CYBA Crew Playbook

A SUPPLEMENTAL GUIDE FOR CHARTER CREWS

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These Guidelines are provided as a supplemental resource and do not replace the Yacht's onboard safety manuals, Captain's instructions, or the governing Charter Agreement.

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1 - INTRODUCTION

The CYBA Charter Crew Guidelines are designed to support Captains and Crew in delivering a safe, professional, and memorable charter experience consistent with CYBA standards. These guidelines are intended as a tool supplemental to the handbook provided by your Charter Manager. These guidelines do not replace the Yacht's onboard safety procedures, the Captain's authority and instructions, or the governing Charter Agreement.

2- PROFESSIONAL STANDARDS AND CONDUCT

Addressed in this Section:

- Behavior
- Guest interaction
- Appearance & Presentation
- Confidentiality & Social Media

2- PROFESSIONAL STANDARDS AND CONDUCT

The first step to ensuring a safe and memorable charter is maintaining the highest level of professionalism. When Crew understand and work within the expected professional standards, the charter experience is authentic, safe, and fun for all on board. These standards and codes of conduct exist to empower the Crew to deliver exceptional service.

2- PROFESSIONAL STANDARDS AND CONDUCT

Key expectations:

- Maintain a respectful and courteous demeanor
- Be kind, be yourself, but avoid over-familiarity with guests
- Do not consume alcohol while on duty, whether aboard the yacht or not
- The use of illegal drugs is not tolerated under any circumstances
- Smoking only if permitted by the owner, and only in designated areas, never in guest spaces
- Avoid sitting or socializing with guests unless invited and appropriate – most charter clients will invite you to join them, but be mindful this is often a courtesy and it is their vacation to enjoy with their guests. Perhaps one meal is appropriate, but not more than that during their charter period.

2- PROFESSIONAL STANDARDS AND CONDUCT

Appearance and Presentation:

- Clean, well presented uniforms at all times
- Good personal hygiene and grooming. Crew work in close quarters with each other and with the guests; it is important to look and feel your best.
- Consistent presentation across Crew: sport your colours with a smile!
- Updated crew photos and professional bios: put your best foot forward as an industry professional.
- Crew photos should be professional (Example: no bathing suit photos)

2- PROFESSIONAL STANDARDS AND CONDUCT

Confidentiality and Social Media

- Be mindful about your media. Socials are a key way to share news and photos from onboard, but it is essential to be considerate.
- Owner and guest privacy must be respected at all times.
- Do not take photos or videos of guests without permission.
- Do not post charter-related content without prior approval.
- Do not disclose guest identity, itinerary, or personal details.

3- PRE-CHARTER PREPARATION

Addressed in this Section:

- Expectations for Client to Captain & Crew communications
- Introductory Phone Call
- Welcome letter (BVI Portal, what to pack/not pack, list of amenities onboard, Captain's Choice Itinerary, Crew photos and bios
- Preference Sheets
- Vessel Readiness
- Crew Readiness (documents, bios, uniforms)
- Sample Itineraries
- Transfers
- Booking Land Excursions
- Restaurant Reservations
- Fishing or any license required by the guests
- Arrange Dockage or Moorings
- Water Toys Rental
- Car / Bikes / Quads Rental

3- PRE-CHARTER PREPARATION

Preparation is essential for a successful charter. When Captain, Crew, Charter Manager, and Charter Broker work together, the probability of an exceptional guest experience increases exponentially.

3- PRE-CHARTER PREPARATION

Expectations for Client & Broker to Captain & Crew communications

- Establish a primary point of contact
- Detail your expected timeline for communications
- Build a relationship with your booking Broker
- Sending the Broker a prompt, pleasant email at the time of booking can carry a strong, collaborative message. A thank you note sent pre or post charter shows you value their business, and will encourage future bookings. Good reviews always travel fast!

3- PRE-CHARTER PREPARATION

Introductory Phone Call

- Generally the charter broker will request an introductory phone call to review preference sheets and itinerary with guests, captain, and/or crew. It is suggested that you coordinate this with the charter broker.
- Always include the charter broker in email communications with the charter guests. This ensures that everyone is up to date on the charter planning.

3- PRE-CHARTER PREPARATION

Welcome Letter

- A Welcome Letter sent to the charter guests prior to the charter is a nice way to follow up the Introductory Phone Call. This is a great opportunity to review again the amenities on board such as sunscreens, body wash, shampoos.
- Most charter brokers remind their clients several times throughout the charter booking process about the customary/discretionary crew gratuity. It is usually something they remind clients as a Bon Voyage, and reading it again from the crew is a bit of an overkill. It should not be mentioned in your Welcome Letter.

3- PRE-CHARTER PREPARATION

Preference Sheets

- Carefully review all guest preferences
- Clarify any unclear or conflicting requests with the Charter Manager or Broker. If you are unable to provision a particular item, let the broker know.
- Ensure alignment between guest expectations and onboard delivery
- For All Inclusive Charters – if there are excessive requests on food or alcohol, discuss with the charter broker.

3- PRE-CHARTER PREPARATION

Vessel readiness

- Confirm all systems operational
- Ensure cleanliness and presentation of all areas
- Verify toys and equipment are functional and ready

3- PRE-CHARTER PREPARATION

Crew readiness

- Confirm all Crew have clean, well-presented uniforms
- Ensure all documents are up-to-date and in accordance with requirements. This includes: passports, visas, qualifications, training, and certificates
- Update Crew bios and headshots as required

3- PRE-CHARTER PREPARATION

Sample itineraries

- Curate sample itineraries ahead of time for guests to review
- Create a variety of options to suit different preferences

3- PRE-CHARTER PREPARATION

Advance Arrangements and Reservations

- Transfers: Air, land, and water arrangements
- Booking land excursions
- Restaurant reservations
- Fishing or any license required by the guests
- Arrange dockage or moorings
- Water toys rental
- Car / bikes / quads rental

4- GUEST ARRIVAL AND WELCOME

Addressed in this Section:

- Boarding experience
- Welcome service
- Safety briefing

4- GUEST ARRIVAL AND WELCOME

Initial impressions are a Captain and Crew’s first opportunity to excel during a charter. Welcome guests with a memorable arrival experience, and set the tone for a great charter!

4- GUEST ARRIVAL AND WELCOME

On Arrival

- Assist with guest luggage upon arrival
- Offer welcome drinks and light refreshments
- Provide a warm and professional introduction to the yacht and crew
- When you have time, it is good to send a quick email or WhatsApp message to the Charter broker to let them know the guests have arrived safely

4- GUEST ARRIVAL AND WELCOME

Welcome Briefing

- Introduce layout of the yacht
- Review safety procedures
- Encourage guests to share their personal preferences
- Establish daily communication expectations

5- DURING CHARTER OPERATIONS

Addressed in this Section:

- A Crew’s time to shine!
- Daily service standards
- Communication with guests
- Activities (sailing, toys, etc.)
- Housekeeping

5- DURING CHARTER OPERATIONS

This is the Crew’s time to shine! All of the hard work and pre-charter preparation allow Captain and Crew to showcase their talent and provide an exceptional charter experience.

5- DURING CHARTER OPERATIONS

Daily Service

- Review the day’s itinerary
- Confirm timing for meals and activities
- Avoid waking guests unnecessarily
- Check in daily regarding personal preferences and satisfaction
- Clean wastebaskets as well as making the beds each morning

5- DURING CHARTER OPERATIONS

Experience

- Follow the preference sheet closely.
- Create memorable moments (themes, celebrations, experiences). Guests love to see your creativity!
- Always (unless weather not permitting): sailing, toys in water, guest engagement

5- DURING CHARTER OPERATIONS

Housekeeping

- Check guest cabins regularly
- Maintain the yacht in as near first-class condition as is consistent with usage and weather

6- SAFETY AND COMPLIANCE

Addressed in this Section:

- Safety briefings & waivers
- Anchoring/mooring practices
- Documentation (logs, incidents)

6- SAFETY AND COMPLIANCE

Safety and Compliance are essential to ensuring a successful charter. These practices provide the framework necessary to guarantee all parties involved in a charter can perform their duties professionally and to the best of their abilities.

6- SAFETY AND COMPLIANCE

Safety Briefings & Waivers

- Confirm all waivers are completed, signed, and on file prior to guest activities
- Provide focused and thorough safety briefings at the start of the charter and before new activities
- Listen actively and respond to guests’ questions and concerns

6- SAFETY AND COMPLIANCE

Anchoring/mooring practices

- Review anchoring and mooring practices with Captain and Crew
- Understand the equipment and processes
- Be aware of conditions, surroundings, locations of guests and other boats as you approach an anchorage or mooring
- Follow proper anchoring and mooring procedures (including anchor alarms and checks)

6- SAFETY AND COMPLIANCE

Documentation

- Maintain safety logs and documentation of any and all incidents
- Maintain up-to-date local emergency contact information
- Ensure emergency contact information is easily accessible by all crew and guests
- For Virgin Islands Safety Resources, visit Slow is Pro: https://slowispro.org/action-sheets/

7- DISRUPTIONS, ISSUES, AND ESCALATION

Addressed in this Section:

- Problem resolution protocol
- Who to contact
- Documentation expectations

7- DISRUPTIONS, ISSUES, AND ESCALATION

There are circumstances and situations that can arise despite careful planning which can prove disruptive to a charter. Handling these situations with professionalism and established protocols can help.

7- DISRUPTIONS, ISSUES, AND ESCALATION

If an issue arises during charter:

- Address promptly and professionally onboard
- Inform the Captain immediately
- Notify the Charter Manager and Broker without delay
- Document the issue clearly (time, facts, actions taken).
- Documentation is critical

8- GRATUITY

Addressed in this Section:

- Definition of Gratuity
- Expectations in Charter Industry
- How to handle unmet expectations

8- GRATUITY

Definition of Gratuity

- A gratuity is a sum of money voluntarily given by a customer to a service worker as a gesture of appreciation

8- GRATUITY

Expectations in Charter Industry

- Brokers are diligent when educating guests about gratuity expectations across the charter industry. The goal is to help guests understand what the crew will see as a favourable gratuity that is reflective of their hard work.
- Industry standards are a helpful metric brokers use when guiding guests before the charter. These guidelines suggest a standard of 10-15% gratuity in the Mediterranean, and 20% gratuity in the Caribbean. Different nationalities will have varying thoughts on gratuity regardless of broker suggestions.
- These percentages can scale up or down, are based on service, and are the guests' discretion.

8 - GRATUITY

How to handle unmet expectations

- Don’t immediately presume the worst
- Debrief with Captain and Crew after the charter
- Consult with Broker and CAs
- Do not discuss gratuity with the charter guests

9- CHARTER COMPLETION

Addressed in this Section:

- APA handling
- Guest departure
- Final experience

9- CHARTER COMPLETION

At the end of the charter, Captain and Crew can leave a lasting impression by facilitating an easy departure. Ending a charter on a high note can lead to rebooking.

9- CHARTER COMPLETION

APA handling

- Prepare APA accounting clearly and accurately – clear receipts are mandatory

9- CHARTER COMPLETION

Guest departure

- Assist guests with departure logistics
- Have a Guest Book available for the guests to fill out
- Ask your Charter Manager if there are farewell surveys
- Ensure a smooth and professional farewell experience

10- REBOOKING AND CONTINUITY

Addressed in this Section:

- Role of crew in supporting rebooking
- Working with Brokers & CAs

10- REBOOKING AND CONTINUITY

Role of crew in supporting rebooking

- The goal of every charter after showing guests a fabulous vacation is to secure a rebooking. If the primary guest or any member of the charter party expresses a desire to rebook, you should tell them you will let the charter broker know and they will handle the scheduling.

10- REBOOKING AND CONTINUITY

Working with Brokers & CAs

- If the guests express a desire to charter outside of the current geographic area, it is best to refer them back to the booking broker and let them know they are interested in a different location. This level of cooperation gives brokers reason to re-book you often in the future.
- Offering a discount of any sort from the owner or through any broker other than the original booking broker is an unethical practice and should not be considered under any circumstances. Reputation in the industry is a valuable credential, and successful crews are recognised by these actions.

11- CHARTER SHOWS AND INDUSTRY CONDUCT

Addressed in this Section:

- Boat show etiquette
- Broker engagement

11- CHARTER SHOWS AND INDUSTRY CONDUCT

Put your best foot forward

- Present the yacht to a high standard
- Be knowledgeable, professional, and approachable
- Engage respectfully with brokers and industry professionals
- Be ready to welcome charter brokers on board. A member of the crew should be observing arrivals on the dock; offer a welcome and hand if needed to board.
- If you are participating in a culinary contest or hosting a broker lunch, considering not closing the yacht for viewing prior to the event to prepare.

CYBA RESOURCES AND CONTACTS

For questions or guidance, Crew can contact:

Sue Gearan - secretary@cyba.net

Thank you!

FAIR WINDS AND FOLLOWING SEAS

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