

PORT QUESTIONNAIRE

NAME OF PORT: Mossel Bay

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:

The harbour entrance channel has a depth of 8m, while inside the harbour the maximum draught is 6.5m.

Ships anchoring outside port must keep clear of the approaches to the entrance channel. Pilotage is compulsory from a point 2 n.miles northeast of Cape St Blaize.

Inside the harbour vessels of up to 130m and a 6.5m draught can be accommodated at quay 4. There is a slipway for ship repair up to 200 tonnes.

The catenary buoy mooring caters for ships up to 32,000DWT with a maximum length of 204m and draught of 12m. Ship movements are permitted during daylight hours only. The second mooring is a single point mooring (SPM) connected to three hoses and is used primarily for the export of Mossog products.

Mossel Bay is a common user port with ships worked on a first-come-first-served basis. Berthing is subject to wind and swell conditions.

The harbour of Mossel Bay caters mainly for fishing and service craft for the local oil industry and handles little other commercial cargo, and therefore has little in the way of sophisticated infrastructure. However the fishing industry provides an important economic boost to the Southern Cape and the local community.

An increasing number of ships for the emerging oil industry (several oil rigs operate off Mossel Bay) call at Mossel Bay. Supply vessels make use of two buoys anchored outside the port. In keeping with this industry a full diving service is available for underwater inspection, hull cleaning, salvage etc.

Bunkering is available at quays 2,3 and 5 and on the jetty. Ship chandling and stevedoring is available.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Mossel Bay Harbour**

Do ships dock or anchor? **Offers dock or anchor**

Additional comments: **Maximum vessel LOA to dock, is 130 m**

Is this port convenient for Turnarounds? Yes No

If not, why? **There are no facilities for passenger turnaround, e.g. no Terminal building or luggage holding area.**

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

If so, please elaborate: **Local yacht basin / club**

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: **± 500 m**

Gangway to coaches (tour or shuttle): **N/A / Note: No gangway as ship anchors - and guests are brought ashore by tenders**

Gangway to port entrance or terminal: **See above**

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? **Yes, there are uneven gravel surfaces. There is a steep incline leading from the harbour to the town centre - and Diaz Museum Complex**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Challenging, limited space for coaches to park**

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, coaches must be called from the holding area**

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

What is the approximate walking distance to coaches? **± 50 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

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? **Town centre - and to The Point (recommend circular shuttle route). The town centre is within walking distance of the harbour.**

What is the distance from port to drop-off? **± 500 m**

In normal traffic conditions, what is the drive time from port to drop-off? **± 5 minutes to town centre; and additional 5 minutes to the Point**

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.) **No**

In this region, are public restrooms common? Yes No

Do public restrooms 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 are extremely limited in Mossel Bay**

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? **± ZAR 8.00 - ZAR 15.00 per km, however prices might increase without prior notice**

What is the taxi rate from the pier to City Center? **± ZAR 8.00 - ZAR 15.00 per km, however prices might increase without prior notice**

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: **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? **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: **Helicopter by prior arrangement only**

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

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

Mossel Bay lies on the southern coast of South Africa, east of the Cape of Good Hope and west of Knysna. It lies on the Indian Ocean coast and is part of the Garden Route.

Portuguese explorer Bartholomeu Diaz arrived here on February 3, 1488, thus proving to his sponsors that Africa had a southern tip; making it theoretically possible to sail from Europe to India. Originally called by Diaz Aguada de São Brás (Bay of Saint Blaise), the village/harbour was renamed Mosselbaai (Bay of Mussels) in 1601 by Dutch navigator Paulus van Caerden, as he found the bay to be abundant with mussels.

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
Mossel Bay (0)44

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

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	25	25	24	22	21	19	19	19	19	20	22	23
Centimeters	6	6	7	7	5	5	4	7	6	6	6	6
Degrees Fahrenheit	77	77	75	72	70	66	66	66	66	68	72	73
Inches	2	2	3	3	2	2	2	3	2	2	2	2

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>
South Africa Events		
01 January 2010	New Year's Day	Most shops & museums are closed Beaches will be extremely crowded & congested
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 Women's 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
No major events specific to Mossel Bay. Events are on a small scale and more community based.		

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	George Airport		± 50 km
Churches			
Catholic	N/A		
Synagogue	N/A		
Mosque	N/A		
Protestant	Methodist Church	08h00 - 09h30 (Sunday)	± 500 m
Nearest Banks/ATM	ABSA Bank & ATM	09h00 - 15h00 (Mon - Fri) / 09h00 - 11h00 (Sat) / Closed on Sunday	± 500 m
Post Office	Mossel Bay Post Office	09h00 - 15h30 (Mon-Fri) / 09h00 - 12h00 (Sat) / Closed on Sundays	± 1 km
Internet Services	Post Net	08h00 - 17h00 (Mon - Fri) / 09h00 - 14h00 (Sat) / Closed on Sunday	± 500 m

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Bartholomeu Dias Museum Complex	± 500 m
2	The Maritime Museum	± 500 m
3	War Memorial	± 1.5 km
4	Khoi San Cave	± 1.7 km
5	The Post Office Tree	± 500 m

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Pinnacle Point (Mossel Bay) & Fancourt (George)	Pinnacle Point - First Tee off time 08h00 & last Tee off time 13h30 / Fancourt - First Tee off 07h00	Pinnacle Point - ± 10 km Fancourt - ± 50 km
SWIMMING BEACH - 1	Santos Beach	09h00 - 17h00 (Mon - Sun)	± 600 m
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
SWIMMING BEACH - 2	The Point Beach	09h00 - 17h00 (Mon - Sun)	± 2 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Nearest bicycle rental	N/A	N/A	N/A
Nearest scooter/moped rental	N/A	N/A	N/A

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Beach & Golf Lodge at Pinnacle Point	± 10 km
	Fancourt Hotel & Golf Estate, George	± 50 km
two moderate hotels	Mossel Bay Protea Hotel	± 500 m
	Diaz Strand Hotel & Resort	± 5 km
one 5-star resort/spa	Fancourt Hotel & Golf Estate	± 50 km
moderate resort/spa	Garden Route Boutique Hotel & Spa	± 5 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Pick 'n Pay Shopping Mall Mark Street 08h00-17h00 (Mon - Fri) / 08h00-13h00 (Sat). Here you will find the normal chain stores, smaller novelty and specialty shops and banking facilities. ±500 metres from port.**

The Ochre Barn - Next to Diaz Complex, Bland Street 09h00 – 17h00 (Mon - Fri) / 09h00 – 15h00 (Sat - Sun)

This is an indoor flea market, where you will find African and local crafts as well as model ships. ±500 metres from port.

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

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: **The Ochre Barn, Bland Street 09h00 – 17h00 (Mon - Fri) / 09h00 – 15h00 (Sat - Sun)**

This is an indoor flea market, where you will find African and local crafts as well as model ships. ±500 metres from port.

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Bahia Dos Vaqueiros (Seafood & International Cuisine)	± 5 km
Cafe Gannet Seafood Restaurant (Seafood)	± 500 m
Santos Pavilion Restaurant (International Cuisine)	± 600 m