

PORT QUESTIONNAIRE

NAME OF PORT: Richards Bay

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

Please provide a brief OPERATIONAL port description:

Richards Bay consists of a Dry Bulk Terminal, a Multi Purpose Terminal and the privately operated Coal Terminal. Other private operators within the port include several wood chip export terminals and a bulk liquid terminal. Cruise ships make use of either the small craft berth or one of the normal cargo handling berths depending on the size of the ship.

PORT SPECIFICS:

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

Do ships dock or anchor? **Dock**

Additional comments: **There are no terminal buildings or facilities available at any of the berths**

Is this port convenient for Turnarounds? Yes No

If not, why? **There are not terminal buildings or safe luggage holding areas available at any of the berths
The airport in Richards Bay is small and there are limited flights in & out of this port**

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: **Small Craft Harbour - within walking distance of a few shops, restaurants & bars.**

This berth is currently not available to cruise ships - and at the moment, most are docking at Berth 606, 708 or the Coal Terminal. The location of the Coal Terminal is extremely remote - and at least 20 - 30 minutes additional travelling time should therefore be added on to all excursions (in both directions)

Please liaise with the Port Agent closer to the time of travel for confirmation.

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): **± 20 m**

Gangway to port entrance or terminal: **There is no terminal building / The distance from the gangway to port entrance is approximately ± 200 - 500 m, depending on where the ship docks**

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? **Depending on where the ship docks, there are uneven surfaces with embedded railway tracks. Guests need to watch their step**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Can be challenging, due to the strict security access control**

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? **There is generally quite a lot of space for the coaches to park on the quayside, however, this is determined by what cargo is being loaded onto the other container ships at the time, e.g. coal, granite, wood, etc.**

How do guests reach the coaches? **Across from gangway**

What is the approximate walking distance to coaches? **± 20 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? **The Boardwalk Shopping Mall**
- What is the distance from port to drop-off? **± 10 km**
- In normal traffic conditions, what is the drive time from port to drop-off? **± 20 minutes**
- 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.) **Shuttle Coordinators are required at both points, i.e. Pier / Boardwalk Shopping Mall**
- 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? **Metered Taxis**
- What is the taxi rate from the pier to City Center? **Approx R50.00 - R100.00; guests can also try to negotiate rates**
- 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; Please make sure that taxis are licensed and clearly marked and in a good condition**

PRIVATE CARS

- Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Port Gate - all private vehicles must have a permit to enter the harbour, or access will be denied**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Any vehicles other than taxis will have to be relocated from Durban. Please book well 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? **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: **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: **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:

Richards Bay is situated just two hours north of Durban. This is the ideal destination for travelling executives and holiday-makers alike. Combine the beauty of this warm, lush subtropical region with the savannah of the many game reserves in the area. Experience Zulu traditionalism and tranquil walks on miles of pristine beaches along the Tuzi Gazi Coast. If water sports appeal to you, the area offers snorkelling, fishing, yachting, diving, canoeing, ski-boating and jet-skiing. The nearby Richards Bay Country Club also offers all the amenities for sporting enthusiasts.

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
Richards Bay (0)35

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	29	29	29	27	25	23	23	24	25	25	27	29
Centimeters	17	17	11	11	11	6	6	7	8	10	11	9
Degrees Fahrenheit	84	84	84	81	77	73	73	75	77	77	81	84
Inches	7	7	4	4	4	2	2	3	3	4	4	4

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	Alkantstrand Beach will be extremely crowded & congested - and virtually inaccessible. Most shops & museums are closed
21 March 2010	Human Right's 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	Worker's 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
Richards Bay		
Richards Bay has small scale community and sporting events, thus no large scale annual events.		

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	Richards Bay Airport		± 8 km
Churches			
Catholic	St Frances Catholic Church	Fri: 18h00 - 19h00 Sat: 18h00 - 19h00 Sun: 08h00 - 09h00	± 4 km
Synagogue	N/A	N/A	N/A
Mosque	A Mosque is situated in the suburb of Brackanham	Open 24 hours	± 8 km
Protestant	St Andrews Anglican Church	Sun: 08h00 - 09h00 18h00 - 19h00	± 4 km
Nearest Banks/ATM	ABSA Bank & ATM	Banking hours: 09h00 - 15h30 (Mon - Fri) 09h00 - 11h00 (Sat) / ATM 24 hrs	± 3 km
Post Office	Meer-en-See Post Office	08h00 - 17:00 Mon - Fri; 08h00 - 13h00 Sat; closed on Sun	± 3 km
Internet Services	Postnet (at the Lakeside Shopping Mall)	08h00 - 17:00 Mon - Fri; 08h00 - 13h00 Sat; closed on Sun	± 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	Dumazulu Cultural Village	± 95 km
2	Hluhluwe-Umfolozzi Game Reserve (Africa's oldest Game Reserve)	± 100 km
3	Shakaland Zulu Village	± 100 km
4	The Greater St Lucia Wetlands Park - a World Heritage site	± 66 km
5	Battlefields	± 150 - 200 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Richards Bay Country Club	07h00 - 18h00 (Mon - Sun)	± 4 km
SWIMMING BEACH - 1	Alkant Strand	09h00 - 17h00	± 1 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	N/A	N/A
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>
5-star hotels	N/A	N/A
two moderate hotels	Protea Hotel Richards Bay	± 4 km
	Akani Richards Bay Hotel	± 4 km
5-star resort/spa	N/A	N/A
moderate resort/spa	N/A	N/A

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **On Sundays, most shops are closed. On Saturdays, most shops close at 13:00**

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

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

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Charlie Crofts (International Cuisine)	± 4-5 km
Little Switzerland (typical Swiss cuisine, the best steak in town)	± 4-5 km
Umvubu Restaurant (Traditional and International Cuisine)	± 4-5 km

ADDITIONAL COMMENTS OR PERTINENT INFORMATION

Richards Bay is extremely hot & humid during the summer months. Guests should drink lots of water in order not to dehydrate