

PORT QUESTIONNAIRE

NAME OF PORT: Durban

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

Please provide a brief OPERATIONAL port description

The port has a well-equipped passenger terminal at N-berth on the T-Jetty for the convenience of cruise ships, which operate mostly between November and May. Cruise ships make use of one or more berths as required. An attractive Harbour Expo Market is mounted in the air-conditioned N-Shed while cruise ships are in port.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Durban N-Shed / N-Berth**

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: **N-berth on the T-Jetty as there is enough space for coaches as well as the terminal building, N-shed**

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: **± 3 km**

Gangway to coaches (tour or shuttle): **± 150 m**

Gangway to port entrance or terminal: **Gangway to terminal - approximately 10 m / Gangway to security gate port entrance - ± 150 m**

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

PIER FACILITIES

Are phones available on the pier? Yes No

If so, are phone cards needed? 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? **There are about 4-5 steps at the entrance to the terminal building, but in addition to the steps, there is also a ramp for trolleys and wheelchairs.**

TOUR DISPATCH

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

Please elaborate: **Easy to dispatch tours as there is enough parking for approximately 15 coaches. The pier is level & surfaces are tarred, with embedded railway lines. There are approx. 4 steps at the entrance to the terminal building, and ramps for guests in wheelchairs or those with walking difficulties.**

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? **The coach parking area is quite restricted, but there is space to park approx. 15 coaches (3 rows of approx. 5 coaches each)**

How do guests reach the coaches? **Through terminal building**

What is the approximate walking distance to coaches? **Approximately 100 m**

TRANSPORT

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

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? **U'Shaka Marine World**

What is the distance from port to drop-off? **± 3 km**

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

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **N/A**

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 / U'Shaka Marine World**

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? **Taxi metres are used or passengers can negotiate a rate - please note that there are no fixed rates**

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, and must 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? **Driver AND guide recommended.**

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 Durban Harbour. Scenic helicopter flights are sometimes available from the beach in front of U'Shaka Marine World.**

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:
Durban was formerly known as Port Natal - a natural port that has grown into one of South Africa's best-known and most popular coastal resorts and commercial ports. Stretches of white sandy beaches, an abundance of holiday accommodations and all-year sunshine attract visitors to this festive city every year. Experience and view an exotic mix of oriental plazas, cathedrals, mosques, temples and festivals of traditional Zulus performing tribal dances amongst the rippling folds of the Valley of a Thousand Hills. Sun seekers ski and swim in the tumbling surf and sunbathe on Durban's finest beaches. Come taste the nightlife of the city where the fun never sets and soak up the cosmopolitan atmosphere that is uniquely Durban's own!

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
Durban (0)31

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

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	29	29	29	27	25	23	23	24	25	25	27	29
Centimeters	17	16	11	11	11	6	6	6	8	10	11	8
Degrees Fahrenheit	84	84	84	81	77	73	73	75	77	77	81	84
Inches	7	6	4	4	4	2	2	2	3	4	4	3

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>
South Africa Events		
01 January 2010	New Year's Day	Most shops, museums & the Indian Market are closed Durban beachfront is inaccessible - and the beaches are extremely crowded & congested
21 March 2010	Human Rights Day	Most shops, museums & the Indian Market are closed
22 March 2010	Public Holiday	Most shops, museums & the Indian Market are closed
02 April 2010	Good Friday	Most shops, museums & the Indian Market are closed
05 April 2010	Family Day	Most shops, museums & the Indian Market are closed
27 April 2010	Freedom Day	Most shops, museums & the Indian Market are closed
01 May 2010	Workers Day	Most shops, museums & the Indian Market are closed
16 June 2010	Youth Day	Most shops, museums & the Indian Market are closed
09 August 2010	National Women's Day	Most shops, museums & the Indian Market are closed
24 September 2010	Heritage Day	Most shops, museums & the Indian Market are closed
16 December 2010	Day of Reconciliation	Most shops, museums & the Indian Market are closed
25 December 2010	Christmas Day	Most shops, museums & the Indian Market are closed Durban beachfront is inaccessible - and the beaches are extremely crowded & congested
26 December 2010	Day of Goodwill	Most shops, museums & the Indian Market are closed Durban beachfront is inaccessible - and the beaches are extremely crowded & congested
27 December 2010	Public Holiday	Most shops, museums & the Indian Market are closed Durban beachfront is inaccessible - and the beaches are extremely crowded & congested
Specific to Durban (Kwa-Zulu Natal)		
21 - 23 January 2010	Hansa Powerade Dusi Canoe Marathon	Paddlers canoe down Dusi River from Pietermaritzburg to Durban
February 2010 - dates	A1 Grand Prix	Road closures & traffic congestion along main roads

not yet confirmed		of Durban & beachfront
30 May 2010	Comrades Marathon	This 89 km annual marathon is run between Pietermaritzburg & Durban. In 2010, the race will finish at Sahara Stadium, Kingsmead, so roads around the stadium will be closed to traffic
05 November 2010	Diwali (Indian "Festival of Lights")	Various festivals in & around Durban

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</i>
Airport	Durban International Airport		± 15 km
Churches			
Catholic	Emmanuel Catholic Cathedral	Mon, Wed, Fri: 06h30 & 10h00 (30 mins) Tue, Thu: 06h30 (30 mins) Sat: 06h30 - 07h00; 11h00 - 12h00; 16h30 - 17h30; Mass 17h30 - 18h30 Sun: Mass 08h00 - 09h30; 10h30 - 12h00	± 3-4 km
Synagogue	Durban Progressive Jewish Congregation	Services: Fri 18h00 - 19h15 Sat 11h00 - 12h15	± 3-4 km
Mosque	Juma Masjid Mosque	Open 24 Hours	± 3 km
Protestant	Musgrave Road, Durban: 4 -5 Protestant Churches	Sun 09h30 - 10h30	± 5 km
Nearest Banks/ATM	First National Bank, Beach Branch, West Street	Banking hours: 09h00 - 15h30 (Mon - Fri) / 08h30 - 11h00 (Sat) Foreign Exchange 09h00 - 15h30 (Mon - Fri) / 08h30 - 16h00 (Sat) / 12h00 - 16h00 (Sun)	± 2 km
Post Office	Main Post Office, 290 West Street, Durban	08h00 - 17h30 (Mon - Fri) 08h00 - 12h00 (Sat) Sun - Closed	± 1.5 km
Internet Services	Available at most major shopping centres (e.g. Gateway Shopping Centre and Pavillion Shopping Complex). Please don't use Internet Café's in downtown Durban.	09h00 - 18h00 (Mon - Sat)	± 10-15 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Valley of a Thousand Hills - experience lovely scenery & Zulu Culture at Phezulu	± 50 km
2	Shakaland - experience Zulu Culture at what was previously the film-set for the movie, "Shaka Zulu"	± 200 km
3	Killie Campbell Museum (This elegant museum contains Killie Campbell's priceless collection of Africana books, the Mashu Museum of Ethnology and the William Campbell Furniture Museum - all housed at Muckleneuk, former home of the pioneering Campbell family now maintained by the University of Natal.)	± 5 km
4	Botanical Gardens - view cycad garden	± 5 km
5	Victoria Street Market (Indian Market) - selling a selection of silks, spices & curios	± 5 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Durban Country Club	First tee off 07h00 and last tee off 14h00 (Mon - Sun)	± 7 km
SWIMMING BEACH - 1	North Beach	08h00 - 17h00 (Mon - Sun)	± 3 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		

Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
SWIMMING BEACH - 2	Ushaka Marine World	± 09h00 - 17h00 (Mon - Fri)	± 3 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	N/A	N/A
Nearest bicycle rental	N/A	N/A	N/A
Nearest scooter/moped rental	N/A	N/A	N/A

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Oyster Box Hotel, Umhlanga Rocks (opens September 2009)	± 20 km
	Beverly Hills Hotel, Umhlanga Rocks	± 20 km
two moderate hotels	Southern Sun North Beach	± 5 km
	Southern Sun Elangeni	± 5 km
one 5-star resort/spa	Karkloof Lodge & Spa, near Pietermaritzburg	± 85 - 90 km
one moderate resort/spa	Mangwanani Spa Sibaya, north of Durban	± 25 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Generally shops and markets are open from 09h00 until 18h00 Mondays to Saturdays. On Sundays some shops close between 13h00 - 16h00. Shopping centres: shops are open 7 days a week from 09h00 - 18h00.**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Indian Spices; African Curios & Crafts (Zulu)**

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: **Victoria Street Market - commonly known as the Indian Market; located in downtown Durban, approx 2 - 3 km from Port**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
The New Café Fish (Seafood)	± 0.5 km
Jewel of India Restaurant at the Southern Sun Elangeni Hotel (Indian Cuisine)	± 5 km
Butcher Boys (Upmarket Steakhouse)	± 8 km

Please list any local food specialties: **Indian Curries & Cuisine**

ADDITIONAL COMMENTS OR PERTINENT INFORMATION

Recommended not to visit Durban downtown (city centre) or the Golden Mile when on your own.