

## PORT QUESTIONNAIRE - MOZAMBIQUE

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**PLEASE NOTE : THIS DOCUMENT PROVIDES DETAILED PORT INFORMATION FOR THREE (3) PORTS IN MOZAMBIQUE, IN THIS ORDER :**

- **BEIRA**
- **MAPUTO**
- **MOZAMBIQUE ISLAND**

### **NAME OF PORT: BEIRA**

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Alternate spelling(s), if applicable: **N/A**

Phonetic pronunciation: **By-rah**

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

Please provide a brief OPERATIONAL port description: **Access to the port is obtained via the dredged Mancuti Channel (17 n.miles from the Mancuti lighthouse). Ships waiting for berthing instructions are required to anchor east of the outer channel. The port is tidal with a MH spring range of 6.2 - 7.4m. Vessels awaiting berth must anchor at the bar. The approach to the River Pungue is obstructed by numerous banks and shoals, which are constantly changing. From the north end of Channel Rambler, the entrance channel is marked by light buoys west of Cbadelo light (metal mast, 4m in height), exhibits 9 cables north northwest of Ponta Gea on the edge of a bank fronting the shore between Ponta Gea and Ponta Chiveve.**

**The port is open 24 hours a day although night navigation is restricted to vessels up to 7m draught and LOA of 140m. Pilotage and tug assistance is compulsory at all times, with pilots joining ships near P Buoy.**

#### **Tides**

**Vessels with a draught of 4.88m or less may enter the port at any state of the tide. Those drawing more than 4.88m are required to wait for a suitable height of tide before entry.**

**Tidal height at MHWS = 6.4m (21')**

**MHWN = 4.3m (14')**

**MLWN = 2.7m (9')**

**MLWS = 0.8m (2'6")**

**In the wet season with a high river, the ebb stream can attain a rate of up to 6 knots at springs and 2 - 3 knots at neaps. Beira is served with two 2,200BHP, 35t bollard pull tugs, a pilot boat and a mooring launch, available 24 hours a day. One of the tugs is named Pungue. A private company performs dredging within the port and channel. The port employs five pilots. The port of Beira's facilities include a container terminal and a general cargo terminal, both of which are concessioned to Cornelder de Moçambique. The port also has a liquid bulk facility. Berth 6 is for refrigerated cargo including citrus exports, vegetables and other fresh products. The coal terminal is on berth 8, and the oil terminal is at berths 11 and the new berth number 12 further upstream, where tankers of up to 60,000DWT and a 12m draught are catered for.**

**Beira has a small dry dock for vessels up to 110m LOA. The port has good ship chandling and stevedoring services. A ferry service operates to other small harbours along the coast including Buzi, Sofala, Chiloane, Machanga, Nova Mambone. Bunkering is available.**

### **PORT SPECIFICS:**

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **PORT BEIRA**

Do ships dock or anchor? **Anchor**

Additional comments: **Docking is influenced by the tidal fluctuation**

Is this port convenient for Turnarounds? Yes  No

If not, why? **Limited infrastructure**

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

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

If docking, are there preferred berths? Yes  No

If so, please elaborate: **Depending on harbour master**

If anchoring, are there preferred tender landings? Yes  No

If so, please elaborate: **No tendering due to tide fluctuation**

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: **Approx. 2.5 km**

Gangway to coaches (tour or shuttle): **20 m depending on berth and pier operations**

Gangway to port entrance or terminal: **500 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 embedded train tracks running along the quayside. Guests should please watch their step as this is a working pier.**

#### TOUR DISPATCH

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

Please elaborate: **Beira port is predominantly commercial harbour as it receives goods for land locked countries such as Zambia, Zimbabwe and Botswana. Like Maputo pier access is strictly controlled and no unauthorised vehicles will be permitted on the pier. There can also be delays at the entrance gate, resulting in coaches only being brought onto the quayside at the last minute. This is dependent on port officials that are on duty during ships visit.**

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? **There is sufficient space on the pier to park the coaches, however this should always be confirmed a few days prior to arrival to ensure there are no obstructions.**

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

What is the approximate walking distance to coaches? **20 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? **This is dependant on how many shuttles the ship books**

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? **Beach and local restaurant**

What is the distance from port to drop-off? **+/-10 km**

In normal traffic conditions, what is the drive time from port to drop-off? **Ship to ship 1hr loop**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **7-9am 4-5pm**

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 / Drop off location**

In this region, are public restrooms common? 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? **n/a**

What is the taxi rate from the pier to City Center? **n/a**

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: **Minibus taxi or "chapa" (pronounced SHA-PAA) used by the locals. Vehicles are overcrowded & the drivers disrespect the rules of the road, so guests should avoid using this mode of transport at all costs.**

#### 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)? **No**

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 however ship should not recommend**

#### 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: **N/A**

#### 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: **N/A**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **We would recommend that all guests rather join one of the excursions being offered by the ship. The condition of the taxis is not very good and most drivers do not speak English**

#### DESTINATION DETAILS

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Please provide a DESTINATION description that would be useful for marketing purposes: **The city was established in 1890 by the Portuguese and soon supplanted Sofala as the main port in the Portuguese-administered territory. Originally called Chiveve, after a local river, it was re-named to honor the Portuguese Crown prince Dom Luis Filipe who, in 1907, was the first member of the Portuguese royal family to visit Mozambique. Traditionally the Portuguese Crown prince carried the title of Prince of Beira, a historical province of mainland Portugal. The Portuguese built the port and a railway to Rhodesia, Portuguese families settled in the newly-founded locality and started to develop commercial activities. With the growth of the village, in 1907 the Portuguese Crown elevated Beira to the status of city (cidade). Since 1891 as the headquarters of the Companhia de Moçambique (Mozambique Company), the city's administration passed from the trading company to the Portuguese government in 1942. In 1966, the construction of a new railway station was completed. Before Mozambique's independence from Portugal, as a city of Portuguese Mozambique, Beira was noted for its well-equipped seaport, one of the major facilities of its kind in all East Africa, tourism, fishing and trade. The city prospered as a cosmopolitan port with different ethnic communities (Portuguese, Indian, Chinese, indigenous Africans) employed in administration, commerce, and industry. A large English-speaking population was the result of being a favourite holiday destination for white Rhodesians. One reminder of this is the Grande Hotel, built by the Portuguese, near the shore of the Indian Ocean.[1][2] By 1970, the city of Beira had 113,770 inhabitants.**

#### CURRENCY

What is the local currency? **Metical**

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: **+258**

City Codes:	City Name	Code
	<b>Beira</b>	<b>(0)23</b>

#### VISA INFORMATION

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

If so, please list: **All nationalities can obtain visas upon entry, however, we strongly recommend that guests obtain these prior to travel, as the issuing of visas can take time**

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	24	26	24	23	22	21	20	21	22	23	24	26
Centimeters	12	10	10	7	5	2	2	3	3	5	10	12
Degrees Fahrenheit	75	79	75	73	72	70	68	70	72	73	75	79
Inches	5	4	4	3	2	1	1	1	1	2	4	5

## IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
01 January 2010	New Year's Day	Most shops & museums are closed
03 February 2010	Mozambique's Heroe's Day	Most shops & museums are closed
02 April 2010	Good Friday	Most shops & museums are closed
05 April 2010	Family Day	Most shops & museums are closed
07 April 2010	Mozambique's Women's Day	Most shops & museums are closed
01 May 2010	Workder's Day	Most shops & museums are closed
25 June 2010	Independence Day	Most shops & museums are closed
07 September 2010	Lusaka Peace Agreement Day	Most shops & museums are closed
25 September 2010	Armed Force's Day	Most shops & museums are closed
19 October 2010	Peace & National Reconciliation Day	Most shops & museums are closed
10 November 2010	Maputo Day	Most shops & museums are closed
25 December 2010	Christmas Day / Family Day	Most shops & museums are closed

## IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Beira Domestic Airport / 04:00 to 18:00		Approx. 30 km
Churches			
Catholic		Sundays	Approx. 3 km
Synagogue		Saturdays	Approx. 5 km
Mosque		Fridays	Approx. 5 km
Protestant	N/A		
Nearest Banks/ATM	Downtown		Approx. 3 km
Post Office	Downtown, Rua General Macahado 157	8-12am & 2-5pm	Approx. 4 km
Internet Services	No recommended vendors		

## ATTRACTIONS AND ACTIVITIES

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

	Name	Distance from Port (km)
1	Marble Municipality	Approx. 3 km
2	Cathedral of Beira	Approx. 3.5 km
3	Casa Portugal	Approx. 4 km
4	Ruins of the former Grand Hotel	Approx. 4 km
5	Tchengu Moyo Market	Approx. 3 km

	Name	Hours of Operation	Distance from Port (km)
GOLF	N/A		
SWIMMING BEACH - 1	Macuti beach restaurant & complex	09:00 - late	Approx. 10 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other fees, if applicable	N/A		

SWIMMING BEACH - 2	<b>Savannah beach</b>		
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other fees, if applicable	<b>N/A</b>		
Nearest bicycle rental	<b>N/A</b>		
Nearest scooter/moped rental	<b>N/A</b>		

**HOTELS, RESORTS & SPAS**

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	<b>N/A</b>	
moderate hotels	<b>N/A</b>	
5-star resort/spa	<b>N/A</b>	
moderate resort/spa	<b>N/A</b>	

**SHOPPING**

Please specify the days of the week and/or time of day that shops are closed: **Saturday afternoons; All day on Sundays**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Wood carvings,**

**boxes, picture frames, woven African fabrics & Batik cloths, cashew nuts**

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: **Street vendors are located at the Tchengu Moyo Market, expect fresh produce, fish and nominal arts & crafts**

**DINING**

Recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
<b>Macuti restaurant very local in its offering</b>	<b>10 km</b>

Please list any local food specialties: **Seafood Platters incl. fish, prawns, calamari; and meat prepared in the Portuguese-style, e.g. peri-peri chicken, etc.**

**ADDITIONAL COMMENTS OR PERTINENT INFORMATION**

Mozambique is a "Third World" country, and although a visit to this destination is a rewarding experience, it differs markedly from South Africa in all aspects

The coaches used on the excursions are well-maintained, but basic - and the quality can vary considerably.

There is no formal guiding qualification required for Mozambique, and in order to support the local community we use local escorts/guides. Many of these escorts/guides do have previous experience in guiding for visiting cruise ships.

Whilst the roads are tarred, there are many with potholes. There are also a number of bumpy dirt roads, which will be navigated carefully.

Some of the international embassies and government buildings may fall under "military or state defence objects".

Visitors are not allowed to take pictures and may run into serious problems ignoring these rules. Please therefore ask the tour guide's advice first!

The weather during the summer months is extremely hot & humid - and guests are encouraged to drink lots of water, in order to avoid dehydrating.

Malarial prophylaxis are essential in all parts of Mozambique.

**CONTINUE FOR MAPUTO PORT INFORMATION**

**NAME OF PORT: MAPUTO**

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Alternate spelling(s), if applicable: **N/A**

Phonetic pronunciation: **MA-PU-TO**

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

Please provide a brief OPERATIONAL port description: **The great natural harbour of Maputo (Delagoa Bay) was discovered by Vasco da Gama in 1498 and lies on the sheltered estuary of Rio Espirito Santo in southern Moçambique at Longitude 32° 34' E and Latitude 25° 58' S.**

**Mariners have a choice of two channels for reaching the Pilot Station at Buoy 6; the North Channel and the South Channel. Using the South Channel saves about 11 miles for vessels arriving from South African ports, but this channel is subject to strong tidal sets and Masters are advised to check with the port authority before using it. Channels and shoals are marked with buoys and beacons.**

**Pilotage through the Xefina and Polana channels into the berths is compulsory from Buoy 6.**

**Full details at <http://www.portmaputo.com>- Port Information/Layouts and Data**

**Port Maputo has two modern Z-Peller tugs each of 27 tonne bollard pull. Depending on weather conditions, pilots embark by fast semi-rigid cutter or harbour tug.**

**There are two main components to the port, the Maputo Cargo Terminals, which include the Citrus, Sugar, Container, Ferro and Scrap terminals and, 6 km further upriver, the Matola Bulk Terminals with four deepwater berths for handling bulk Minerals, Petroleum, Aluminium and Grain.**

**In total, the port has 16 linear berths totalling approximately 4,000m. All are served by road and most by rail. There is a small privately managed dry dock capable of accepting vessels up to 115m LOA and 17m beam.**

**PORT SPECIFICS:**

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **PORT MAPUTO**

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? **Container**

If docking, are there preferred berths? Yes  No

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: **Approx. 1 km**

Gangway to coaches (tour or shuttle): **100 m**

Gangway to port entrance or terminal: **500 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 embedded train tracks running along the quayside. Guests should please watch their step**

## TOUR DISPATCH

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

Please elaborate: **Maputo can be a challenging port to operate. Entry permits must be obtained in advance, or access to the port will be denied. The security officials do not allow the vehicles to enter the harbour prior to the ship's arrival - and all vehicles therefore need to line up outside the harbour entrance. There can also be delays at the entrance gate, resulting in coaches only being brought onto the quayside at the last minute. This is the worst case scenario and can change, depending on which port officials are on duty on the day of the ship's visit.**

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? **There is usually sufficient space to park on the quayside. However, this does also depend on which berth the ship docks at - and what other quayside operations are taking place at the same time**

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

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

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? **Downtown shopping area**

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? **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 / Downtown shopping area**

In this region, are public restrooms common? 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? **Approx. USD 15.00 per hour**

What is the taxi rate from the pier to City Center? **Approx. USD 10.00**

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: **Minibus taxi or "chapa" (pronounced SHA-PAA) used by the locals. Vehicles are overcrowded & the drivers disrespect the rules of the road, so guests should avoid using this mode of transport at all costs.**

### 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)? **No**

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**

### 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: **N/A**

**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: **N/A**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **We would recommend that all guests rather join one of the excursions being offered by the ship. The condition of the taxis is not very good and most drivers do not speak English**

**DESTINATION DETAILS**

Please provide a DESTINATION description that would be useful for marketing purposes: **Maputo is the capital city of Mozambique, with a population of about 2 million people. It was once known as Lourenzo Marques, named after the Portugese navigator who discovered the area in the 1500's. The city is famous for its broad avenues, which are lined with jacarandas and acacias, undoubtedly some of the finest avenues of Africa.**

**Under Portuguese influence, Lourenzo Marques became one of Africa's most beautiful and fashionable cities with an impressive skyline of tall buildings and a cosmopolitan Portuguese/African atmosphere. But Mozambique's civil war in the 1970s and 1980s threw this prosperous African city in chaos and poverty.**

**Today Maputo is slowly recapturing some of its former glory, although it has still not managed to reach the romantic heyday of the 60's and early 70's. The gap between rich an poor is vast: multi-million dollar mansions overlook the sea while massive slums ring the city, and dilapidated concrete high rises stand next to beautiful Portuguese villas.**

**Maputo is literally a melting pot of several cultures, with a strong South African influence. Although the Bantu and Portuguese cultures dominate the city, the influence of Arab, Indian, and Chinese cultures are also present. The cuisine is diverse, owing especially to the Portuguese and Muslim heritage, and seafood is also quite abundant.**

**Maputo was designed in grid format during the Portuguese colonial times and it is easy for the first time visitor to find his way around. Maputo is an important port and one of the main export ports for South Africa and Zimbabwe.**

**CURRENCY**

What is the local currency? **Metical**

- 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: **+258**

City Codes:	City Name	Code
	<b>Maputo</b>	<b>(0)21</b>

**VISA INFORMATION**

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

If so, please list: **All nationalities can obtain visas upon entry, however, we strongly recommend that guests obtain these prior to travel, as the issuing of visas can take time**

Are ship blanket visas available for this port? Yes  No

**MONTHLY TEMPERATURES & RAINFALL**

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

	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
Degrees Centigrade	<b>30</b>	<b>31</b>	<b>29</b>	<b>28</b>	<b>27</b>	<b>25</b>	<b>24</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>28</b>	<b>29</b>
Centimeters				<b>5,3</b>	<b>2,8</b>	<b>2,0</b>	<b>1,3</b>	<b>1,3</b>	<b>2,8</b>	<b>4,8</b>	<b>8,1</b>	
Degrees Fahrenheit	<b>86</b>	<b>88</b>	<b>84</b>	<b>82</b>	<b>81</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>84</b>
Inches	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>0</b>

### 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>
01 January 2010	New Year's Day	Most shops & museums are closed
03 February 2010	Mozambique's Heroe's Day	Most shops & museums are closed
02 April 2010	Good Friday	Most shops & museums are closed
05 April 2010	Family Day	Most shops & museums are closed
07 April 2010	Mozambique's Women's Day	Most shops & museums are closed
01 May 2010	Workder's Day	Most shops & museums are closed
25 June 2010	Independence Day	Most shops & museums are closed
07 September 2010	Lusaka Peace Agreement Day	Most shops & museums are closed
25 September 2010	Armed Force's Day	Most shops & museums are closed
19 October 2010	Peace & National Reconciliation Day	Most shops & museums are closed
10 November 2010	Maputo Day	Most shops & museums are closed
25 December 2010	Christmas Day / Family Day	Most shops & museums are closed

### IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Maputo International Airport		Approx. 6 km
Churches			
Catholic	Cathedral of our Lady of Conception	Sundays	Approx. 3 km
Synagogue	Maputo Synagogue	Saturdays	Approx. 5 km
Mosque	Jumma Masjid	Fridays	Approx. 5 km
Protestant	N/A		
Nearest Banks/ATM	Downtown		Approx. 5 km
Post Office	Downtown		Approx. 5 km
Internet Services	Downtown		Approx. 5 km

### ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Natural History Museum	Approx. 5 km
2	Central Railway Station	Approx. 500 m
3	National Art Museum	Approx. 5 km
4	Costa do Sol	Approx. 20 km
5	The Iron House	Approx. 3 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	N/A		
SWIMMING BEACH	Southern Sun Maputo Hotel	Must be pre-arranged with the hotel	Approx. 10 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other fees, if applicable	N/A		
Nearest bicycle rental	N/A		
Nearest scooter/moped rental	N/A		

## HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	<b>Polana Hotel</b>	<b>Approx. 10 km</b>
	<b>Hotel Cardoso</b>	<b>Approx. 5 km</b>
moderate hotel	<b>Southern Sun Maputo</b>	<b>Approx. 10 km</b>
one 5-star resort/spa	<b>N/A</b>	
one moderate resort/spa	<b>N/A</b>	

## SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Saturday afternoons; All day on Sundays**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Wood carvings, boxes, picture frames, woven African fabrics & Batik cloths, cashew nuts**

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: **Street vendors are located in the Polana shopping district - and on the beachfront along the Costa do Sol. There is also a local market selling mainly fresh produce, situated approx. 1 km from the port entrance**

## DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
<b>Sagres Shellfish Restaurant / Tel: +258 (0)21 - 495 201</b>	<b>Approx. 5 km</b>
<b>Costa do Sol / Tel: +258 (0)21 - 450 115</b>	<b>Approx. 20 km</b>
<b>The Meat Company / Tel: +258 (0)21 - 483 579</b>	<b>Approx. 15 km</b>

Please list any local food specialties: **Seafood Platters incl. fish, prawns, calamari; and meat prepared in the Portuguese-style, e.g. peri-peri chicken, etc.**

## ADDITIONAL COMMENTS OR PERTINENT INFORMATION

**Mozambique is a "Third World" country, and although a visit to this destination is a rewarding experience, it differs markedly from South Africa in all aspects**

**The coaches used on the excursions are well-maintained, but basic - and the quality can vary considerably.**

**There is no formal guiding qualification required for Mozambique, and in order to support the local community we use local escorts/guides. Many of these escorts/guides do have previous experience in guiding for visiting cruise ships. Whilst the roads are tarred, there are many with potholes. There are also a number of bumpy dirt roads, which will be navigated carefully.**

**Some of the international embassies and government buildings may fall under "military or state defence objects".**

**Visitors are not allowed to take pictures and may run into serious problems ignoring these rules. Please therefore ask the tour guide's advice first!**

**The weather during the summer months is extremely hot & humid - and guests are encouraged to drink lots of water, in order to avoid dehydrating.**

**Malarial prophylaxis are essential in all parts of Mozambique.**

**CONTINUE FOR MOZAMBIQUE ISLAND PORT INFORMATION**

**NAME OF PORT: ISLAND OF MOZAMBIQUE**

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Alternate spelling(s), if applicable: **ILHA DE MOCAMBIQUE**

Phonetic pronunciation: **I-LA DE MO-ZAM-BEAK**

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

Please provide a brief OPERATIONAL port description:

**There is no harbour on the island - and the ship is required to anchor off-shore. The tender jetty is currently being repaired, however, this should be completed by 2010 (date to be advised).**

**Currently, guests are brought ashore in zodiacs (provided by the ship) and they do a wet landing on a private beach. Once the jetty is complete, guests may be brought ashore by tenders (to be provided by the ship).**

**During low tide, guests have to walk a considerable distance over soft, wet sand - and it is therefore absolutely imperative that the tide tables are checked during the planning phase.**

**PORT SPECIFICS:**

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **ILHA DE MOCAMBIQUE**

Do ships dock or anchor? **Anchor**

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? **Passenger**

If docking, are there preferred berths? Yes  No

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: **N/A**

Gangway to coaches (tour or shuttle): **N/A**

Gangway to port entrance or terminal: **N/A**

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? **Not suitable for guests in wheelchairs. The ship anchors and guests are brought ashore in zodiacs. No transport is provided. Guided walking tours of the island are offered. Beach sand & uneven surfaces.**

**TOUR DISPATCH**

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

Please elaborate: **No transport is provided. Guided walking tours of the island are offered.**

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? **N/A**

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

What is the approximate walking distance to coaches? **N/A**

## 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
- 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? **N/A**
- What is the distance from port to drop-off? **N/A**
- In normal traffic conditions, what is the drive time from port to drop-off? **N/A**
- 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.) **N/A**
- In this region, are public restrooms common? 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? **N/A**
- 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? **N/A**
- What is the taxi rate from the pier to City Center? **N/A**
- 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

### PRIVATE CARS

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

### 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: **N/A**

### 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: **N/A**

- Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **N/A**

## DESTINATION DETAILS

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

**The Island of Mozambique (Portuguese: Ilha de Moçambique) lies off northern Mozambique, between the Mozambique Channel and Mossuril Bay. It has a population of around 14,000 people and is part of Nampula Province.**

**The island was a major Arab port and boat building centre long before Vasco da Gama visited in 1498. The name of the island (Portuguese: Moçambique) is derived from Musa Al Big, an Arab trader who first visited the island and later lived there. This name was subsequently taken to the mainland country which is modern day Mozambique, and the island was renamed Ilha de Moçambique (Island of Mozambique). The Portuguese established a port and naval base in 1507, and built the Chapel of Nossa Senhora de Baluarte, in 1522, now considered the oldest European building in the southern hemisphere.**

During the sixteenth century, the Fort São Sebastião was built, and the Portuguese settlement (now known as Stone Town) became the capital of Portuguese East Africa. The island also became an important missionary centre and is now a UNESCO World Heritage Site. It withstood Dutch attacks in 1607 and 1608 and remained a major post for the Portuguese on their trips to India. It saw the trading of slaves, spices and gold.

Apart from the ancient fortifications, only half of the town is stone-built. The hospital, a majestic neo-classical building constructed in 1877 by the Portuguese, with a garden decorated with ponds and fountains, was repainted white after the Mozambican Civil War. For many years it was the biggest hospital south of the Sahara.

With the opening of the Suez Canal, the island's fortunes waned. In 1898, the capital was relocated to Lourenço Marques (now Maputo) on the mainland. By the middle of the twentieth century, the new harbour of Nacala took most of the remaining business.

Other notable buildings on the island include the Palace and Chapel of São Paulo, built in 1610 as a Jesuit College and subsequently used as the Governor's Residence, now a museum; the Museum of Sacred Art, housed in the Church of the Misericórdia run by the House of Mercy, displaying an excellent Makonde crucifix; the Church of Santo António; the Church of the Misericórdia; and the Chapel of Nossa Senhora de Baluarte. The island, now entirely urbanised, is also home to several mosques and a Hindu temple. A 3km bridge was erected in the 1960s to connect it to the mainland. The island in itself is not very big, about 3 km long and between 200 and 500 metre wide. Most historical buildings are at the island's northern end. The majority of the residents live in reed houses in Makuti Town at the southern end of the island.

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#### CURRENCY

What is the local currency? **Metical**

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: **+258**

#### VISA INFORMATION

Do any nationalities require visas to enter this port?

Yes  No

If so, please list: **All nationalities can obtain visas upon entry, however, we strongly recommend that guests obtain these prior to travel, as the issuing of visas can take time**

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	30	31	29	28	27	25	24	26	27	28	28	29
Centimeters				5,3	2,8	2,0	1,3	1,3	2,8	4,8	8,1	
Degrees Fahrenheit	86	88	84	82	81	77	75	79	81	82	82	84
Inches	0	0	0	3	4	1	2	2	4	5	4	0

#### IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
01 January 2010	New Year's Day	Most shops & museums are closed
03 February 2010	Mozambique's Heroe's Day	Most shops & museums are closed
02 April 2010	Good Friday	Most shops & museums are closed
05 April 2010	Family Day	Most shops & museums are closed
07 April 2010	Mozambique's Women's Day	Most shops & museums are closed
01 May 2010	Workder's Day	Most shops & museums are closed
25 June 2010	Independence Day	Most shops & museums are closed
07 September 2010	Lusaka Peace Agreement Day	Most shops & museums are closed
25 September 2010	Armed Force's Day	Most shops & museums are closed
19 October 2010	Peace & National Reconciliation Day	Most shops & museums are closed
10 November 2010	Maputo Day	Most shops & museums are closed
25 December 2010	Christmas Day / Family Day	Most shops & museums are closed

### IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	<b>There is no airport on the Island of Mozambique. The closest Airport is Nampula in Northern Mozambique</b>		<b>N/A</b>
Churches			
Catholic	<b>N/A</b>		
Synagogue	<b>N/A</b>		
Mosque	<b>N/A</b>		
Protestant	<b>N/A</b>		
Nearest Banks/ATM	<b>N/A</b>		
Post Office	<b>N/A</b>		
Internet Services	<b>N/A</b>		

### ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	<b>Palace of São Paulo Museum</b>	<b>approx. 500 m</b>
2	<b>Chapel of Nossa Senhora de Baluarte</b>	<b>approx. 500 m</b>
3	<b>São Sebastian Fort</b>	<b>approx. 500 m</b>
4	<b>Statue of Luiz de Camoes</b>	<b>approx. 500 m</b>
5	<b>All sites are within close proximity of each other</b>	

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	<b>N/A</b>		
SWIMMING BEACH	<b>Hotel Omuhipiti</b>		
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other fees, if applicable	<b>N/A</b>		
Nearest bicycle rental	<b>N/A</b>		
Nearest scooter/moped rental	<b>N/A</b>		

### HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	<b>N/A</b>	
	<b>N/A</b>	
moderate hotels	<b>Hotel Omuhipiti (only place on island with air-conditioning)</b>	
	<b>Escondidinho Guest House (no air-conditioning)</b>	
5-star resort/spa	<b>N/A</b>	
moderate resort/spa	<b>N/A</b>	

**SHOPPING**

Please specify the days of the week and/or time of day that shops are closed: **No shops - only local street vendors**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Beads & shells**

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: **Street vendors can be found all over the island**

**DINING**

Recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
<b>Hotel Omuhipiti (only place on island with air-conditioning)</b>	
<b>Escondidinho Guest House (no air-conditioning)</b>	

Please list any local food specialties: **Seafood incl. fish, prawns, calamari; and meat prepared in the Portuguese-style, e.g. peri-peri chicken, etc.**

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