

CRUISE OPERATIONS TO BE FOLLOWED FOR THE 2024-2025 SEASON

Port of Santa Cruz de La Palma

PRESENTATION 2024

Rev. 18.12.2024



www.puertosdetenerife.org



Aim of the Protocol:

This document aims to establish the procedures to be followed for the proper management and coordination of cruise operations carried out at the port facilities of Santa Cruz de La Palma during the 2024-2025 cruise season. The goal is to ensure the safety, efficiency, and satisfaction of all parties involved.

Preparations Prior to the Arrival of the Cruise Ship



The consignees must coordinate with the Port Authority following the current Docking Request Procedure, as approved by the Port Authority of Santa Cruz de Tenerife.



The consignee will send the list of authorized services to the Port Authority of Santa Cruz de Tenerife (APSCT) via email, using the predetermined format for access control and arrival coordination.



Logistics and Security Review by the Port Authority:

The Port Authority will communicate docking allocation to consignees 24 hours in advance.

The final docking position and mooring bollards will be confirmed through Call Management 24 hours prior to the vessel's ETA. In the case of weekends, public holidays, or other non-working days, this confirmation will be issued on the last working day prior to the weekend and/or holiday.



Operations During the Cruise

Ship's Stay at the Port

Coordination of Excursion Buses:

- **Prior authorization:** Access for excursion buses for each vessel will be granted upon prior communication to the Port Authority of Santa Cruz de Tenerife (hereinafter APSCT) by the vessel/consignee, with sufficient advance notice.
- **Submission of standard file:** The consignee/vessel must submit this prior communication by sending a standard file approved by the APSCT. This file must be fully completed with detailed information about the buses that will access the port before the vessel docks. The file must include, at a minimum, the following details: vehicle license plate, driver's ID, transport company, scheduled entry and exit times, and the service to be provided.

This file is essential to ensure that all necessary information is available for the proper management and coordination of port operations. The APSCT plans to enable a remote server to host this file, allowing consignees to access it at any time and make real-time modifications. This will ensure greater efficiency in data updates and coordination among the involved parties.



Operations During the Cruise

Ship's Stay at the Port

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Coordination of Excursion Buses:

- **Minimum Advance Notice:** The file must be submitted with **sufficient notice, at least 72 hours** before the vessel is docked. This will allow the Port Authority to effectively plan and manage access operations.

If it becomes necessary to add or modify information in the file after submission, the updated document must be resent, including all previously provided information, ensuring that only a single consolidated document exists.

Once the file is received, the Port Authority will verify the data and grant the necessary permissions for bus access, ensuring compliance with established regulations.

Excursion buses that have not been communicated and registered in accordance with this procedure will not be granted access.



Operations During the Cruise

Ship's Stay at the Port

Standard File:

In cases where the service hired by the shipping company involves the movement of individuals within the port **without using a vehicle**, the standard Passenger List Form must be completed. In the section labeled "License Plate," the term "Person on Foot" should be indicated to specify that the transfer will be carried out walking instead of by vehicle.

AUTORIDAD PORTUARIA SANTO DOMINGO DE LOS RÍOS		LISTADO NAVIERA	
CONSIGNATARIO		Observaciones	
BUQUE			
ETA			
ETD			
SOLICITANTE			
Nombre			
Fecha Actualización			
VEHÍCULOS AUTORIZADOS POR LA NAVIERA		SERVICIOS PORTUARIOS NECESARIOS SOLICITADOS POR EL CONSIGNATARIO A LA AUTORIDAD PORTUARIA	
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORA INICIO PRESTACIÓN DEL SERVICIO	
HORARIO ENTRADA		HORA FIN PRESTACIÓN DEL SERVICIO	
HORARIO SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORA INICIO PRESTACIÓN DEL SERVICIO	
HORARIO ENTRADA		HORA FIN PRESTACIÓN DEL SERVICIO	
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HORARIO SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			

Operations During the Cruise

Ship's Stay at the Port

Coordination of Excursion Buses:

The coordination of excursion buses will be carried out in two ways, as applicable:



DISEMBARKATION: For picking up passengers as they disembark from the vessel.



EMBARKATION: For dropping off passengers upon their return to the vessel.



Operations During the Cruise Ship's Stay at the Port

1.1

Coordination of Excursion Buses:

DISEMBARKATION: (For picking up passengers as they disembark from the vessel).

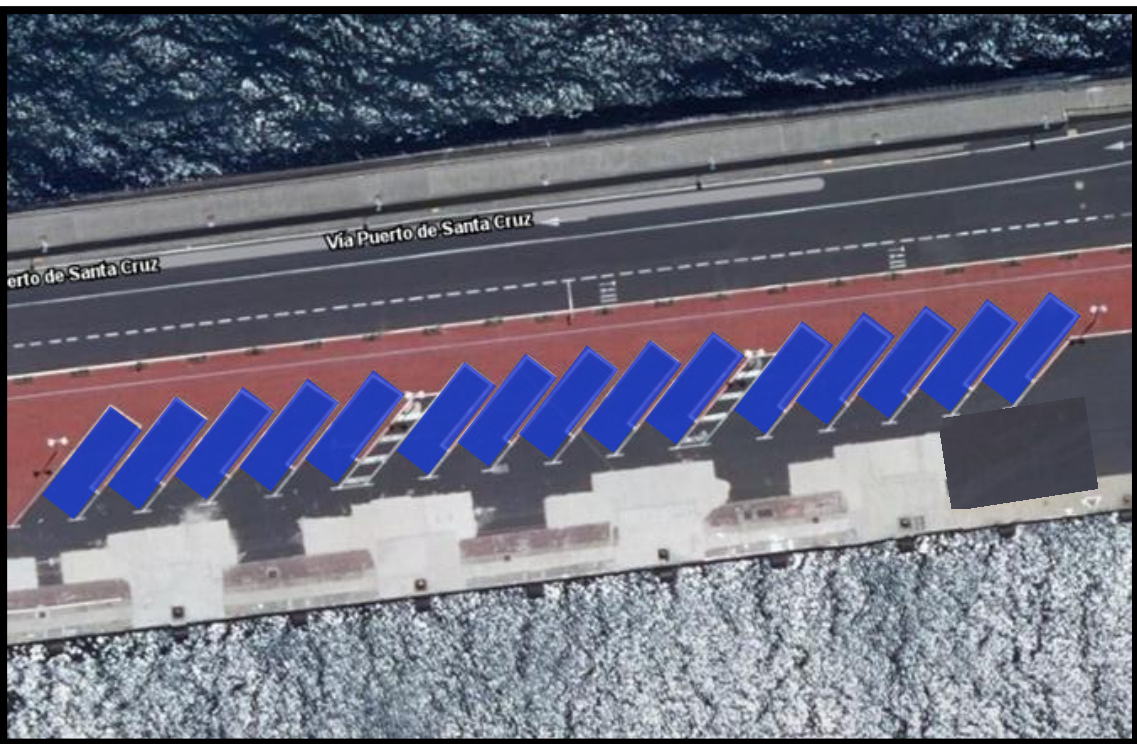
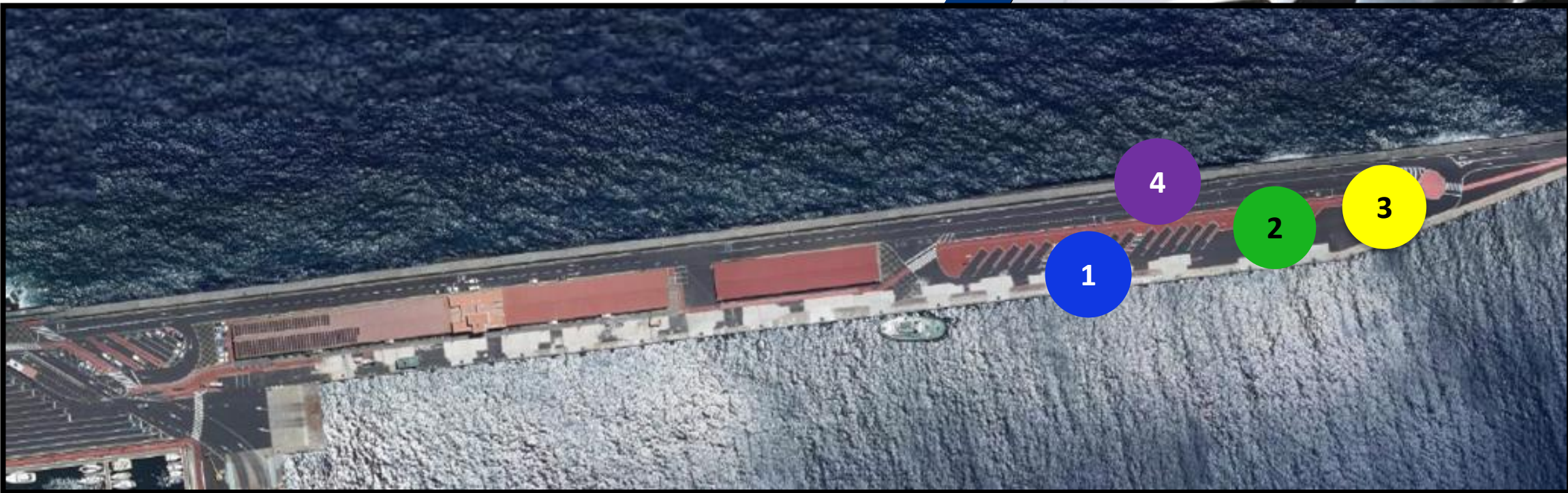
• EAST DOCK:

At the East Dock, several designated areas are available for the parking of taxis not hired by the shipping company, excursion buses, internal shuttles, and vehicles for persons with reduced mobility (hereinafter PMR).

Access to these areas with any vehicle requires prior authorization from the APSCT and must pass through access control.

Once authorized, the vehicle may proceed to the corresponding area as indicated:

- **Zone 1:** Excursion Buses. Maximum capacity: 15 parking spaces.
- **Zone 2:** Internal Shuttle. Maximum capacity: 2 parking spaces.
- **Zone 3:** Vehicles for PMR. Maximum capacity: 2 parking spaces.
- **Zone 4:** Taxis not hired by the shipping company. Designated lane available.



Operations During the Cruise

Ship's Stay at the Port

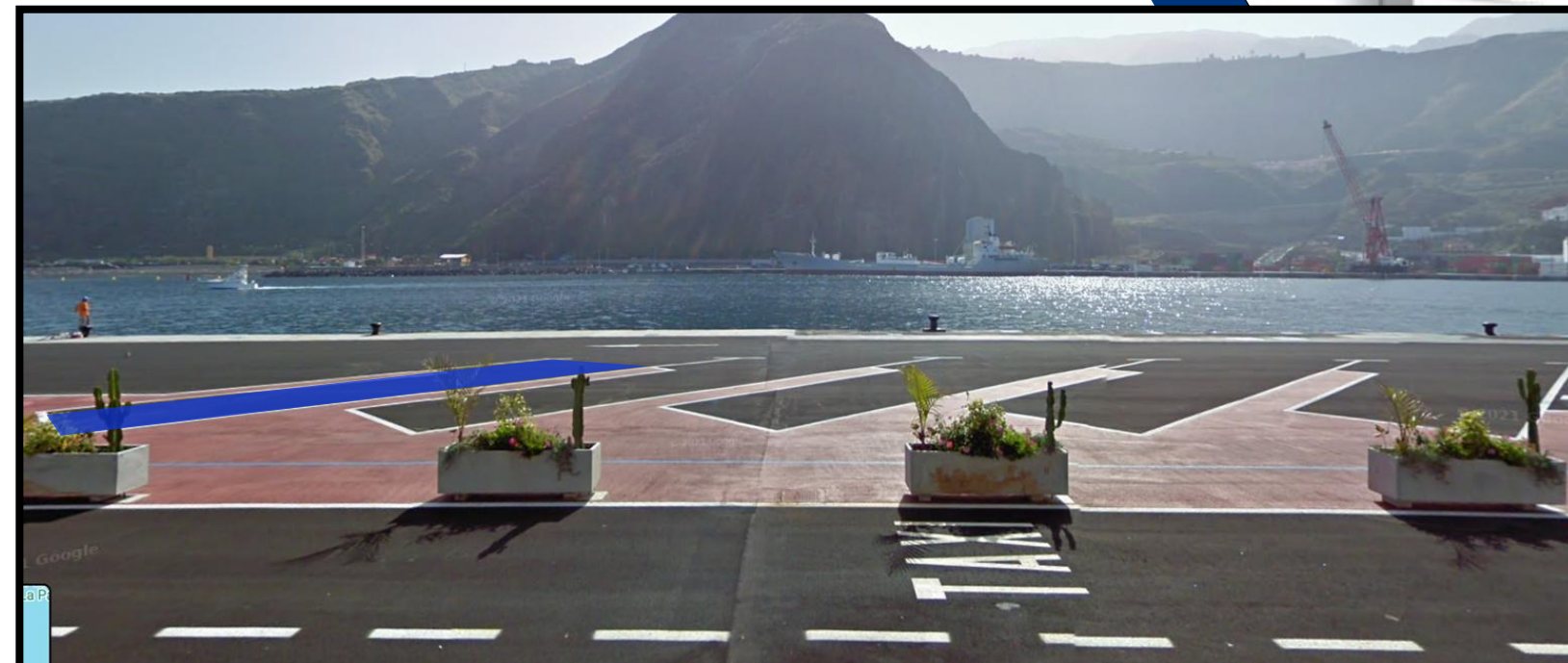
Coordination of Excursion Buses:

1.1

DISEMBARKATION: (For picking up passengers as they disembark from the vessel).

• EAST DOCK:

- EXCURSION BUSES: Buses will be positioned in the designated parking areas for this purpose, following the order of arrival. **In the case of buses from different vessels, they will be arranged according to the distribution indicated in the provided image, with the aim of preventing the concentration of people in a single area.**
- INTERNAL SHUTTLE: Internal shuttles will be positioned in the designated parking areas, also following the order of arrival. A constant flow of departures must be maintained at all times to prevent congestion and ensure that stops are promptly cleared once passengers have boarded the vehicle.



Operations During the Cruise

Ship's Stay at the Port

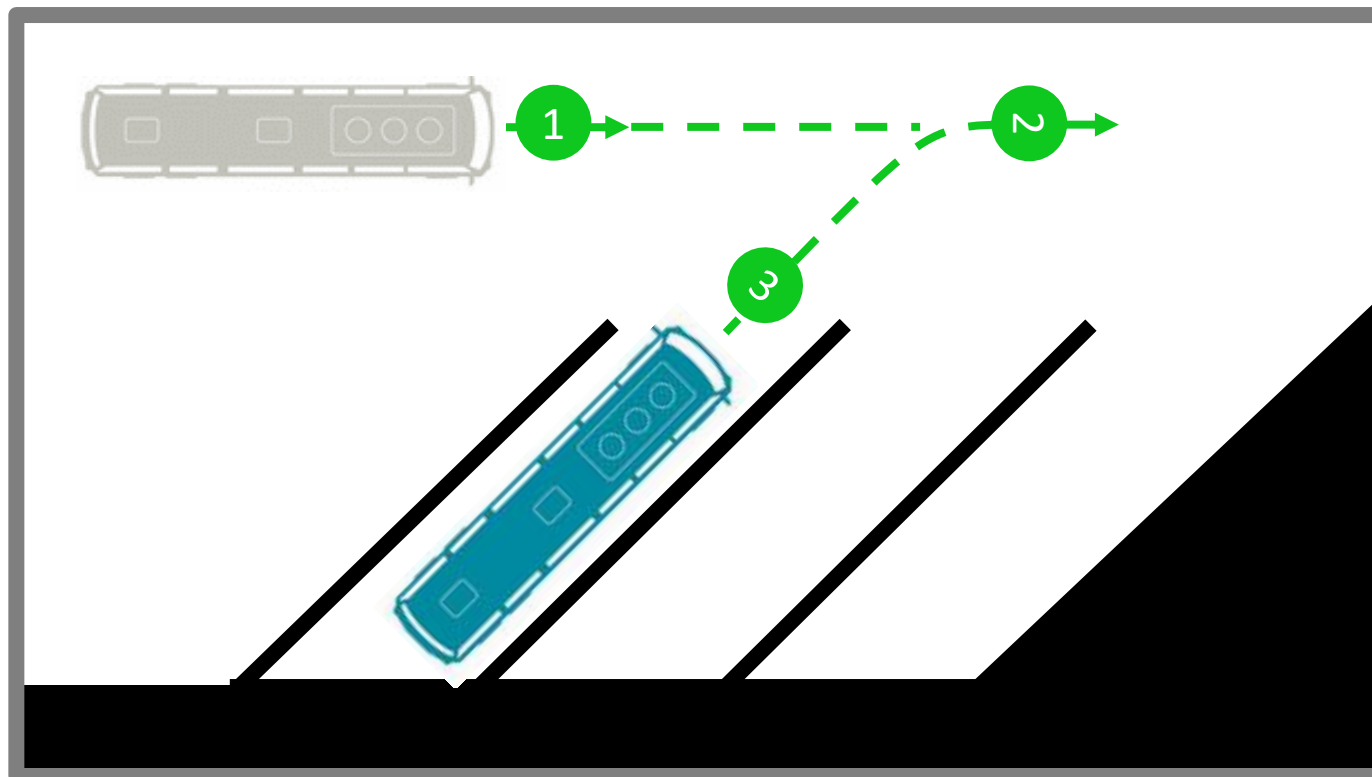
Coordination of Excursion Buses:

1.1

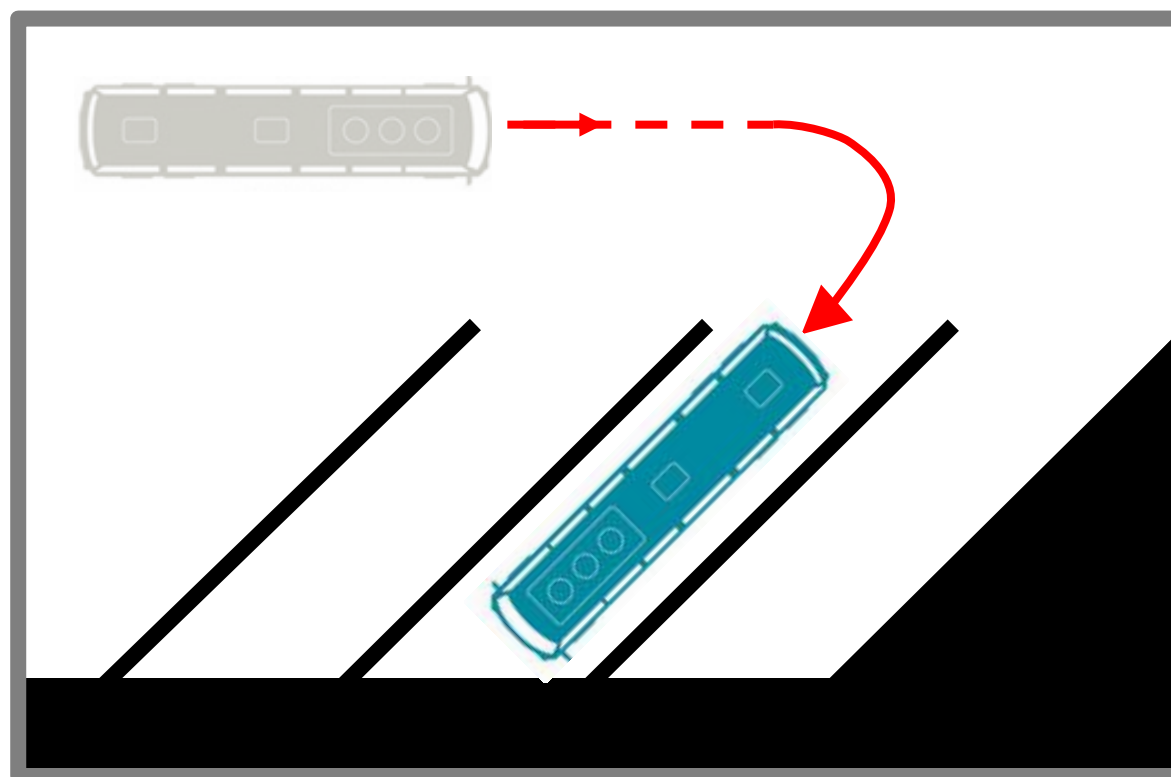
DISEMBARKATION: (For picking up passengers as they disembark from the vessel).

Excursion buses must always be parked with the driver's cabin facing the sea, **never** with the rear towards the sea, in full compliance with current traffic regulations and the instructions of the APSCT.

Correct parking position.



Incorrect parking position.



Operations During the Cruise

Ship's Stay at the Port

Coordination of Excursion Buses:

In the event that two or three cruise ships coincide at the East Dock, the designated MULTIPURPOSE DOCK AREA will be activated to accommodate an additional vessel.

MULTIPURPOSE DOCK AREA:

This area, managed by the APSCT, will be designated for the disembarkation and subsequent embarkation of passengers from the vessel.

Excursion buses and internal shuttles must park in the designated area located before the security checkpoint, strictly following the instructions of the Port Police officers and complying with established safety regulations.

Only vehicles previously authorized by the APSCT will be permitted access to the vessel's dock area.

All vehicles must be parked with the driver's cabin facing the sea, never with the rear towards the sea, in full compliance with current traffic regulations and the instructions of the APSCT.



Operations During the Cruise

Ship's Stay at the Port

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Port Services Entrance:

The vessel's length is reserved for several operations based on the ship's needs. These services may include, among others, provisioning, waste management in accordance with MARPOL regulations, technical maintenance, and cleaning. Each of these services must be requested in advance by the consignee, who submits the service list to the Port Authority for coordination.

All service operators must adhere to the Occupational Risk Prevention (ORP) Manual provided by the Port Authority, which is available on the official APSCT website.

For Home Ports:

- At the request of the consignees, the available equipment and materials will be provided.
- The consignee, in coordination with the vessel's security team, will oversee and ensure that the installation is appropriate. Continuous coordination with the Port Police Service must be maintained. This equipment may include security scanners, baggage handling equipment, tents for passenger control, and other devices necessary for the operation.



Operations During the Cruise

Ship's Stay at the Port

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Passenger Access for Internal Shuttle Services:

- Shuttles will be hired by the shipping company.
- Based on this, the following procedures will apply:
 - Shuttle entry will be coordinated to streamline the embarkation and disembarkation of passengers within the port.
 - The internal mobility shuttles will be positioned in designated areas, ensuring safe conditions for passenger boarding.
 - Shuttle placement will be organized and coordinated between the consignee and the passenger Service provider, following the instructions of the Port Police.
 - The maximum number of shuttles allowed per vessel will depend on the planned operations, the number of cruise ships in port, the dimensions of the vessels, and the number of scheduled services.

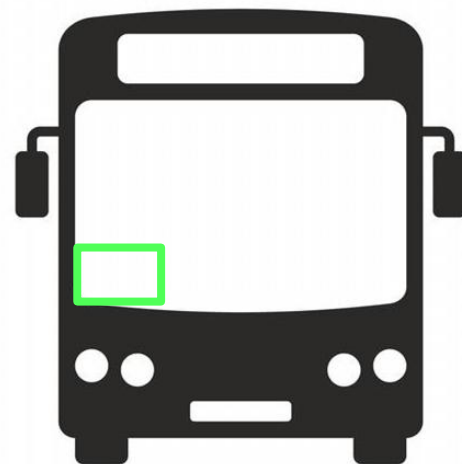


Operations During the Cruise

Ship's Stay at the Port

Visible Signage on Internal Mobility Shuttles

- Signage must be prominently displayed on the entrance side of the shuttle. The signage should be sufficiently large (minimum size DIN A3) and clear to ensure legibility from a distance, allowing both port personnel and passengers to easily identify the shuttle and its destination.
- A clear and readable message: "Internal Service Shuttle - Name of the vessel or vessels served".



Operations During the Cruise Ship's Stay at the Port

Visible Signage on Internal Mobility Shuttles

- Example:

Internal Service Shuttle

- **MSC OPERA**
- **MARELLA EXPLORER**



Consignee
Logo

Arial
Nova Light

Bahnschrift Condensed



Operations During the Cruise

Ship's Stay at the Port

4

Coordination of Entry and Exit at the East Dock

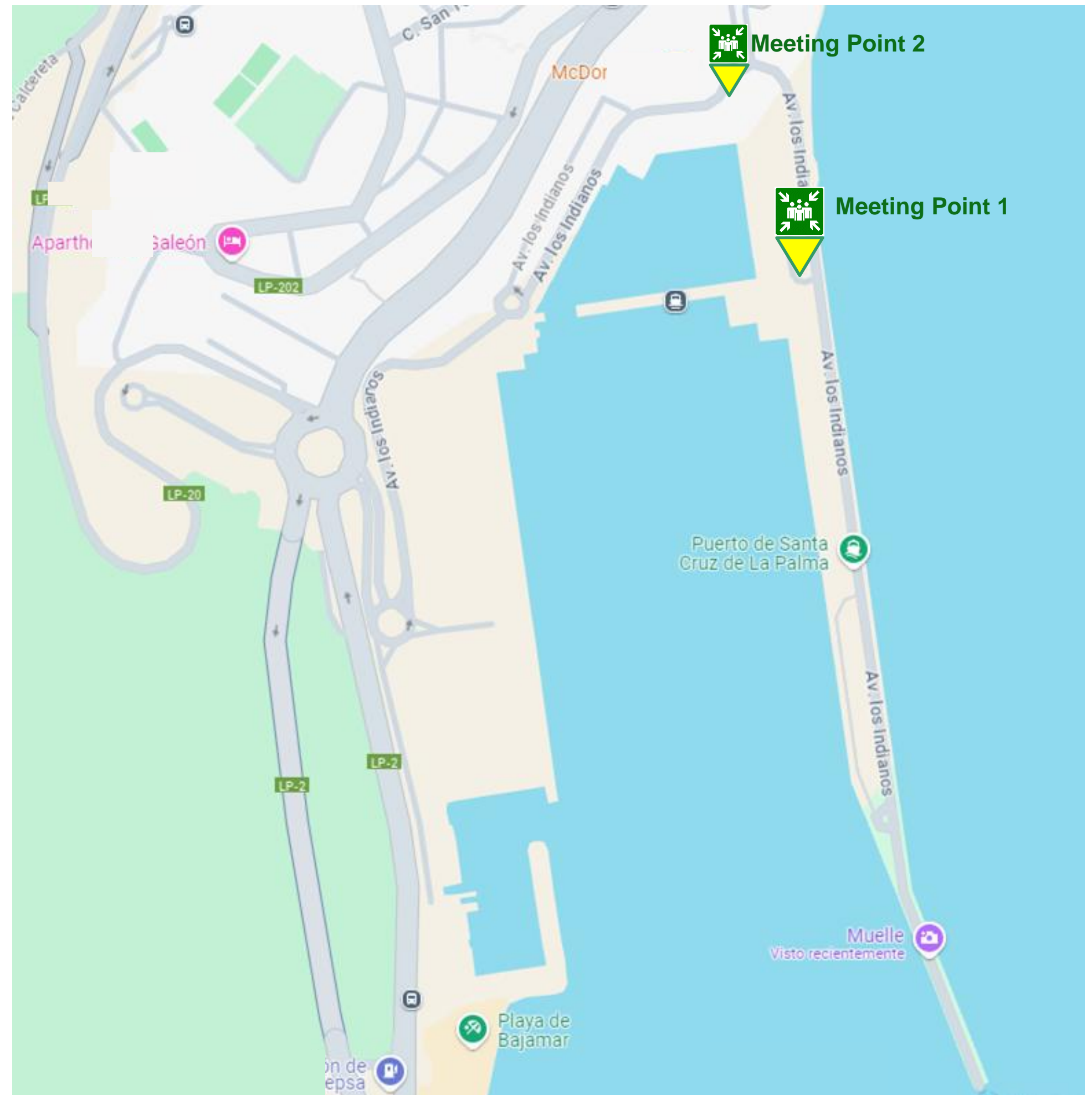
The entry and exit of all services, equipment, and vehicles are efficiently coordinated to ensure compliance with this protocol by the Head of Services of the Port Police of the Port Authority of Santa Cruz de Tenerife and their team. The Head of Services is responsible for setting specific guidelines and ensuring that all operations are carried out in accordance with the established protocol.

Some operations require a more detailed and precise assessment based on port congestion, port capacity, the number of simultaneous services, and the dimensions of the various docked vessels. These cases will be studied by the Port Authority.



Internal Mobility Shuttle Circulation and Cruise Passenger Meeting Point

The following outlines the circulation routes that internal mobility shuttles must follow, the designated meeting points for passenger drop-off and pick-up, and the operational guidelines to be followed within the Port of Santa Cruz de La Palma.



Meeting Point – Maritime Station

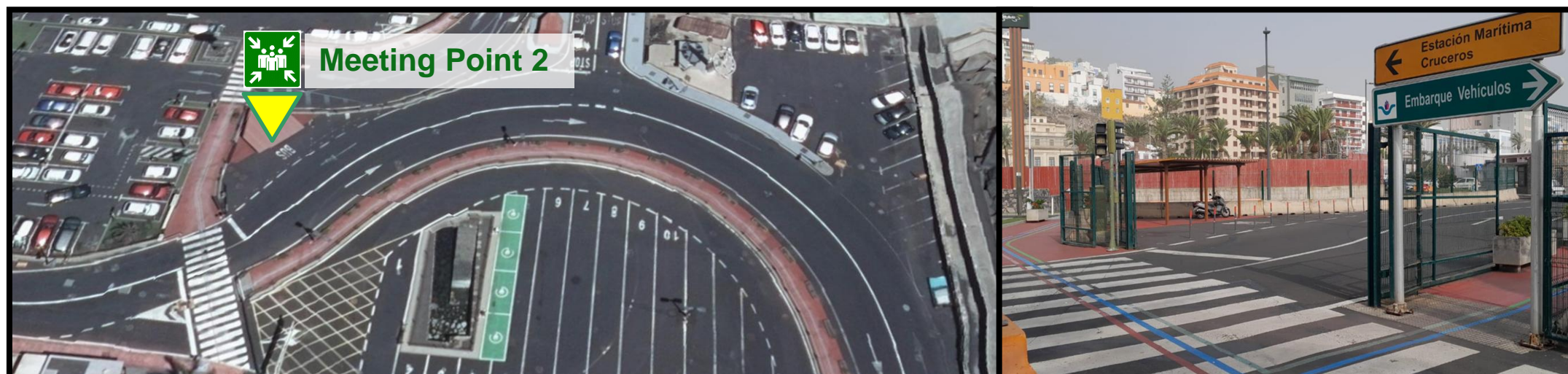
Two **Meeting Points** are designated for the disembarkation and embarkation of passengers at the Port of Santa Cruz de La Palma:

Meeting Point 1: Located at the entrance of the Maritime Station, designated for **passenger drop-off**.

Meeting Point 2: Located in front of the Marina, designated for **both passenger drop-off and pick-up**.

All passengers returning to the vessel must pass through the Maritime Station and complete the required security screening.

The port will have appropriate signage to guide pedestrian traffic towards the cruise ships and/or shipping companies.



PEDESTRIAN TRAFFIC FLOW

Pedestrians accessing the city through the Maritime Station of Santa Cruz de La Palma will do so via the entrance facing the Marina, which is the nearest access point.

However, a designated pedestrian traffic flow will be established within the port, marked by two lines on the ground indicating the routes to be followed depending on the intended destination (Shipping companies and/or the city).

Both lines will be accompanied by corresponding signage, both vertical and along pedestrian pathways. The lines will be color-coded as follows:

Green line: Indicates the route pedestrians must follow to access the shipping companies or maritime stations from various port entry/exit points.

Blue line: Indicates the route pedestrians must follow when arriving from the cruise ships to access the city or cruise terminals.



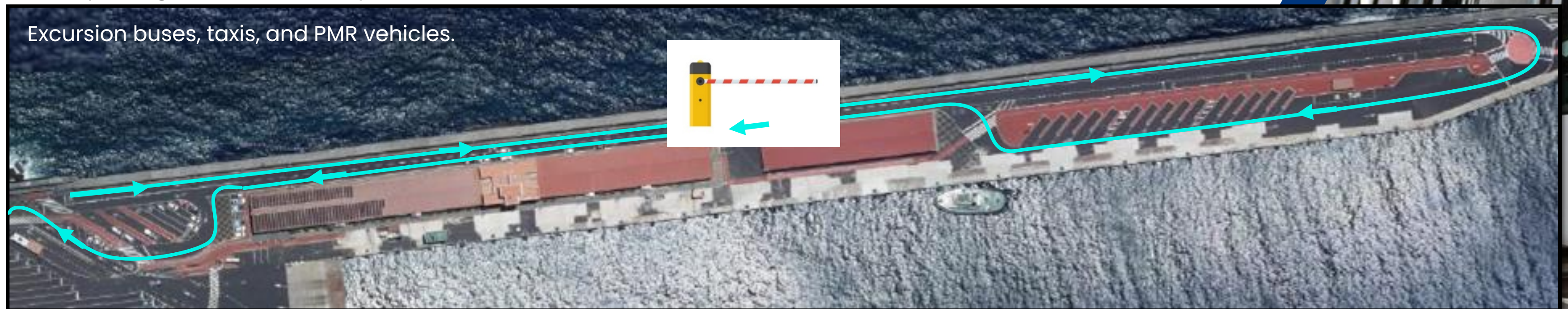
TRAFFIC FLOW

DISEMBARKATION: For picking up passengers as they disembark from the vessel.

Traffic flow:

Excursion buses, taxis not hired by the shipping company, and vehicles for persons with reduced mobility (PMR) will follow the designated outbound route, with the option to drop off passengers at Meeting Point 1 (Maritime Station) at any time.

All authorized vehicles must pass through the security checkpoint at the designated barrier to access the various parking areas located beyond the Maritime Station.



Passenger pick-up route.

TRAFFIC FLOW

EMBARKATION: For dropping off passengers upon their return to the vessel.

Traffic flow:

Excursion buses, taxis not hired by the shipping company, and vehicles for persons with reduced mobility (PMR) will follow the designated outbound route, ultimately dropping passengers off at Meeting Point 1 (Maritime Station).

All passengers **must enter the Maritime Station and pass the APSCT security screening.**



Passenger drop-off route.



TRAFFIC FLOW

DISEMBARKATION: For picking up passengers as they disembark from the vessel.

Traffic flow:

Internal shuttles will follow the designated route.

They will pick up passengers from the designated area and transport them to the second Meeting Point (in front of the Marina).

All **authorized vehicles must pass through the designated security barrier** to access the various parking areas beyond the Maritime Station.



Passenger pick-up route.

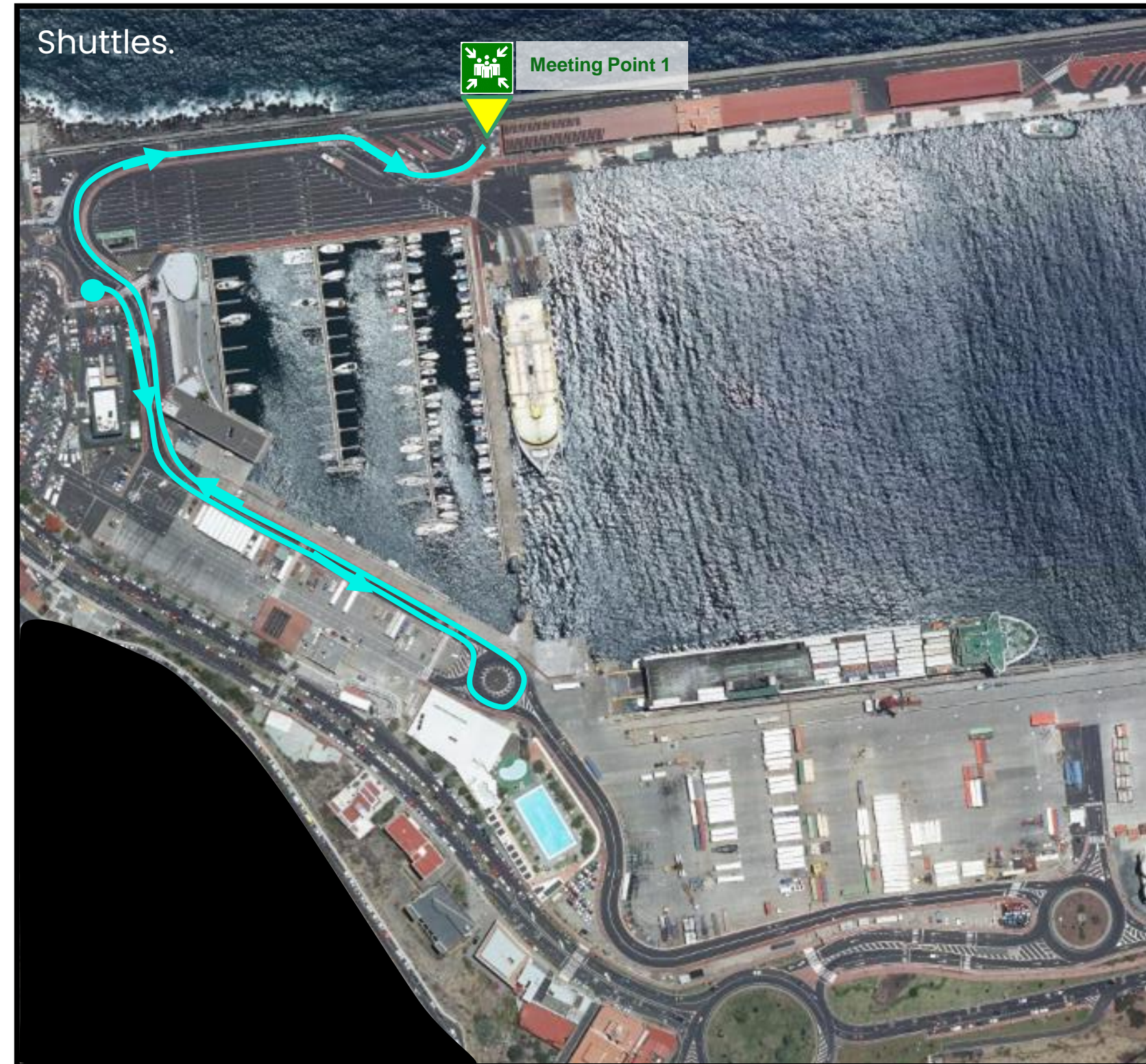
TRAFFIC FLOW

EMBARKATION: For dropping off passengers upon their return to the vessel.

Traffic flow:

Internal shuttles will follow the designated outbound route, departing from Meeting Point 2 and ultimately dropping passengers off at Meeting Point 1 (Maritime Station).

All passengers **must enter the Maritime Station and pass the APSCT security screening.**



Passenger drop-off route.



Thank you

for your attention.



Autoridad
Portuaria
SANTA CRUZ DE TENERIFE

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