

PORT QUESTIONNAIRE

NAME OF PORT: Auckland

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

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

Please provide a brief OPERATIONAL port description:

Auckland's Cruise terminal is located approx 1.5km from downtown business district and 20km from the domestic and international airports. Taxis are available at the terminal for cruise ship passengers and the Britomart transport hub for bus and train services is located 1.5km from the terminal at the bottom of the main shopping precinct. The berth can accept vessels up to 10mtrs draft and and overall length of 300mtrs.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Princes Wharf (or Queens Wharf - as secondary terminal)**

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? **Passenger**

If docking, are there preferred berths? Yes No

If so, please elaborate: **Princes Wharf (primary cruise terminal) / Queens Wharf (secondary cruise terminal)**

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: **1.5km**

Gangway to coaches (tour or shuttle): **0.2km**

Gangway to port entrance or terminal: **0.5km**

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? **No**

TOUR DISPATCH

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

Please elaborate:

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 - up to 6 at one time plus holding area for up to 3-4 more.**

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

What is the approximate walking distance to coaches? **directly outside terminal building exit**

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

If so, please describe any help or hindrance this is to our operations: **some hotels offer complimentary pick up services. There is limited space on the wharf for vehicles to wait for passengers. Pre-booked shuttles are permitted and taxis in a rank are available at the exit of the terminal**

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?

What is the distance from port to drop-off?

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

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

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

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? **are waiting in a rank outside the 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? **is set by the taxi company or individual driver. Taxi company is looking to promote hourly rates, half/full day tour rates via a brochure available from the drivers.**

What is the taxi rate from the pier to City Center? **approx \$10**

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? **Private vehicles are permitted onto the wharf to collect passengers, however there is no parking and therefore until the passenger has been identified the vehicle must be parked off the wharf at one of the nearby parking buildings.**

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?

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: **No**

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: **Distance to Ferry building from pier/terminal is 1km. Distance to train and bus services = 1.5km**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **No**

DESTINATION DETAILS

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

Auckland is the centre of commerce and industry, and is perhaps the most vibrant, bustling and multicultural city in New Zealand. The city's landscape is dominated by volcanic hills, twin harbours (Waitemata on the Pacific Ocean and Manukau on the Tasman Sea), bays, beaches and islands. Its nickname as the "City of Sails" is apt, Auckland has more boats per capita than anywhere else in the world. Highlights include the America's Cup sailing, the Auckland War Memorial Museum, and the Sky Tower - an Auckland icon and the tallest tower in the Southern Hemisphere at 328 metres (1076 feet) high.

CURRENCYWhat is the local currency? **New Zealand Dollars**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: **+64**

City Codes: City Name Code

Auckland (0)9**Wellington (0)4****Christchurch (0)3****VISA INFORMATION**Do any nationalities require visas to enter this port? Yes No If so, please list: **Clients from Australia, USA, UK do NOT require Visa's for short stays**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	24	25	23	20	18	16	15	16	18	20	22	24
Centimeters	80	90	80	90	130	140	150	130	120	120	90	80
Degrees Fahrenheit	75	77	73	68	64	61	59	61	64	68	72	75
Inches	31	35	31	35	51	55	59	51	47	47	35	31

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect of a ship call

<i>Date</i>	<i>Event</i>	<i>Effect on ship call</i>
06 FEB	Waitangi Day	Retail shops may be closed

IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Auckland International Airport		20
Churches			
Catholic	Catholic Church St Patricks		.08
Synagogue	Auckland Hebrew Congregation - Beth Israel Synagogue		1
Mosque	Islamic Centre & Jame'h Mosque		2.5
Protestant			
Nearest Banks/ATM	Auckland City has a large number of Banks and ATM's less than 1km from the Cruise Terminal		less than 1km
Post Office	Auckland City Post office	8:30 - 17:30 Mon - Fri, 08:00 - 14:00 Saturday	0.6
Internet Services	Auckland has a large number of internet cafes within 1 km of the Cruise terminal		less than 1km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Auckland Museum	2.6 km
2	Victorian village of Parnell	2.1 km
3	Viaduct Harbour	0.4 km
4	Waitakere Ranges	18 km
5	Mount Eden	4.6 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF			
SWIMMING BEACH - 1	Mission Bay		6 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public toilets only	
Other fees, if applicable			
SWIMMING BEACH - 2			
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable			
Nearest bicycle rental	Mission Bay	from 10 am (Summer)	6 km
Nearest scooter/moped rental	N/A		

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Mollies	2.2km
	The Langham	1.4 km
two moderate hotels	Westin Lighter Quay	0.9km
	Hilton	0.4km
one 5-star resort/spa	The Langham	1.4km
one moderate resort/spa	Westin Lighter Quay	0.9km

SHOPPING

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

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

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:

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Kermadec	0.4km
Soul Bar	0.4km
Cin Cin on Quay	0.4km

Please list any local food specialties: