

## CASE STUDY

# Cast Off — SaaS Booking Platform for Charter Operators

A commission-free booking platform that lets charter and boat rental operators accept bookings, process payments, and manage their business — without giving up 15% to a marketplace.

### INDUSTRY

Marine Tourism / SaaS

### TIMELINE

3 Weeks to MVP

### DELIVERY

Full-Stack Web App

### LIVE

castoff.boats

## The Problem

Charter operators in the marine tourism space were losing 11–15% of every booking to marketplace platforms like GetMyBoat and Boatsetter. For a \$2,000 charter day, that's \$200–300 going to the middleman — per trip. Smaller operators had no cost-effective way to take direct bookings online, and building custom software was out of reach.

They needed a way to own their customer relationships, control their pricing, and get paid directly — without a marketplace taking a cut of every transaction.

## What We Built

**Cast Off** is a turnkey booking platform for charter operators. Each operator gets a branded booking page, appears in a searchable public directory, and receives payments directly from customers through Stripe Connect. No commissions. Flat monthly subscription.

### Customer Booking Experience

- Searchable operator directory with filters
- Real-time calendar availability
- Add-ons, waivers, and trip customization
- Instant booking or captain-approval flow

### Operator Dashboard

- Booking management and calendar
- Dynamic and seasonal pricing controls
- Stripe Connect Express onboarding
- Customer messaging inbox
- Captain Protection (no-show coverage)

- Security deposits via Stripe authorization holds
- Flexible, moderate, and strict cancellation policies
- Verified Captain badges and brand assets

## How We Delivered It in 3 Weeks

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### WEEK 1

Core platform architecture, database design, authentication, operator profiles, and booking flow. Competitor analysis of 6 platforms to identify feature gaps and pricing positioning.

### WEEK 2

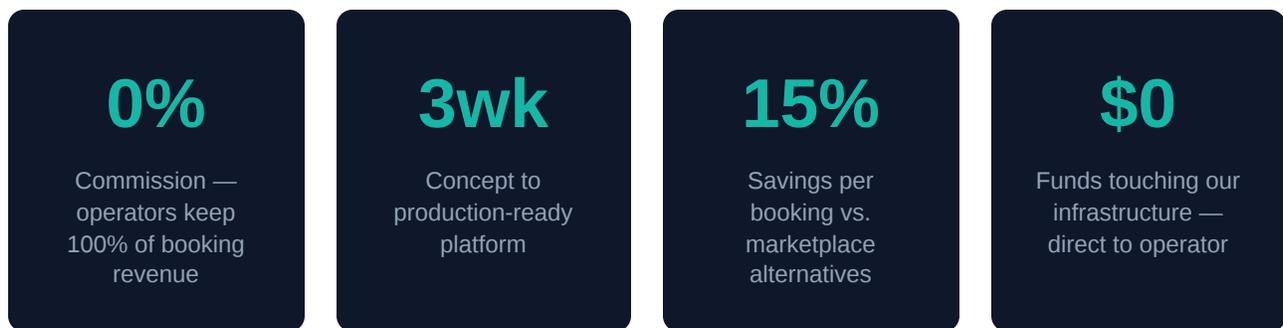
Stripe Connect integration, payment processing, dynamic pricing engine, cancellation policies, security deposits, and the full operator dashboard.

### WEEK 3

Transactional emails, SEO optimization, Terms of Service and Privacy Policy (PIPEDA-compliant), analytics, production deployment, and operator onboarding flow.

## Results

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## What Made This Different

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Most booking platforms extract value through commissions. Cast Off is structured as a software provider, not a marketplace — operators pay a flat monthly fee and keep everything they earn. This wasn't just a product decision; it was a legal architecture decision made on day one.

The Stripe Connect Express integration ensures money flows directly from customer to operator. No funds pass through Cast Off's accounts, which eliminates payment facilitator compliance requirements and accelerates operator payouts. The platform was designed to be legally clean from the ground up.

AI-assisted development allowed a single senior developer to ship a feature set that would typically require a small team and months of work — booking engine, payments, messaging, policies, email notifications, SEO, and legal compliance — in three weeks.

## Technology

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Next.js

TypeScript

Supabase (PostgreSQL)

Stripe Connect Express

Resend (Transactional Email)

Vercel

Tailwind CSS

Row-Level Security

Vercel Analytics

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