

PORT QUESTIONNAIRE

NAME OF PORT: **Mumbai**

Alternate spelling(s), if applicable: **BOMBAY**

Phonetic pronunciation: **MUM-BAI**

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

Please provide a brief OPERATIONAL port description:

There are two berths on the Southward extension of East arm of the Indira Dock, namely Ballard Pier Station and Ballard Pier Extension. The Ballard Pier Extension berth is 244 metres long and has a modern passenger terminal building. This pier is also used for container vessels. The other one, the Ballard Pier Station, caters to mainly container vessels and at times small passenger ships.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Ballard Pier - Green Gate**

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 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: **08 KMS**

Gangway to coaches (tour or shuttle): **20 meters**

Gangway to port entrance or terminal: **200 meters**

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? **Mostly plain surface with some uneven patches**

TOUR DISPATCH

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

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? **Yes, there is enough space to park all coaches alongside.**

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

What is the approximate walking distance to coaches? **20 meters**

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

If so, how often and efficiently do port shuttles run? **NA**

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? **NA**

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

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

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

Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **NA**

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? **Terminal Building**

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? **APPROXIMATELY 30 USD**

What is the taxi rate from the pier to City Center? **APPROXIMATELY 5 USD to Taj Mahal Hotel**

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? **At the terminal building provided they have a valid port pass issued in advance.**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Mercedes Benz, limited BMW models, Toyota Innova, mini van (Tempo Traveller) and mostly Deluxe Indian midsize cars.**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Recommend use of Guide. Drivers speak very little basic English.**

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: **NA**

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: **NA**

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

DESTINATION DETAILS

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

Mumbai, more popularly known as Bombay, is the economic powerhouse of India. It is the fastest-growing and most industrialized city in India. Gateway to one of the world's most vibrant cities, India's cruise port Mumbai (formerly Bombay) offers so many memorable experiences it is hard to know where to begin. Perhaps a stroll along Marine Drive, the broad seafront promenade, which links the skyscrapers and bustle of Nariman Point with the serene greenery of Malabar Hill, is the best introduction to the sheer variety of this fascinating city. Or climb to the top of Malabar Hill to visit the terraced Ferozeshah Mehta Gardens, which overlook the Arabian Sea and the famous Towers of Silence. Then make your way to Crawford's Market, which will take you back in time to Victorian days.

Mumbai is far more crowded than Delhi, the city is still growing at a fast rate. Mumbai remains a city of hope. It is far more westernized than Delhi, with a mass rapid transit system, a heavily used suburban train network and a good bus service. Mumbai is the major commercial, industrial, financial, trading and film center of India. It has Victorian monuments and Buddhist relics, mega-congestion, gleaming high-rises and cardboard shanty towns, all blending into a vibrant society.

Blessed with a natural harbour, Mumbai is one of the busiest ports of India, conducting about 40% of India's maritime trade. Over the years, Mumbai has been transformed into the fastest moving, most prosperous and industrialized city in India with flourishing markets, business houses and many different communities reflecting a cosmopolitan and trendy atmosphere rarely seen elsewhere.

CURRENCY

What is the local currency? **INDIAN RUPEES**

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: **00 91**

City Codes: City Name Code
MUMBAI 022

VISA INFORMATION

Do any nationalities require visas to enter this port? Yes No
 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	27	26	34	36	38	35	32	30	30	29	29	28
Centimeters	1	1	1	1	2	48	62	35	26	7	3	1
Degrees Fahrenheit	81	79	93	97	100	95	90	86	86	84	84	82
Inches	0	0	0	0	1	19	24	14	10	3	1	0

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
October 02, 2009	Gandhi Jayanti	Markets will be closed
January 26, 2010	Republic day	Markets will be closed
April 02, 2010	Good Friday	Markets will be closed
April 05, 2010	Easter	Markets will be closed
August 15, 2010	Independence day	Markets will be closed
December 07, 2010	Muharram	Markets will be closed

IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Mumbai Chatrapati Shivaji Airport - 24 hrs		32 KMS
Churches			
Catholic	Holyname Cathedral	0700 - 1900 hrs	4 Kms
Synagogue	Kenseth - Eli - Yahoo (entry jew's are allowed inside with proper identification)	0800 - 1800 hrs	3 Kms
Mosque	Dar - UI - Hanfia	24 hrs	4 Kms
Protestant	St Thomas Methodist Church	0800 - 1800 hrs	4 Kms
Nearest Banks/ATM	Citi Bank	0900 - 1700 hrs	3 Kms
Post Office	General Post Office	0900 - 1700 hrs	2 Kms
Internet Services	at Docks	0900 - 2100 hrs	50 meters

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Gateway of India	3 Kms
2	Prince of Wales Museum (Closed on Mondays)	3 Kms
3	Elephanta Caves (Closed on Mondays)	1 hour by boat each way
4	Mumbai Chatrapati Railway Station	2 Kms
5	Mani Bhavan (Closed on Mondays)	3 Kms

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Willington Club	0900 - 1900 hrs	12 Kms
SWIMMING BEACH - 1	No Beach		
Nearest bicycle rental	NA		
Nearest scooter/moped rental	NA		

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Taj Mahal Palace and Tower	3 Kms
	The Oberoi	4 Kms
two moderate hotels	Godwin	3 Kms
	Diplomat	3 Kms
one 5-star resort/spa	Spa at The Oberoi.	4 Kms
moderate resort/spa	NA	

SHOPPING

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

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

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: **Crowford Market - 3 Kilometers**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Khyber - Indian cuisine	2 Kms
Trishna - Sea food specialty only	2 Kms
Starter & More - Indian, Chinese & Continental	3 Kms

ADDITIONAL COMMENTS OR PERTINENT INFORMATION

MUMBAI IS THE BEST PORT FOR PASSENGER VESSELS - EASY FOR HANDLING AND IDEAL FOR TURNAROUND CALL. BEST HOTELS ARE TAJ & OBEROI AND ARE ALSO CLOSEST TO THE PIER. ALSO THIS IS THE ONLY PIER WHICH OFFERS AN AIR-CONDITIONED PASSENGER TERMINAL BUILDING WITH FACILITIES INCLUDING DUTY FREE SHOP.

PLEASE NOTE: at time of printing, both the Taj Mahal (Palace wing) and The Oberoi hotels are currently undergoing complete renovation. We have been advised by the respective hotel group of their reopening some time in March 2010. Further extension of their reopening dates is possible, however these hotels are still listed here in anticipation of their scheduled availability.