

PORT QUESTIONNAIRE

NAME OF PORT: Port Elizabeth

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

Please provide a brief OPERATIONAL port description:

Port Elizabeth's main features are the container terminal, fruit terminal and manganese terminal. The container terminal has a capacity of around 375,000 TEUs and has the advantage of being able to load railway trains directly under the gantry cranes, without containers having to be double handled, thus speeding up delivery to inland destinations.

There are 5,400 ground slots for conventional container handling. The terminal handled 370,849 TEUs in 2005/06. The terminal has three quayside gantry cranes and is supported by a number of straddle carriers. Motor vehicle components constitute a large percentage of the container traffic at Port Elizabeth, with other commodities including steel, machinery, wool, and agricultural products making up the balance.

The breakbulk terminal handles a variety of agricultural products including wheat imports and fruit (deciduous and citrus) exports as well as steel, scrap, timber and motor vehicles. At the bulk facility the storage bins have a capacity of 350,000 tonnes of manganese ore, which is the major bulk export from Port Elizabeth.

The port offers bunker facilities at berths 13, 14 and 15 (ore and tanker berths), with diesel oil available at the Dom Pedro Quay (trawler quay).

PORT SPECIFICS:

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

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 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: **± 5 km**

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

Gangway to port entrance or terminal: **± 1 km**

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 tracks. Guests do need to watch their step**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Challenging, due to the strict security access control. Coaches are not allowed to park on the pier alongside the ship. If the FPT (Fresh Produce Terminal) is available, coaches park inside the terminal building.**

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? **Ample space for coaches to line up (depending on where the ship docks)**

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

What is the approximate walking distance to coaches? **± 500 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? **Boardwalk Shopping Centre - also close to beachfront**

What is the distance from port to drop-off? **± 3.5 km**

In normal traffic conditions, what is the drive time from port to drop-off? **± 15 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 / Boardwalk Shopping Centre**

- 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? **They must wait outside the port gate - and are only permitted to pick-up & drop-off at the pier, if they have permits to enter the harbour**
- 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? **N/A - metered taxis**
- 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

PRIVATE CARS

Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Cars have to wait at the port gate**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Only upon request, by arrangement prior to travel**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Recommend 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: **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: **N/A**

DESTINATION DETAILS

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

Port Elizabeth is a city in South Africa situated in the Eastern Cape Province, at 33°57'29"S, 25°36'00"E. The city, often shortened to "PE", and nicknamed "The Friendly City" or "The Windy City", is located on Algoa Bay and is one of the major seaports in South Africa.

Port Elizabeth was founded as a town in 1820 to house British settlers as a way of strengthening the border region between the Cape Colony and the warlike Xhosa tribe. It now has a population of 1 million and forms part of the Nelson Mandela Metropolitan Municipality. The city is in a friendship partnership with the Swedish City of Gothenburg and is a sister city to the American cities of Jacksonville, Florida and Palm Desert, California.

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
Port Elizabeth (0)41

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	23	22	20	20	20	20	21	22	24
Centimeters	4	4	5	6	6	6	4	6	6	5	5	3
Degrees Fahrenheit	77	77	77	73	72	68	68	68	68	70	72	75
Inches	2	2	2	2	2	2	2	2	2	2	2	1

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	Port Elizabeth beachfront will be extremely crowded & congested - and virtually inaccessible. Most shops & museums 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

**Port Elizabeth
(Eastern Cape)**

06 December 2009	Crusaders Port Elizabeth City Marathon	Some main roads in the city centre will be closed in the morning through to the early afternoon. There will be congestion in the city
30 - 31 January 2010 Date to be confirmed	The Herald / VW Cycle Tour	Various road closures - still to be confirmed
02 - 05 April 2010	MTN Nelson Mandela Bay Splash Festival	Access to beachfront may be limited. Roads around the beachfront will be congested
25 April 2010	Spec-Savers / Iron Man Endurance Marathon	Road closures on Marine Drive & Buffelsfontein Rd from 5:00 am - 5:30 pm. Additional road closures include Seaview Road, Heron Road, Sardinia Bay Road, Victoria Drive, King's Beach & Hobie Beach

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

	Name	Hours of Operation	Distance from Port (km)
Airport	Port Elizabeth Airport		± 6 km
Churches: Catholic	St Augustine	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)	0.5
Synagogue	Temple Israel (Progressive)	Fri 18:15 - 19:15 Sat 10:00 - 11:30	± 3 km
Mosque	N/A	N/A	N/A
Protestant	St Mary's Anglican Church	08h30 - 10h00 (Sunday)	500 m
Nearest Banks/ATM	ABSA Bank (Govan Mbeki Avenue)	09h00 - 15h30 (Mon - Fri) 09h00 - 11h00 (Sat) Closed on Sun	± 2 km
Post Office	Main Post Office (Govan Mbeki Avenue)	08h00 - 17h00 (Mon - Fri) 08h00 - 13h00 (Sat) Closed on Sun	± 2 km
Internet Services	Boardwalk Internet Cafe	10h00 - 20h00 (Mon - Thu) 10h00 - 22h00 (Fri - Sat) 10h00 - 20h00 (Sun)	± 5 km

ATTRACTIONS AND ACTIVITIES

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

	Name	Distance from Port (km)
1	City Hall & Queen Victoria Statue	± 2 km
2	Donkin Reserve & Memorial - affords one views over the City	± 3 km
3	Port Elizabeth Museum Complex & Bayworld (Oceanarium & Dolphin Shows)	± 3 km
4	Addo Elephant National Park	80 km
5	Private Game Reserves (Kwantu, Kariega, Pumba) - only open to pre-booked tour groups	

	Name	Hours of Operation	Distance from Port (km)
GOLF	Humewood Golf Club	Mon - Sun 07h15 & last tee at 13h30	± 5 km
SWIMMING BEACH - 1	Kings Beach	09h00 - 17h00 (Mon - Sun)	± 1 km
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	Humewood Beach	09h00 - 17h00 (Mon - Sun)	± 4 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		
Nearest scooter/moped rental	N/A		

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	Radisson Blu Hotel Port Elizabeth	± 5 km
two moderate hotels	Beach Hotel	± 5 km
	Paxton Hotel	± 3 km
one 5-star resort/spa	Camelot Spa at Radisson Blu Hotel	± 5 km
one moderate resort/spa	Oligo Wellness Day Spa, Summerstrand	± 5 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **The Boardwalk Casino and Entertainment World: Up-market shopping alongside the Casino complex and 17 different restaurants and fast food outlets. 18 shops sell clothes, jewellery, sports goods, arts and crafts, books, cameras, food and more. Get to Casino Boardwalk by car using 2nd Avenue. There's plenty of parking space. If you're on foot, use the Marine Drive entrance facing the beach.**

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: **Boardwalk Craft Workshop: Visitors will find a wide array of arts and crafts at The Craft Workshop. This venue provides a platform for local craftsmen to display and market their creative and inspirational designs. Open Sun to Thurs 10h00 to 19h00, Fri to Sat 10h00 to 22h00.**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Ginger at The Beach Hotel (Fine Dining)	± 5 km
Filini Restaurant, Radisson Blu Hotel (Italian inspired)	± 5 km
34° South at The Boardwalk (Fresh Seafood, Mediterranean Deli)	± 5 km