pontoon: faults investigated immediately and remedied as soon as possible
Fresh Water	Hoses sited to reach all moored boats: drinking quality supply to current regulations available 24 hours per day except in freezing conditions	Strong pressure at all times
Safety	Ladders and emergency equipment	Ladders accessible from water: one installation for every 10 boats
Lighting	Adequate illumination along	One lumiere for every 2 boats

	full length	
Within Marina		
Lock	Manned 24 hours per day for 365 days except for maintenance shutdown: freeflow for up to HW ± 2 hours	Controlled outbound traffic system on channel 80: see Marina Handbook
Fuel Bay	Available summer 0600-2400/winter 0800-1800 daily by calling on channel 80	To be kept clear of moored boats and visitors at all times
Slip	Access for trailable dry sailed boats 24 hours per day for 365 days: visitors boats by arrangement with marina office	All boats launched at owner's own risk who must take adequate precautions for their boats and vehicles
Lift out*	Hoist and crane manned during daytime hours by arrangement as required	Up to 60 tonnes

* operated by concessionaires and not under direct management of Chichester Marina

4. MAINTENANCE AND CLEANING

The maintenance and cleaning schedules relevant to each of the facilities in Section 3 are:

Facility	4.1 Maintained in good working order	4.2 Safe, clean and tidy
On shore		
Toilets and showers	Major daily clean with additional service at busy times	To specified standards and checked regularly
Hard standing and skip areas	Adequate provision for collection of rubbish and disposal of harmful waste, oil and paint	Areas cleaned regularly
On Pontoon		
Electricity and lighting	Regular inspections to ensure all in working order	All equipment in safe condition
Fresh water	Hoses run through at least once a week	Water samples taken twice per annum
Safety equipment	In good order with relevant inspection certificates	Kept clean
Within Marina		
Lock	Maintained and fully operational	
Fuel Bay	Operated safely	Spillages cleared up at once

5. SUGGESTIONS AND COMPLAINTS

Berth holders are encouraged to advise Chichester Marina management of any aspects requiring improvement through:

5.1 A readily available procedure for receiving both suggestions and complaints

This is carried out in four ways:

5.1.1 By personal notification to marina reception, lock keeper, security guard or other member of Chichester Marina staff on site.

5.1.2 By entry in the diaries held in marina control and reception which are checked by the Duty Manager at the commencement of each watch.

5.1.3 By radioing or telephoning marina control as paragraph 2.4 as soon as possible after the incident giving rise to the suggestion or complaint.

5.1.4 By parallel notification to the Berth Holders Association.

5.2 Prompt effective response and feedback of results

The management of Chichester Marina undertakes that every suggestion or complaint logged and noted as above will be addressed within a reasonable timescale. If necessary an acknowledgement of receipt and report on the action to be taken or decision reached will be sent within seven days and where appropriate to the Berth Holders Association.

6. STAFF

6.1 Available, competent and helpful staff with authority to act quickly

Chichester Marina management and staff are trained in customer service and are empowered to act promptly to satisfy berth holders' reasonable needs. Regular monitoring takes place of their performance in meeting the Chichester Marina priority of customer service.

7. PEACEFUL ENJOYMENT

7.1 Freedom from rowdy elements, harassment and nuisances

Chichester Marina staff are instructed to advise and/or alert any berth holders or visitors who are causing a nuisance that they are in breach of marina regulations (available from marina control building). Their ultimate sanction is to exclude them from further use of Chichester Marina.

Disciplinary action will be taken by Chichester Marina management against any members of staff who conduct themselves or their work in such a way as to disturb the peaceful enjoyment of berth holders and visitors.

8. COMMUNICATION

8.1 Advance information on changes to facilities, conditions, charges and services

Chichester Marina management undertakes to advise all berth holders of significant changes to to the operation of the marina by:

8.1.1 Prior notification and discussion with the Berth Holders Association where appropriate.

8.1.2 Posting of notices around the marina.

8.1.3 Mailings to all berth holders as necessary.

9. SAFETY

9.1 Effective action for the safety of persons and property

All Chichester Marina management and staff are trained in the importance of the Health & Safety at Work Act (HASAWA): most are trained first aiders. Management and staff are instructed to take prompt action to remedy defects in fixed plant, equipment or procedures which might lead to hazards to persons and property.

9.2 Implementation of the requirements of Health and Safety Legislation

Compliance with local authority and insurance inspection and certification requirements.

10. OTHER MATTERS

None.

AGREED

FOR Chichester Marina Management		**FOR Chichester Marina Berth Holders Association**	
Name:	JOHN CERVENKA	**Name:**	R.R HAMILTON
Title:	GENERAL MANAGER	**Title:**	CHAIRMAN
Date:	08/09/98	**Date:**	8/9/98