

The ACA Code of Practice

All members of The Air Charter Association commit to uphold the standards outlined in this Code of Practice and to ensure their staff are fully compliant with the contents and implications of this commitment.

Our Code of Practice follows 5 key principles:



Compliance

Carry out due diligence to establish that any operator they engage for a flight or flights is properly licensed, insured, documented, competent, and that the aircraft to be used is airworthy and properly maintained.



Skills

Provide appropriate training for their staff and encourage employees to obtain relevant qualifications and maintain their professional skills.



Disclosure

Brokers should ensure the operator and client understand whether they are acting as Principal or a Commission Only Broker.



Transparency

Work in a transparent manner, providing clear written quotations and contracts.



Lawful

Act within the legal and fiscal requirements of the country or state in which they conduct their business, and in accordance with international law and United Nations agreements.

THE AIR CHARTER ASSOCIATION – Code of Practice

ALL MEMBERS WILL UNDERTAKE TO:

1. maintain the highest professional standards in their day-to-day business activities.
2. act fairly, reasonably, responsibly, honourably and ethically with each other and with their clients and suppliers, and not knowingly bring the Association into disrepute.
3. act within the legal and fiscal requirements of the state in which they conduct their business, and in accordance with international law and United Nations agreements.
4. adhere to all established policies of The ACA and Membership Rules in place at the time of joining and any subsequent amendments or new Policies that maybe implemented by the Board.
5. not discriminate on the basis of race, religion, sexuality or disability.
6. handle complaints quickly and sympathetically, and correct errors promptly.
7. keep personal and sensitive business information confidential and abide by the requirements of applicable data privacy and protection policies and legislation.
8. provide appropriate training for their staff and encourage employees to obtain relevant qualifications and maintain their professional skills.
9. pay the agreed commission, when using a Broker to contract business on their behalf. If a price is provided without including a commission then it will be assumed by the Broker that he can establish his own price with any third party.
10. provide clients with clear written quotations including information on what is included and excluded from the charter price.
11. to ensure a contract is agreed and countersigned by all parties prior to any charter flight departure and that the client or broker has been provided a set of clear terms and conditions relating to the flight in advance.

IN ADDITION: CHARTER OPERATOR MEMBERS UNDERTAKE TO

1. operate all aircraft charters under a valid Air Operator Certificate (AOC). *(copy to be provided)*
2. not provide any day lease or dry hire agreements or arrangements for its customers, particularly to facilitate the use of airfields not accessible via AOC operation.
3. to operate all owner private flights on a full Part NCO basis, and not under the AOC where the aircraft is owned by and operated on behalf a private owner and a process is in place to prevent any hire or reward.
4. to ensure all aircraft offered for air charter are certified, insured, airworthy and maintained to the highest standards and in accordance with the regulations applicable to their country or state of registry and to freely provide copies of documentation on request.
5. to ensure all crew operating charter flights are licensed, type-rated for the aircraft and suitably experienced.
6. avoid quoting brokers differing prices for what appears to be the same business.

IN ADDITION: CHARTER BROKER MEMBERS UNDERTAKE TO

1. ensure all parties understand whether they are acting as a Principal or Commission only Broker
2. not exceed the authority given to them by their Client and should act with due care and skill.
3. avoid conflicts of interest, to not make a secret profit and keep a full and proper account of any transaction.
4. avoid any misleading statements in advertising or publicity which suggest that the broker is an aircraft operator or owner when they are not so. For example, Brokers should not suggest they have a 'Fleet' in their marketing.
5. carry out due diligence, to their best endeavours, to establish that any operator they engage for a flight is properly licensed, insured, documented and competent, and that the aircraft to be used is airworthy and properly maintained.