

PORT QUESTIONNAIRE

NAME OF PORT: **Lyttelton - Port of Christchurch**

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

If No, please specify: **Often referred to as Christchurch or Lyttelton**

Please provide a brief OPERATIONAL port description:

Lyttelton is a multi purpose port, berthing a variety of vessels, coal, fertilizer, cruise, container, breakbulk. We give cruise vessels priority booking over other business due to tight operating schedules. The main berthing area is called Cashin Quay and has a depth of 13.1m, draft 12.4m high water, 11m at low water. Cashin Quay is 855 meters long and the average cruise vessels we cater for is between 280-320m. Inner harbour we use J2 East 11.8m depth at high water, 11.3m draft and 10m at low water. The inner harbour can take 200m vessels.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Lyttelton - Port of Christchurch**

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 so, please elaborate: **Cashin Quay 2 is the preferred for best access for taxi / buses**

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: **12 km**

Gangway to coaches (tour or shuttle): **on Port**

Gangway to port entrance or terminal: **on Port**

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? **Uneven surface**

TOUR DISPATCH

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

Please elaborate: **Easy as it is a controlled area with port security and limited access..**

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? **No issue with coaches lining up**

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

What is the approximate walking distance to coaches? **2 Minutes**

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? **Lyttelton Port of Christchurch prohibits visitors from walking off the port for safety and security reasons, and has a complimentary shuttle that takes you to London Street, outside Lyttelton's i-SITE Visitor Centre.**

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? **The main gate of the Port**

What is the distance from port to drop-off? **3 minutes in shuttle**

In normal traffic conditions, what is the drive time from port to drop-off? **3 minutes in shuttle**

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.) **No**

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?

What is the taxi rate from the pier to City Center? **\$30**

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? **No access to Pier**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Taxis (typically less than 5 years old). More top end vehicles are typically pre booked**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Most Drivers will speak English only**

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: **Helicopter pad - but not often used**

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: **Public Bus Service is close at hand. No Train service to the Port**

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:

Christchurch, the Garden city, was established in 1850 by English settlers and this heritage shows in the architecture of older buildings. Christchurch is the South Island's largest city. It's a vibrant, cosmopolitan place with exciting festivals, theatre, modern art galleries, great shopping and award-winning attractions. Christchurch Cathedral is the city's most prominent landmark and the square to which it gives its name is the heart of downtown. Other Christchurch highlights include the beautiful Neo-Gothic Arts Centre, the historic tram which loops the city centre, the Christchurch Gondola, the International Antarctic Centre and the Botanical Gardens. These gardens are an oasis in the city of Christchurch, featuring more than 50 acres of beautiful horticultural displays, several conservatories, memorials, garden art and walking tracks.

CURRENCYWhat is the local currency? **NZD - New Zealand Dollar**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

Christchurch (0) 3**Auckland (0) 9****Wellington (0) 4****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	21	23	21	17	14	11	11	11	14	17	19	21
Centimeters	5.6	4.3	4.8	4.8	6.6	6.6	6.9	4.8	4.6	4.3	4.8	5.6
Degrees Fahrenheit	70	73	70	63	57	52	52	52	57	63	66	70
Inches	2	2	2	2	3	3	3	2	2	2	2	2

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 2010	Waitangi Day	Many Retail shops closed

IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Christchurch International Airport		25 km
Churches			
Catholic	St Joseph's Catholic Church		0.6 km
Synagogue	Christchurch Jewish Synagogue		14 km
Mosque	Al-Nur Mosque		14 km
Protestant	Anglican Church		0.4
Nearest Banks/ATM	Christchurch City has a large number of Banks and ATM's. Lyttelton has a number of ATM's less than 1km from the Cruise Terminals		
Post Office	Cathedral Square North: 736 Colombo Street, Christchurch		13 km
Internet Services	Lyttelton Information Centre		0.5 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Christchurch Cathedral Square	12 km
2	International Antarctic Centre	25 km
3	Lyttelton Harbour	0.5 km
4	Hurunui District	55 km
5	Arts Centre and Botanical Gardens	11 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Clearwater Golf Resort		30 km
SWIMMING BEACH - 1	Summer		5 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	NA		
SWIMMING BEACH - 2	New Brighton		13 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	NA		
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	Otahuna Lodge	13 km
	The George Hotel	11 km
two moderate hotels	Crowne Plaza	12 km
	Hotel Grand Chancellor	12 km
one 5-star resort/spa	Otahuna Lodge	13

SHOPPING

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

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

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: **Saturday morning Lyttelton farmers' market**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Pescatore Restaurant at The George Hotel	11
Restaurant Piko Piko	12
Moji Restaurant and Bar	12

Please list any local food specialties: **NA**