

PORT QUESTIONNAIRE

NAME OF PORT: East London

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

Please provide a brief OPERATIONAL port description

The Port of East London is South Africa's only remaining river port and is situated at the mouth of the Buffalo River in the East Cape Province. There are a total of 12 commercial berths plus a repair quay of 110m, a pilot jetty and fishing jetty next to the small Latimer's Landing Waterfront. The port has a total of 2,410m of quayside. Passenger ships are accommodated at whichever berth is most suitable and available.

PORT SPECIFICS:

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

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

If not, why? **No terminal building and luggage holding area at East London Harbour**

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

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: **± 2.5 km**

Gangway to coaches (tour or shuttle): **± 500 m**

Gangway to port entrance or terminal: **Depending on docking berth ± 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? **Level tarred surfaces with embedded railway lines. Regular container movement taking place**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Easy, however depending on the daily container movement which might affect tour dispatch.**

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, fairly easy. Coaches usually park in a line along the pier, one behind the other - or if at the Car Terminal, they park alongside one another.**

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

What is the approximate walking distance to coaches? **± 250 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

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

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? **Vincent Park Shopping Centre**

What is the distance from port to drop-off? **± 15 km**

In normal traffic conditions, what is the drive time from port to drop-off? **± 25-30 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.) **Shuttle coordinators are required at both points, i.e. Pier / Vincent Park Shopping Centre**

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? **Taxis in East London are extremely limited - and the quality & standard is not good. Taxis usually pick up & drop-off at the Port Entrance Gate, approx. 100 - 150 metres from the gangway (2-3 minutes walking time)**

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? **Between ZAR 8.00 - ZAR 15.00 per km**

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: **Please make sure that the Taxi is licensed, in good condition and that a Taxi sign appears on the car. Also, do not make use of 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. This has to 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? **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: **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: **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.
Affordability, an exceptionally favourable climate, warm hospitality, excellent cuisine and an unhurried atmosphere make East London an ideal destination for relaxing holidays. The city's local tourist attractions and sound infrastructure offer ample opportunity for recreational activities. The strategic location and position as gateway to the Sunshine Coast and Country, the Wild Coast and Amatola Region allows easy access to a diversity of uniquely attractive landscapes, historically and culturally rich living heritage and natural treasures.

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
East London (0)43

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.safrika.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	25	25	25	24	22	21	21	21	20	21	22	24
Centimeters	7	8	9	7	4	3	3	6	8	10	10	7
Degrees Fahrenheit	77	77	77	75	72	70	70	70	68	70	72	75
Inches	3	3	4	3	2	1	1	2	3	4	4	3

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
South Africa Events		
01 January 2010	New Years Day	East London beachfront will be extremely crowded & congested - and virtually inaccessible. Most shops, museums & restaurants are closed
21 March 2010	Human Rights Day	Most shops & museums are closed
22 March 2010	Public Holiday	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
27 April 2010	Freedom Day	Most shops & museums are closed
01 May 2010	Workers Day	Most shops & museums are closed
16 June 2010	Youth Day	Most shops & museums are closed
09 August 2010	National Womens' Day	Most shops & museums are closed
24 September 2010	Heritage Day	Most shops & museums are closed
16 December 2010	Day of Reconciliation	Most shops & museums are closed
25 December 2010	Christmas Day	Most shops & museums are closed
26 December 2010	Day of Goodwill	Most shops & museums are closed
27 December 2010	Public Holiday	Most shops & museums are closed
Specific to East London		
28 March 2010	Sunshine Coast Triathlon	Roads near Orient Beach may be congested or closed to traffic
21 February 2010	Daily Dispatch / Felt Cycle Tour	Roads in & around the Esplanade (beachfront) will be closed to traffic

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 (km)</i>
Airport	East London Airport		± 10 km
Churches			
Catholic	Church of the Immaculate Conception	Tue 17h00 - 18h15 Wed 09h00 - 09h40 Thu 06h30 - 07h00 Fri 17h00 - 18h00 Sat 18h00 - 19h00 Sun 08h00 - 09h15 Sun 10h15 - 11h30 (Please note that times are subject to change)	± 5 km
Synagogue	Temple Hillel (Progressive)	Fri 18h00 - 19h15 Sat N/A	± 5 km
Mosque	N/A	N/A	N/A
Protestant	St Albans Anglican Church (suburb of Vincent)	Sun 07h00 - 08h30 09h00 - 10h30 18h30 - 19h30	± 7- 8 km
Nearest Banks/ATM	ABSA Bank & ATM	Mon - Fri: 09h00 - 15h30 Sat: 09h00 - 11h00	± 3 km
Post Office	East London Main Post Office - Oxford Street, City Centre	09h00 - 16h00	± 3 km
Internet Services	Internet Café is located at the Garden Court East London Hotel	24 hrs	± 10 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Inkwenkwezi Game Reserve - only open to pre-booked tour groups	± 30 km
2	East London Museum (Coelecanth & Dodo's Egg)	± 7 km
3	Khaya La Bantu Cultural Village (Xhosa Cultural Village) - only open to pre-booked tour groups	± 30 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	East London Golf Course	First tee off 06h00 and last tee off time 13h45	± 8 km
SWIMMING BEACH - 1	Nahoon Beach	09h30 - 17h00 (Mon - Fri)	± 10 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	N/A		
SWIMMING BEACH - 2	Gonubie Beach	09h00 - 17h00 (Mon - Fri)	± 20 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input 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>
5-star hotels	N/A	
two moderate hotels	Quarry Lake Inn (Guest House)	± 5 km
	Hemingways Hotel	± 7 km

5-star resort/spa	N/A	
one moderate resort/spa	Ocean Spa at the Windsor Cabanas	± 1 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Most shops at Vincent Park Shopping Mall are generally closed on Sunday afternoons from 13h00; during the week and on Saturdays, shops are open between 09h00 - 17h00**

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

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: **N/A**

DINING

Recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Grazia Fine Food & Wine (International Cuisine)	± 4 km
Smokey Swallows (Traditional and Local Cuisine)	± 8 km