

PORT QUESTIONNAIRE

NAME OF PORT: **Walvis Bay**

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

Please provide a brief OPERATIONAL port description:

The port has a 1,400m long quay wall divided into berths 1 to 8. There is also a dolphin type tanker berth catering to tankers up to 192m in length and a maximum 10m draught.

The container terminal consists of nearly 400 ground slots with 210 reefer points. Cargo is handled either by ships own gear or using the harbour's mobile crane.

Cargo handled at Walvis Bay includes general cargo (containers and breakbulk) plus bulk cargoes of salt, coal, fluorspar, manganese ore and mineral concentrate handled at two bulk terminals. Bunkering is available by pipeline at berths 1 to 5 and other berths via road transport. The port has a full diving support facility.

Ship repair facilities include a synchrolift capable of lifting 2,000 tonne vessels with a maximum length of 80m and beam of 12m.

PORT SPECIFICS:

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

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

If not, why? **There is no terminal building or secure luggage holding area at Walvis Bay Harbour**

Walvis Bay Airport is small - and large aircraft are unable to land here. Guests would need to fly in & out of

Windhoek - and would have to transfer to/from Walvis Bay by coach

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: **± 1.5 km**

Gangway to coaches (tour or shuttle): **± 50 m (depending on where ship docks)**

Gangway to port entrance or terminal: **± 100 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? **Yes, train tracks & uneven surfaces**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Security access to the harbour is restricted & all vehicles have to apply for an entry permit at least one day prior to the ship's arrival.**

Loading of vehicles & tour dispatch can be challenging due to the limited amount of space available at the quayside - and most times, there are other activities going on in the background, i.e. moving trains & cargo loading.

Loading the 4x4 vehicles can be challenging if all guests come down at once. This goes far more smoothly if the guests disembark in smaller groups.

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? **This varies, depending on where the ship docks. Generally, the space is limited and coaches/vehicles are therefore required to park outside at the port entrance gate. They are called from the holding area in small numbers - and it is therefore best to dispatch one tour at a time.**

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**
- What is the distance from port to drop-off? **± 2 km**
- In normal traffic conditions, what is the drive time from port to drop-off? **± 10 - 15 min**
- 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? **Wait at the 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? **Metered Taxi**
- What is the taxi rate from the pier to City Center? **± N\$ 50.00 - N\$ 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 taxis are licensed, 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? **Wait at the port gate**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **N/A**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Recommend both guide AND driver**

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:
Walvis Bay is the principal port of Namibia and is situated on the west coast of southern Africa. Walvis Bay, meaning "Whale Bay" in Afrikaans, has had a chequered history. It had been discovered by Diaz as early as 1487. In 1795 it was annexed by the British (from the Dutch) and in 1910, Walvis Bay became - like the entire Cape Colony - part of the South African Union.

After Namibia's independence, the only deep sea harbour on the Namibian coast remained under South African rule and only in 1994 did South Africa return it to Namibia.

Walvis Bay has about 50,000 citizens, and most people are employed at the modern harbour terminal, in the booming fish industry and the processing of sea salt.

The special attraction of Walvis Bay is the huge natural lagoon with its overwhelming abundance of seabirds - with innumerable flamingoes and pelicans among them. Every year they are joined by 200,000 migratory birds.

CURRENCY

What is the local currency? **Namibia Dollar (N\$) - N\$ 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: **+264**

City Codes: City Name Code
Walvis Bay (0)64

VISA INFORMATION

Do any nationalities require visas to enter this port? Yes No

If so, please list: **A valid passport is required to enter Namibia.**

Visas are needed except for nationals from Angola, Austria, Belgium, Botswana, Canada, Germany, Luxembourg, France, Italy, Ireland, Japan, Liechtenstein, Mozambique, the Netherlands, the Nordic Countries, Russia, Singapore, Malaysia, Australia, New Zealand, Spain, Portugal, South-Africa, the United Kingdom, the United States of America, Zambia and Zimbabwe.

Are ship blanket visas available for this port? Yes No

MONTHLY TEMPERATURES

Average monthly temperatures each month of the year:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Degrees Centigrade	25	25	25	25	20	21	18	22	24	23	25	25
Degrees Fahrenheit	77	77	77	77	68	70	64	72	75	73	77	77

IMPORTANT HOLIDAYS AND FESTIVALS

2008 / 2009 dates, events and possible effect of a ship call

Date	Event	Effect on ship call
NAMIBIA Public Holidays		
01 January 2010	New Years Day	Most shops close early on public Holidays, usually at 13h00.
21 March 2010	Independence Day	Most shops close early on public Holidays, usually at 13h00.
02 April 2010	Good Friday	Most shops close early on public Holidays, usually at 13h00.
05 April 2010	Easter Monday	Most shops close early on public Holidays, usually at 13h00.
01 May 2010	Labour Day / Day of Ascension	Most shops close early on public Holidays, usually at 13h00.
03 May 2010	Cassinga Day	Most shops close early on public Holidays, usually at 13h00.
25 May 2010	Africa Day	Most shops close early on public Holidays, usually at 13h00.
26 August 2010	Hero's Day	Most shops close early on public Holidays, usually at 13h00.
10 December 2010	International Human Rights Day	Most shops close early on public Holidays, usually at 13h00.
25 December 2010	Christmas Day	Most shops close early on public Holidays, usually at 13h00.
26 December 2010	Day of Goodwill / Family Day	Most shops close early on public Holidays, usually at 13h00.

Walvis Bay

No Large scale events listed in Walvis Bay Annual events are small scale and 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	Walvis Bay Airport		± 15 km
Churches			
Catholic	Walvis Bay Catholic Church	09h00 - 11h00 (Sunday)	± 3.5 km
Synagogue	N/A	N/A	N/A
Mosque	N/A	N/A	N/A
Protestant	Methodist Church, Walvis Bay	08h30 - 11h00 (Sunday)	± 3 km
Nearest Banks/ATM	Standard Bank	09h00 - 15h30 (Mon - Fri) 09h00 - 11h00 (Sat) closed on Sunday	± 2 km
Post Office	Walvis Bay Post Office	09h00 - 16h30 (Mon - Fri)	± 2 km
Internet Services	Cyber Cafe	09h00 - 17h00 (Mon - Fri)	± 2.5 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Walvis Bay Lagoon (Natural)	± 1 km
2	Swakopmund (Cultural & Historic)	± 35 km
3	Dune 7 (Natural)	± 10 km
4	Brauhaus Shopping Complex in SwakopmundW (Cultural)	± 35 km
5	Namib - Naukluft Park (Natural)	± 50 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Walvis Bay Golf Course	First tee off time 07h30 (Mon - Sun)	± 5 km
SWIMMING BEACH	N/A	N/A	N/A
Nearest bicycle rental	Cycletec (Swakopmund)	08h30 - 17h00 (Mon - Fri)	± 35 km
Nearest scooter/moped rental	N/A		

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Swakopmund Hotel, Swakopmund	± 35 km
	Burning Shore Guest House, Langstrand	± 15 km
two moderate hotels	Pelican Bay Hotel, Walvis Bay	± 2 km
	Hansa Hotel, Swakopmund	± 35 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: **Walvis Bay has good shopping and supermarket facilities open seven days a week. Opening hours 09h00 - 17h00 (except on some public holidays)**

All shops close between 12h00 – 14h00 due to a siesta period which takes place every day.

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Semi-precious stones and crystals, Bottled Namib desert sand, African art, leather goods, local artwork and small local handmade**

crafts are some of the more favoured items, available from vendors and certain stores. The Brauhaus Shopping Complex has unique shops such as the Karakulia Weavery store.

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>
Brauhaus Restaurant (Swakopmund - German Cuisine)	± 35 km
Swakopmund Hotel (Swakopmund - International Cuisine)	± 35 km
The Raft (Walvis Bay - rustic local restaurant - good seafood menu)	± 2 km

Please list any local food specialties: **Oysters & Crayfish**

ADDITIONAL COMMENTS OR PERTINENT INFORMATION

An idyllic climate, influenced by the cool Atlantic sea temperature, prevails almost throughout the year. This makes Walvis Bay an attractive option for entrepreneurs, residents and tourists alike. Relative humidity is approximately 80% and a rainfall of less than 20mm per annum. During summer, when temperatures in the interior of Namibia become extreme, Walvis Bay is a cool sunny haven for those seeking refuge against the inland heat, as the weather remains moderate.

PLEASE NOTE there are no flights between Cape Town and Walvis Bay on Saturdays and Sundays.