

# PORT QUESTIONNAIRE

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## NAME OF PORT: Cape Town

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Is this port city the same as the Cruise Line's advertised destination? Yes  No

Please provide a brief OPERATIONAL port description

**Cape Town Harbour is comprised of an industrial port, and the Victoria & Alfred Waterfront (V&A Waterfront Complex), which houses a large shopping mall, and a variety of entertainment areas and restaurants.**

**There are two main piers used for cruise ships, depending on availability and/or size of the vessel. These are Jetty 2 and Eastern Mole.**

**JETTY 2 - this is situated in the Victoria Basin - and approx. 20 meters from the Victoria Wharf Shopping Mall in the V&A Waterfront. The quayside is a secure area with restricted vehicle access. All touring coaches are required to park outside the pier area, which is approx. 100 metres from the gangway. Coaches are no longer permitted to park on Quay 6, the pier adjacent to Jetty 2. There is a small terminal building located on the pier at Jetty 2.**

**EASTERN MOLE - this is located in Duncan Dock, which is part of the industrial section of the port. The quayside is a limited access, security controlled area. All touring vehicles are parked in the pick-up & drop-off zone, which is located approx. 50 metres from the gangway, in a lower graded security area. Shuttle busses are required to transport guests to & from the V&A Waterfront Complex. There is no terminal building located at this pier, and marquee tents have to be erected for Passenger Turnaround.**

## PORT SPECIFICS:

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **Cape Town Harbour**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes  No

Is there a covered and secure luggage holding area? Yes  No

Is this primarily a passenger or container port? **Both**

If docking, are there preferred berths? Yes  No

If so, please elaborate: **Jetty 2 is closer to the V&A Complex for the guests. There is a small terminal building, which may be used as a secure luggage holding area. Eastern Mole has a larger coach parking area - and therefore makes for an easier turnaround operation. There are no facilities at this pier - and marquee tents have to be erected for luggage storage & passenger check-in.**

If anchoring, are there preferred tender landings? Yes  No

Is there a terminal building? Yes  No

Does the local Tourist Board provide services at the port? Yes  No

Can we provide personnel for onboard tourism information? Yes  No

## DISTANCES (please use kilometers throughout the form)

Port to City Center: **± 5 km**

Gangway to coaches (tour or shuttle): **± 50 m**

Gangway to port entrance or terminal: **± 5 m**

Is it walking distance from the pier to City Center? Yes  No

## PIER FACILITIES

Are phones available on the pier? Yes  No

Can phone cards be purchased on the pier? Yes  No

Is Internet service available on the pier? Yes  No

Are there any issues on the pier that affect wheelchairs? **Level tarred surfaces, with embedded railway tracks at both Jetty 2 & Eastern Mole. Coach parking area at Eastern Mole is level, but surface is loose gravel**

## TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch?

Please elaborate: **Eastern Mole - relatively easy due to the large open space available for coach parking, approx. 50 m from gangway. Jetty 2 - slightly challenging due to limited coach parking space, which is located approx. 100 m from gangway. The coach parking area is also located around the corner from the pier, so vehicles are not visible - and guests need to be directed as they disembark the ship**

Is there space for the coaches to line up efficiently, or must they be called in small numbers by radio from the port gate/holding area? **Eastern Mole - coaches can be lined up. Jetty 2 - space for only 4-5 coaches at one time. Others are required to wait in the holding area and have to be called by radio to the pick-up point.**

How do guests reach the coaches? **Walk across pier**

What is the approximate walking distance to coaches? **Jetty 2 ± 100 m / Eastern Mole ± 50 m**

## TRANSPORT

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### SHUTTLES

- Is shuttle service required? Yes  No
- Are complimentary shuttles provided by the port? Yes  No
- Does the port require shuttling guests to the terminal / port entrance? Yes  No
- If so, how often and efficiently do port shuttles run?
- Can we supply shuttle service on request? Yes  No
- Are complimentary shuttles offered by local businesses? Yes  No
- Does the port provide dedicated crew shuttles? Yes  No
- Do local businesses provide dedicated crew shuttles? Yes  No

What is the recommended shuttle drop-off point? **V&A Waterfront Shopping Complex (Clocktower Precinct)**

What is the distance from port to drop-off? **5 km**

In normal traffic conditions, what is the drive time from port to drop-off? **approx. 10-15 minutes**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **No**

Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **A shuttle coordinator is required at each point, i.e. Pier / V&A Waterfront**

- In this region, are public restrooms common? Yes  No
- If so, do they require local currency? Yes  No

### TAXIS

- Are taxis normally readily available at the port? Yes  No
- Must taxis wait at a port gate or terminal building, or can they drive directly to the pier? **Port Gate**
- Are taxis allowed to post Half-Day & Full-Day rates on the pier? (e.g. sandwich boards) Yes  No
- Are most of the taxis good quality cars? Yes  No
- What is the hourly rate? **Between ZAR 9.00- ZAR 10.00 per kilometre**
- What is the taxi rate from the pier to City Center? **Between ZAR 50.00 - ZAR 100.00**
- Are multiple currencies accepted? Yes  No
- Credit cards? Yes  No
- Would the taxi usually use the meter for cruise guests? Yes  No
- Are there unofficial taxis of which the guests should be made aware? Yes  No
- If so, please elaborate: **Taxis with no meters.**

### PRIVATE CARS

- Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Port Gate**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Only upon request. This has to be arranged in advance.**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Both driver AND guide**

### PRIVATE ARRANGEMENTS

Are helicopters, water taxis and/or private planes on or near the pier to take guests to airports, points of interest? If so, please describe: **There are charter boat companies which only operate cruises in & around the V&A Waterfront area. There are helicopter operators located in the V&A Waterfront close to Jetty 2. They offer scenic flights in & around Cape Town.**

### PUBLIC TRANSPORT

Please describe any ferry, bus or train service that would be of interest to cruise guests, including distance from the pier and destination: **None**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **None available**

## DESTINATION DETAILS

Please provide a DESTINATION description that would be useful for marketing purposes.

**In 1652, Jan van Riebeeck sailed into Table Bay and laid the foundations of South Africa's oldest city. His first undertaking was to establish a vegetable garden for providing passing merchant ships with fresh food. Before long, weary sailors from around the world dropped anchor in the bay to replenish supplies. The settlement soon earned the title: "Tavern of the Seas", and to this day Cape Town has maintained a reputation for warm hospitality.**

**With its majestic Table Mountain backdrop, Cape Town is one of the most beautiful cities in the world. An eclectic mix of architectural styles reflects the tastes and dictates of the past - and the more functional demands of the 20th century. The city's Edwardian and Victorian buildings have been meticulously preserved, and many outstanding examples of Cape Dutch architecture are found in the city and its environs. Cobblestone streets, mosques and the flat-roofed pastel homes of the Malay Quarter enhance a cosmopolitan ambience and in a recent development the restoration of the Victoria and Alfred Waterfront evokes images of the seafaring activities of the 19th century. For a closer look at life at the Cape in earlier times, interesting historical collections are on display in several museums.**

**Cape Town's shopping areas invite you to endlessly browse - and buy. Elegant malls, antique shops and art galleries abound. Specialist boutiques in Long Street and the narrow little alleyways intersecting it offer an enticing array of unusual articles not readily obtainable elsewhere.**

**At the end of the day, gourmets and lovers of sophisticated entertainment have a treat in store.**

## CURRENCY

What is the local currency? **South African Rand - ZAR 1 = 100 cents)**

Are US Dollars accepted? Yes  No

Are GBP accepted? Yes  No

Are Euros accepted? Yes  No

Are there exchange facilities on the pier? Yes  No

Are credit cards readily accepted? Yes  No

## TELEPHONE

Country Code: **+27**

City Codes: City Name Code  
**Cape Town (0)21**

## VISA INFORMATION

Do any nationalities require visas to enter this port? Yes  No

**If so, please list: Depending on your nationality, and the purpose and duration of your visit, you may not need a visa to visit South Africa at all. Please visit the following website:**

**[http://www.safica.info/public\\_services/foreigners/travel\\_requirements/visas.htm#need](http://www.safica.info/public_services/foreigners/travel_requirements/visas.htm#need)**

**Please also take note that all visitors to South Africa are required to have a least two consecutive double blank pages in their passports - or access to the country may be denied. Passports must also be valid for at least six months.**

Are ship blanket visas available for this port? Yes  No

## MONTHLY TEMPERATURES & RAINFALL

Average monthly temperatures and rainfall for each month of the year:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Degrees Centigrade	26	27	25	23	20	18	18	18	19	21	24	25
Centimeters	1.5	2	2	4	7	9	8	7	4	3	1	2
Degrees Fahrenheit	79	81	77	73	68	64	64	64	66	70	75	77
Inches	1	1	1	2	3	4	3	3	2	1	0	1

## IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

<i>Date</i>	<i>Event</i>	<i>Effect on ship call</i>
<b>South Africa Events</b>		
01 January 2010	New Year's Day	Most wine estates, museums & shops are closed Main roads in Cape Town city centre will be closed due to Minstrel Carnival All beaches & access roads will be very heavily congested
21 March 2010	Human Rights Day	Most wine estates, museums & shops are closed
22 March 2010	Public Holiday	Most wine estates, museums & shops are closed
02 April 2010	Good Friday	Most wine estates, museums & shops are closed
05 April 2010	Family Day	Most wine estates, museums & shops are closed
27 April 2010	Freedom Day	Most wine estates, museums & shops are closed
01 May 2010	Workers Day	Most wine estates, museums & shops are closed
16 June 2010	Youth Day	Most wine estates, museums & shops are closed
09 August 2010	National Womens' Day	Most wine estates, museums & shops are closed
24 September 2010	Heritage Day	Most wine estates, museums & shops are closed
16 December 2010	Day of Reconciliation	Most wine estates, museums & shops are closed
25 December 2010	Christmas Day	Most wine estates, museums & shops are closed
26 December 2010	Day of Goodwill	Most wine estates, museums & shops are closed
27 December 2010	Public Holiday	Most wine estates, museums & shops are closed
<b>Specific Cape Town events</b>		
08 November 2009	Cape Times FNB Big Walk	Certain road closures in & around Cape Town
14 March 2010	Cape Argus Pick 'n Pay Cycle Tour	Certain road closures, incl. Chapman's Peak & most of the Cape Point route
03 - 04 April 2010	Cape Town International Jazz Festival	Cape Town City Centre can be quite congested
03 April 2010	Old Mutual Two Oceans Marathon	Certain road closures, incl. Chapman's Peak & most of the Cape Point route
11 June - 11 July 2010	FIFA 2010 Soccer World Cup - SOUTH AFRICA	All accommodation & transport suppliers are fully booked over this period
01 January 2010	Cape Town Minstrel Carnival	Road closures in & around the City centre
TBA	Opening of Parliament	Road closures in & around the City centre

Kindly note every effort has been taken to provide an accurate list of holidays and annual events. We can not accept any responsibility for any changes made by the planning authorities involved in these afore-mentioned events.

## IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Cape Town International Airport		± 25 km
Churches			
Catholic	St Mary's	18h00 (Sat) 10h00 & 17h00 (Sun) 13h10 (Mon - Fri) 09h00 & 17h00 (Sat Mass)	± 5 km
Synagogue	Temple Israel / Cape Town Progressive	18h00 - 19h15 (Fri) 10h30 - 12h00 (Sat)	± 3 km
Mosque	Auwal Mosque	24 hours	± 5 km
Protestant	Christian Lifestyle Church	09h30 - 11h00 (Sun)	± 5 km
Nearest Banks/ATM	Victoria & Alfred Waterfront - ABSA Bank	08h30 - 15h30 (Mon - Fri) 08h00 - 11h00 (Sat)	± 1 km
Post Office	Victoria & Alfred Waterfront - Post Office	09h00 - 17h00 (Mon - Fri) 09h00 - 13h00 (Sat)	± 1 km
Internet Services	Victoria & Alfred Waterfront - Wizards	09h00 - 21h00 (Mon - Sun)	± 1 km

## ATTRACTIONS AND ACTIVITIES

The top five (5) cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Table Mountain Aerial Cableway	± 5 km
2	Castle of Good Hope	± 3 km
3	Kirstenbosch National Botanical Garden	± 15 km

4	Winelands (Stellenbosch, Franschhoek & Paarl)	± 50 km
5	Cape of Good Hope Nature Reserve & Cape Point	± 35 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Royal Cape Golf Course	Mon - Fri & Sun 1st tee off at 07h30 & last tee off at 13h45 Sat (Closed for members only)	± 30 km
SWIMMING BEACH - 1	Clifton Beach	09h00 - 17h00 (Mon - Sun)	± 7 km
Chair rental?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	09h00 - 17h00 (Mon - Sun)	
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	09h00 - 17h00 (Mon - Sun)	
SWIMMING BEACH - 2	Camps Bay	09h00 - 17h00 (Mon - Sun)	± 9 km
Chair rental?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	09h00 - 17h00 (Mon - Sun)	
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	09h00 - 17h00 (Mon - Sun)	
Nearest bicycle rental	Downhill Adventures	09h00 - 18h00 (Mon - Fri) 09h00 - 13h00 (Sat) Closed on Sundays	± 7 km
Nearest scooter/moped rental	African Buzz Scooters	08h00 - 17h00 (Mon - Fri) 10h30 - 17h00 (Wed) 09h00 - 18h00 (Sat) Closed on Sundays	± 5 km

#### HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Cape Grace Hotel	± 1 km
	Table Bay Hotel	± 1 km
two moderate hotels	Cullinan Hotel	± 3 km
	Portswood Hotel	± 2 km
5-star resort/spa	Cape Grace Spa	± 1 km
one moderate resort/spa	S.K.I.N. Day Spa	± 1 km

#### SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Victoria & Alfred Waterfront Shopping Complex is open 7 days a week and also on public holidays. Shops are generally open from 09h00 - 21h00.**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Gold & Diamond Jewellery, Ostrich Eggs, Ostrich Leather Products, South African Wines**

Can personal shoppers be booked through us? Yes  No

Are there any unique and colorful bazaars or food markets in the regions? If so, please give name, location and proximity to the port: **Greenmarket Square in the city centre, Red Shed at the V&A Waterfront shopping complex**

#### DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Baia (Seafood)	± 1 km
Belthazar Restaurant (Steakhouse)	± 1 km
Emily's Restaurant (African, Continental, Fine Dining, Fusion, Game, International, South African, Traditional)	± 1 km