



2011 Rental Operations Manager Application Packet

Application Check List

Please thoroughly complete and return the following items.
(failure to thoroughly complete the enclosed forms and/or submit any additionally requested information may result in processing delays)

- Application
- Membership Agreement
- *PWC-OSAG Review Module Answer Key (must be 100% accurate)
*Not Required for Renewing Applicants
- Credit Card Auth Form AF-01 (if paying with credit card) or check made payable to NACWO

Please double check all paperwork to make sure all sections are completed and signed as necessary to reduce processing delays.



2011 Benefits Package

- Membership in NACWO may help to qualify you for insurance programs offered by approved, A Rated affiliate carriers. Including newly proposed discount programs for long term members in good standing.
- Membership may help you gain a competitive advantage during contract and location acquisitions with companies such as Royal Caribbean and Carnival Cruise lines, Marriot, Hilton and others.
- Save over 15% on Random Drug Testing Program enrollment fees through Maritime Consortium Inc. www.drugfreevessel.com
- Receive *Members Only* Access to the NACWO website, including Industry news, important updates, Crew locating and employment services.
- Access Downloadable business forms, logs, schedules and other helpful management tools.
- NACWO is currently partnering with Bank of America to offer a *Members Only* discount rate of 1.77% and .10 cent transaction on merchant services.
- Take advantage of *Members Only* savings on website design and hosting packages through, www.Riotta.com
- Save on USCG Captain License prep school tuition through Sea-School www.seaschool.com and other participating vendors.
- Access Job training and placement services- Coming Soon
- Access exclusive *Members Only* savings on Watersports equipment and accessories from the participating affiliate vendors listed below:
 1. Commercial Water Sports (CWS) www.cwsboats.com
 2. Parasail Workshop & Custom Chutes www.customchutes.com
 3. Sport Chutes www.sportchutesovertexas.com(Save 10%-20% on select equipment and accessories, contact vendor for details)
- Save over 50% on full Membership in the NMCA (National Marine Charter Association), through the NACWO affiliate association program, this includes all the outstanding additional benefits the NMCA offers. www.marinecharter.org (10 member minimum participation required)



Rental Operations Manager (ROM)

844 West Mission Bay Drive
San Diego, CA 92109
Phone: (858) 488-9200
Fax: (858) 488-6500
Website: www.teamnacwo.org

- Completion of this Application does not constitute Membership. Membership is activated only upon review and approval of this application and applicable information by NACWO
- All Memberships expire on December 31st of each year, regardless of date joined Date: _____

RENTAL OPERATIONS MANAGER PROFILE (check one) New NACWO Member ___ Renewing NACWO Mem

In order for us to accurately update your profile please provide the following information (complete all fields and print clearly)

Applicant's Name: _____
 Company Name: _____ Contact Phone: (_____) _____
 Mailing Address: _____
 City: _____ State: _____ Zip/Postal Code: _____ Country: _____
 Mobile Phone: () _____ Business Phone: () _____ Fax: () _____
 E-Mail Address: (Required) _____

EXPERIENCE VERIFICATION FORM (EVF)

This section must be completed, signed and dated by a **THIRD** party. Please attach additional sheets as necessary

Person completing this section is: Present employer ___ Previous employer ___ NACWO ID # _____ Other _____

I certify that the above named applicant has accrued over 180 hours of actual instruction, participation and supervising of PWC rental operations and is over the age of eighteen (18). The above has reviewed and is thoroughly familiar with the PWC-OSAG's and has successfully completed the PWC-OSAG review module (the answer key is to be returned with this application)

Signature: _____ Printed Name: _____ Date: _____
Person Verifying No of Flights Person Verifying No of Flights MM/DD/YY

MEMBERSHIP FEES (All Memberships expire on December 31st of each calendar year, regardless of date joined.)

- Membership includes one (1) ROM Registration and one (1) NACWO Crew ID Card

2011 REGISTRATION FEE SCHEDULE	
2011 Annual ROM Fee	\$ 25.00

CHECK LIST (Please use checklist provided below)

- Completed Application
- Signed Membership Agreement
- PWC-OSAG Answer Key (**must be 100% accurate**)
-

FEES DUE

ROM Membership Fee	\$ _____
Standard Shipping & Handling	\$ 7.00
Expedited Processing Fee \$39.00	\$ _____

(Expedited Applications will be posted within 24 hours)

PAYMENT METHOD

- Check (please make payable to NACWO)
- Credit Card (complete and submit form AF-01 Credit Card Authorization)

Total Fees Due \$ _____

Please do not submit application package unless all items are thoroughly complete - doing so will cause processing delays

OFFICE USE ONLY Rec'd: _____ Ent: _____ Filed: _____ Ship'd: _____ Member # _____

der__



NATIONAL ASSOCIATION OF COMMERCIAL WATERSPORTS OPERATORS MEMBERSHIP AGREEMENT

As a condition to Membership in the NATIONAL ASSOCIATION OF COMMERCIAL WATERSPORTS OPERATORS (NACWO), an Applicant should carefully read this Agreement with full knowledge and understanding of its terms and conditions and return a signed copy of this Agreement to NACWO, along with full payment of the applicable Membership Dues, signifying Applicant's acceptance of this Agreement and request for Membership in NACWO. Otherwise, an Applicant should immediately return the unsigned copy of this Agreement to NACWO, together with any "Membership Materials" received therewith, signifying Applicant's refusal of this Agreement and Membership in NACWO.

Upon receipt and acceptance of a signed copy of this Agreement, payment of the applicable Membership Dues and determination of qualification of Applicant, in NACWO's sole and absolute discretion, Evidence of Membership shall be issued to Applicant who thereafter shall be a Member, enjoying all rights and privileges of Membership, subject always to the terms and conditions of this Agreement.

1. Membership in NACWO confers only the rights and privileges existing from time to time, as promulgated by NACWO in NACWO's sole and absolute discretion, and, in no event, shall confer any ownership, control or voting rights in NACWO.
2. A Member shall, at all times:
 - 2.1. Adhere to the terms and conditions of this Agreement.
 - 2.2. Place participant safety first.
 - 2.3. Operate in strict compliance with NACWO PWC-Operating Standards and Guidelines (PWC-OSAG), as amended from time to time.
 - 2.4. Operate at all times under the direct supervision of a NACWO registered Rental Operations Manager (ROM).
 - 2.5. Submit to NACWO Compliance Program Audits and Inspections which may include random and unscheduled site visits.
 - 2.6. Provide information to NACWO in a prompt, truthful, complete and accurate manner, whether solicited by NACWO or required to be provided to NACWO pursuant to NACWO PWC- Operating Standards and Guidelines.
 - 2.7. Provide to NACWO complete contact information to which notice may be provide to Member under this Agreement, including prompt updates thereto.
 - 2.8. Utilize Membership Materials in accordance with this Agreement.
3. Membership is non-transferable and is issued annually on a calendar year basis. Unless renewed by Member in accordance with NACWO renewal policies, Membership shall expire on the earlier of: (i) the date set forth on the then current Evidence of Membership, or (ii) written notice of Member's termination for violation of this Agreement, issued in NACWO's sole and exclusive discretion.
4. Member shall defend, indemnify, and hold harmless, absolutely and unconditionally, NACWO from and against any and all damages, losses, claims, demands, actions, causes of action, costs, expenses, liabilities and obligations of any kind whatsoever, including, but not limited to, attorney's fees, arising out of, related to, or connected with this Agreement and the matters contemplated hereby, which such provision shall survive the termination of this Agreement.
5. In no event shall NACWO be held liable under this Agreement or the matters contemplated hereby for an amount exceeding Member's most recent Membership Dues, which such provision shall survive the termination of this Agreement.
6. This Agreement may be amended from time to time in NACWO's sole and absolute discretion and, in such event, NACWO will promptly provide Member a copy of any such amendments.
7. Member acknowledges that all Membership Materials provided to Member by NACWO shall be and are the sole and exclusive property of NACWO and Member shall take no action inconsistent with the ownership of any such Membership Materials. Upon the termination of this Agreement and Membership in NACWO, Member shall immediately cease the use of all Membership Materials and promptly return to NACWO all Membership Materials or items containing or incorporating any Membership Materials with a written statement setting forth Member's compliance with these provisions regarding Membership Materials.
8. This Agreement shall be governed in accordance with the laws of the State of California without regard to principles governing choice of law or conflicts of law. All conflicts regarding this Agreement or the matters contemplated hereby shall be decided by binding arbitration in San Diego County, State of California by an arbitrator selected by the parties hereto or, if the parties cannot agree, by a court of competent jurisdiction located in San Diego County, State of California, which such provisions shall survive the termination of this Agreement.

Having carefully read the foregoing and understanding it to be a legally binding document, the undersigned hereby executes this Agreement and requests Membership in NACWO subject to all of the terms and conditions set forth herein.

Applicant Signature

Printed Name of Applicant

Date



2011 PERSONAL WATER CRAFT OSAG REVIEW MODULE

The following information is intended to familiarize you with the current 2011 PWC-OSAG Guidelines. As a NACWO member, through safety, education and leadership you will play an important roll in the overall improvement of the watersports industry while promoting safety and professionalism.

INSTRUCTIONS

The Review Module is intended to familiarize you with current PWC-OSAG Guidelines. All NACWO Members are required to complete the PWC-OSAG Review Module. Please read carefully as 100% accuracy is required for this open book review.

- Please answer all questions; use the answer key page provided to record the correct answer to each of the corresponding questions.
- Please return only the answer key page to NACWO. Please ensure that it is thoroughly completed, signed and dated.

2011 PWC-OSAG Review Module Answer Key

Print Name _____

INSTRUCTIONS: 1. Print your name clearly. 2. Fill in the circle that indicates the correct answer to the corresponding question. 3. Sign and Date. 4. Return this page to NACWO.

	A	B	C	D	TRUE	FALSE
1.	O	O	O	O	O	O
2.	O	O	O	O	O	O
3.	O	O	O	O	O	O
4.	O	O	O	O	O	O
5.	O	O	O	O	O	O
6.	O	O	O	O	O	O
7.	O	O	O	O	O	O
8.	O	O	O	O	O	O
9.	O	O	O	O	O	O
10.	O	O	O	O	O	O
11.	O	O	O	O	O	O
12.	O	O	O	O	O	O
13.	O	O	O	O	O	O
14.	O	O	O	O	O	O
15.	O	O	O	O	O	O
16.	O	O	O	O	O	O
17.	O	O	O	O	O	O
18.	O	O	O	O	O	O

Official Use:

Date: _____

By: _____

Complete

Incomplete

Follow-up

Other _____

Score: _____%

Note:

Signature _____ Date: _____

1. PWC-OSAG-01. OPERATOR CONDUCT.

All NACWO Member Operators shall at all time conduct themselves in a professional and prudent manner, and shall employ a zero tolerance policy for deviation from PWC-OSAG guidelines and always place participant safety first.

- TRUE
- FALSE

2. PWC-OSAG-04. INSURANCE REQUIREMENTS.

All operators shall at all time while in operation be required to maintain valid insurance coverage. The policy shall be written through an approved carrier and must meet the following minimum requirements:

- a. Must be approved in the state in which operations are conducted.
- b. Must have a current minimum A.M. Best rating of A.
- c. Must meet or exceed minimum liability limits as required by Local, State, or Federal law.
- d. All of the above.

3. PWC-OSAG-07. DOCUMENTATION.

All operators shall maintain on-site a legible copy of the following documentation during personal watercraft rental operations:

- a. a current set of PWC-OSAG Guidelines
- b. a current set of Equipment Maintenance and Inspection Logs
- c. an approved Incident Report Form
- d. All of the above.

4. PWC-OSAG-09. PERSONAL FLOTATION DEVICE (PFD).

All participants and passengers regardless of age shall at all time wear a properly fitted and securely fastened USCG approved Personal Flotation Device (PFD), which must be donned prior to boarding the watercraft.

- TRUE
- FALSE

5. PWC-OSAG-20. MINIMUM AGE TO RENT.

At no time shall any operator allow a PWC to be rented to any person under the age of _____ years or such an age as designated by Local, State or Federal law, whichever is greater.

- a. 16
- b. 21
- c. 18
- d. 12

6. PWC-OSAG-21. MINIMUM AGE TO OPERATE.

At no time shall any operator allow any person to operate or control a PWC if under _____ years of age or such age as designated by state or federal law, whichever is greater.

- a. 18
- b. 16
- c. 12
- d. 21

7.PWC-OSAG-18. ADVERSE WEATHER LIMITATIONS AND WARNINGS.

No operator shall knowingly allow any personal watercraft operations to be conducted:

- a. In rain, heavy fog or during a known lightning storm within 5 miles from the designated operating area.
- b. An active small craft warning alert.
- c. If it becomes evident that a storm frontal system is approaching within 7 miles from the designated operating area.
- d. All of the above.

8. PWC-OSAG-31. DAILY PRE-LAUNCH INSPECTION.

It shall be the responsibility of the ROM to carry out pre-launch inspections utilizing a NACWO approved standardized checklist to ensure that:

- a. The watercraft is adequately fueled, all controls are in proper working order, the throttle and kill switch are properly functioning, and battery and connections are properly secured.
- b. All required safety equipment is on board and in proper working condition, the fuel tank is properly secured; hoses and connections are free of leaks and are in good condition.
- c. The hull is inspected for damage and is in seaworthy condition, the fire extinguisher is fully charged and secure. The engine is test started to ensure proper and reliable performance and the electrical systems are functioning properly.
- d. All of the above

9. PWC-OSAG-30. DAILY EQUIPMENT INSPECTION LOG.

It shall be the responsibility of the ROM to ensure that all personal watercraft and other related equipment is inspected daily, prior to the commencement of rental operations. The operator shall maintain and keep a written log of these procedures.

Any equipment which a reasonable and prudent person would consider damaged and worn, so as to create a potential hazard to life or health, shall never be used in rental operations.

- TRUE
- FALSE

10. PWC-OSAG-25. PERSONAL WATERCRAFT VESSEL REQUIREMENTS.

All PWC Rental vessels shall meet the following minimum requirements:

- a. Must be commercially manufactured, and must comply with all applicable USCG requirements.
- b. Must be equipped with a whistle or other emergency communication device.
- c. All vessel systems must be in excellent working condition, and kept clean and well maintained.
- d. All of the above.

11. PWC-OSAG-13. OPERATING BOUNDRIES.

At no time shall an operator allow the use of any personal watercraft:

- a. Without first establishing clearly designated operating areas and boundaries.
- b. Prior to sunrise, during dusk or after sunset.
- c. Beyond these designated operating areas and boundaries.
- d. All of the above.

12. PWC-OSAG-02. REGULATION ADHERENCE.

All operators shall at all time while engaged in personal water craft rental operations comply with all adopted PWC-OSAG guidelines, unless an approved special circumstance preclusion waiver has been issued.

- True
- False

13. PWC-OSAG-03. CITY, STATE AND FEDERAL RULES AND REGULATIONS.

All operators are required to abide by all applicable local, state, and federal laws, which may include USCG requirements. Current guidelines are in addition to existing State and Federal Rules governing safe boating practices.

- True
- False

14. PWC-OSAG-35. MINIMUM ROM REQUIREMENTS.

It shall be the operators responsibility to ensure that the ROM meets the following minimum requirements prior to employment, **except:**

- a. Must be owner or designated by owner as direct supervisor of all PWC activities.
- b. Must be 18 Years of age or older, unless it is a family business and the ROM has worked at least five summers prior to becoming ROM.
- c. Must meet a minimum experience requirement of 180 hours of actual instruction and participation in supervising personal watercraft rental operations.
- d. Must be proficient in emergency response procedures and proper use of safety equipment.

15. PWC-OSAG-27. REQUIRED ONSITE SAFETY EQUIPMENT.

As a minimum, all rental Operations Managers must have onsite which of the following items?

- a. At least one fully functional VHF radio and/or other reliable form of communication, and an emergency cell phone
- b. Whistle
- c. First aid kit
- d. All of the above

16. PWC-OSAG-24. PARTICIPANT SAFETY BRIEFING.

Prior to embarking and before any PWC rental activities commence all participants shall be given an approved safety briefing. It shall be the responsibility of the ROM to ensure that this briefing is instructive, informative and captures the undivided attention of all participants and should include:

- a. A description of the activity itself and potential dangers. This must include complete instruction of the PWC operation.
- b. Safety precautions while engaged in the activity. Including but not limited to: operating areas and boundaries, speed limits, water and land obstacles, shoreline limits and USCG right of way rules.
- c. Warnings and procedures for unexpected events such as mechanical failure, collision with other vessels, and any type of health or bodily injury.
- d. All of the above.

17. PWC-OSAG-35. MINIMUM ROM REQUIREMENTS.

It shall be the operator's responsibility to ensure that the ROM meets minimum requirements prior to employment.

- True
- False

18. PWC-OSAG-23. PARTICIPATION ORIENTATION ACKNOWLEDGEMENT.

It shall be the responsibility of the ROM to ensure that ALL participants fully understand and agree, in writing, to adhere to the following minimum standards and guidelines using an approved Participant Orientation Acknowledgement Form (POA).

All participants must acknowledge in writing that they have been adequately briefed and that they fully understand the following:

- a. **How to:** Start and stop the engine, steer and control the watercraft, operate all controls, and "right" the PWC in open water.
- b. **Understand:** The function of the wrist lanyard, the proper fitting and use of USCG approved PFD.
- c. **Instructions:** regarding rental rules, boating laws, operating areas and boundaries, navigational markers and signs. Instructions regarding collision prevention with respect to aggressive maneuvers and defensive operating.
- d. All of the above



Credit Card Authorization Form (AF-01)

Please Print Clearly

Billing Information

Name on card _____
(Exactly as shown on card)

Company name _____

Card address _____

City _____ State _____ Zip _____

Country _____

Contact phone number _____
(Please provide)

Transaction Information

Credit Card Type MasterCard Visa Amex Discover

Credit Card Number _____

Expiration Date _____/_____

Credit Card Security Code _____

Location: (Last three digits on back side of Visa, MasterCard and Discover). (Printed numbers located on right, front side of American Express card).

Amount Authorized \$ _____

Authorized Signature _____ Date _____

I, hereby authorize NACWO to charge my credit card in the amount indicated above, to be applied to as payment of membership fees.

For Office Use Only		Member Number _____
Processed By _____	Date _____	Shipping: Standard/Expedite \$ _____
Authorization # _____		Company \$ _____
Note: _____		Owner/Op \$ _____
_____	Quantity (____) Captain	\$ _____
_____	Quantity (____) Mate	\$ _____
Total Amount \$ _____		Decals/Certs \$ _____