

# OPERATIONAL CRUISE SHIPS TO FOLLOW IN THE SEASON 2024-2025

**Port of La Estaca – El Hierro**

P R E S E N T A T I O N 2 0 2 5

Rev. 17.03.2025



Autoridad  
**Portuaria**  
SANTA CRUZ DE TENERIFE

[www.puertosdetenerife.org](http://www.puertosdetenerife.org)



# Objective of the Protocol:

The purpose of this document is to establish the steps to be followed for the correct management and coordination of the cruise operations that take place in the facilities of the port of **La Estaca**, in the cruise season 2024-2025. Thus, guaranteeing the safety, efficiency and satisfaction of all the agents involved.



# Preparations Prior to Cruise Arrival



Coordination of the consignees with the Port Authority (PA), following the Berthing Request Procedure in force and approved by the Port Authority of Santa Cruz de Tenerife (hereinafter APSCT).



The consignee will proceed to send by e-mail the list of services REQUESTED to the APSCT, according to the predetermined format for access control and coordination on arrival.



## **Review of Logistics and Security of the PA:**

The Port Authority will proceed with the communication of berth assignments to the consignees 24 hours in advance. The final berthing position and norays will be confirmed through the Port Call Management 24 hours before the ETA (Estimated Time of Arrival) of the vessel. In case of weekends, public holidays or others, this confirmation shall be notified on the working day prior to the weekend and/or public holiday.



# Pre-requisites for the entry of the Cruise Ship into the Port (1)



## Coordination of buses and other vehicles

- **Prior authorisation:** : The access of the excursion buses of each ship will be allowed with prior notification and sufficient time in advance to the Port Authority of Santa Cruz de Tenerife, on the part of the ship/consignee. .
- (1) Sending of the file: Standard General Declaration:  
Prior to the start of the season and in any case before October 1st, the ‘General Declaration’ shall be sent. The consignee/vessel shall make this prior notification by sending a standard file approved by the APSCT, which must be filled in with detailed information on the buses and other vehicles likely to enter the port. The General Declaration must be kept up to date by notifying the Port Authority of any ADDITIONS/REMOVALS that may be generated.

This file is essential to ensure that all the necessary information is available for the correct management and coordination of port operations. .

The APSCT is planning to set up a remote server to host this file, which will allow consignees to access it at any time and make the relevant modifications in real time, thus ensuring greater efficiency in updating the data and coordination between the parties involved.





# File: Standard General Declaration(1).

**Prior to the start of the season and in any case before October 1st.**

[illegible]

**To be completed**

**Coordinator, Guide,  
Hostess, Supplier, etc.**

# Requirements prior to the entry of the Cruise Ship into the Port (2)

1

## Coordination of buses and other vehicles

- (2) Submission of the file: Standard Daily Declaration:

Before 2:00 p.m. on the day prior to the cruise ship's entry and on Fridays in the case of calls on weekends or days prior to public holidays, the Consignee/ship will send the 'Daily Declaration', with the number of vehicles for which authorization is requested. Of particular importance is the information relating to the buses.

The Daily Declaration shall be submitted in accordance with the format provided by the Port Authority and which appears in these procedures to be followed.

In the event that it is necessary to add or modify information in the file already sent, the updated document must be resent, including all the information previously provided, ensuring that there is only one consolidated document.

Once the file has been received, the Port Authority will verify the data and grant the corresponding permits for bus access, ensuring that they comply with the established regulations.

Excursion buses that have not been properly notified and registered in accordance with this procedure will not be allowed access.





**File: Standard Daily Declaration(2).**

**Before 2:00 p.m. on the day before the cruise starts and on Fridays in the case of stopovers at weekends or on the day before a public holiday.**

[illegible]

For the **dynamic services** that are to be carried out in the port, the activity must be registered in the Daily Declaration file and the relevant information must be sent to the Port Authority in due time and form, applicable for its execution and approval.





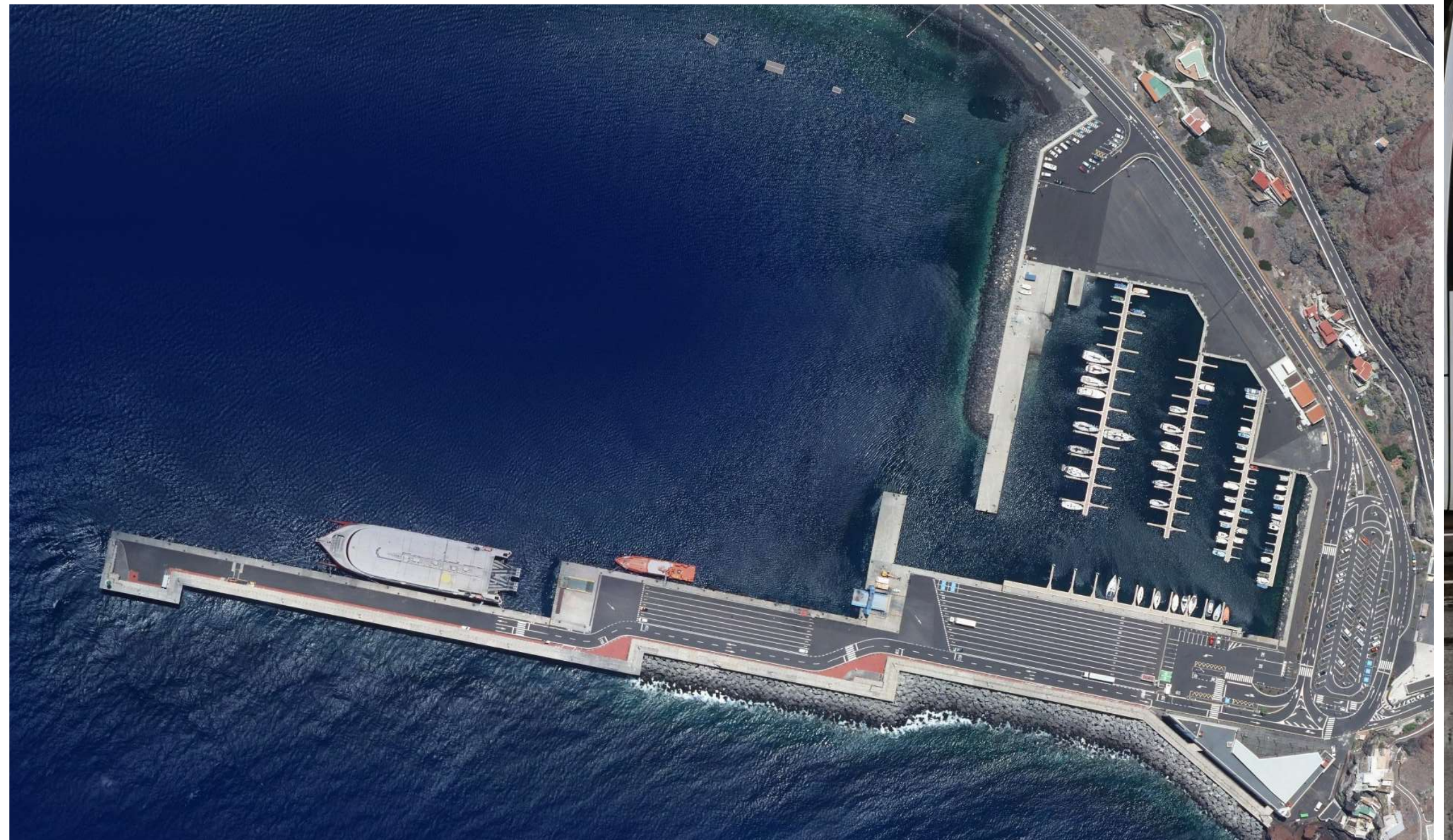
# Operations During the Cruise Ship's Stay in Port



## Excursion Bus Coordination:

Coordination of excursion buses will be carried out in two ways, as appropriate:

- 1.1 **DISEMBARKATION.** For picking up passengers disembarking from the vessel.
- 1.2 **EMBARKATION.** For dropping off the passengers returning to the vessel





# Operations During the Cruise Ship's Stay in Port

## 1.1

### Coordination of Excursion Buses:

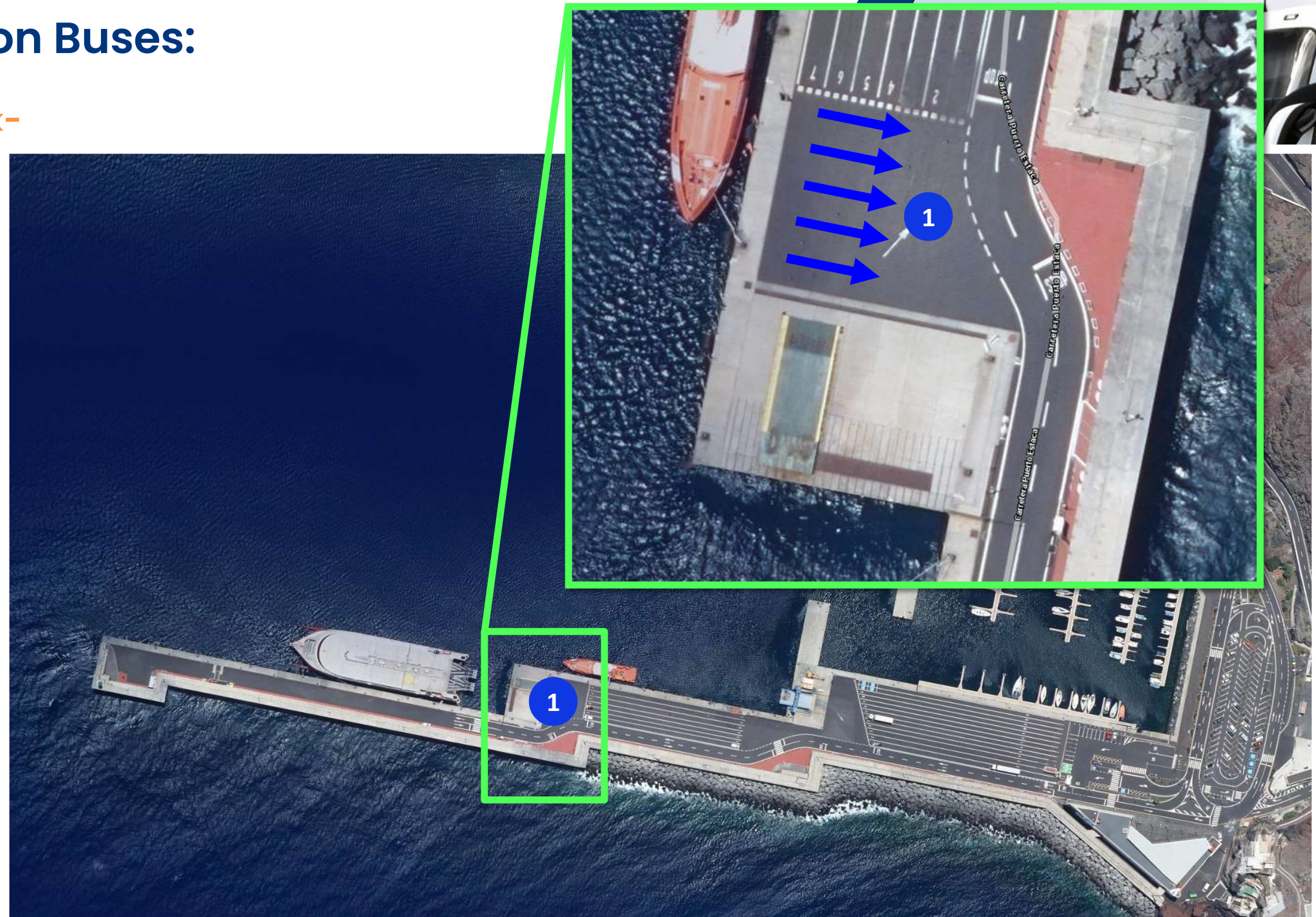
**DISEMBARKATION.** (Passenger pick-up upon disembarkation from the vessel).

#### • EAST QUAY:

At the Quay, there is a designated passenger pick-up area which can be accessed by taxis not contracted by the shipping company, excursion buses, internal shuttles and vehicles for people with reduced mobility (hereinafter, PRM).

Access to these areas with any vehicle must have prior authorisation from the APSCT and pass through the established access control.


They must follow a constant flow of entry and exit to avoid congestion, allowing stops to be released as soon as passengers board or alight.



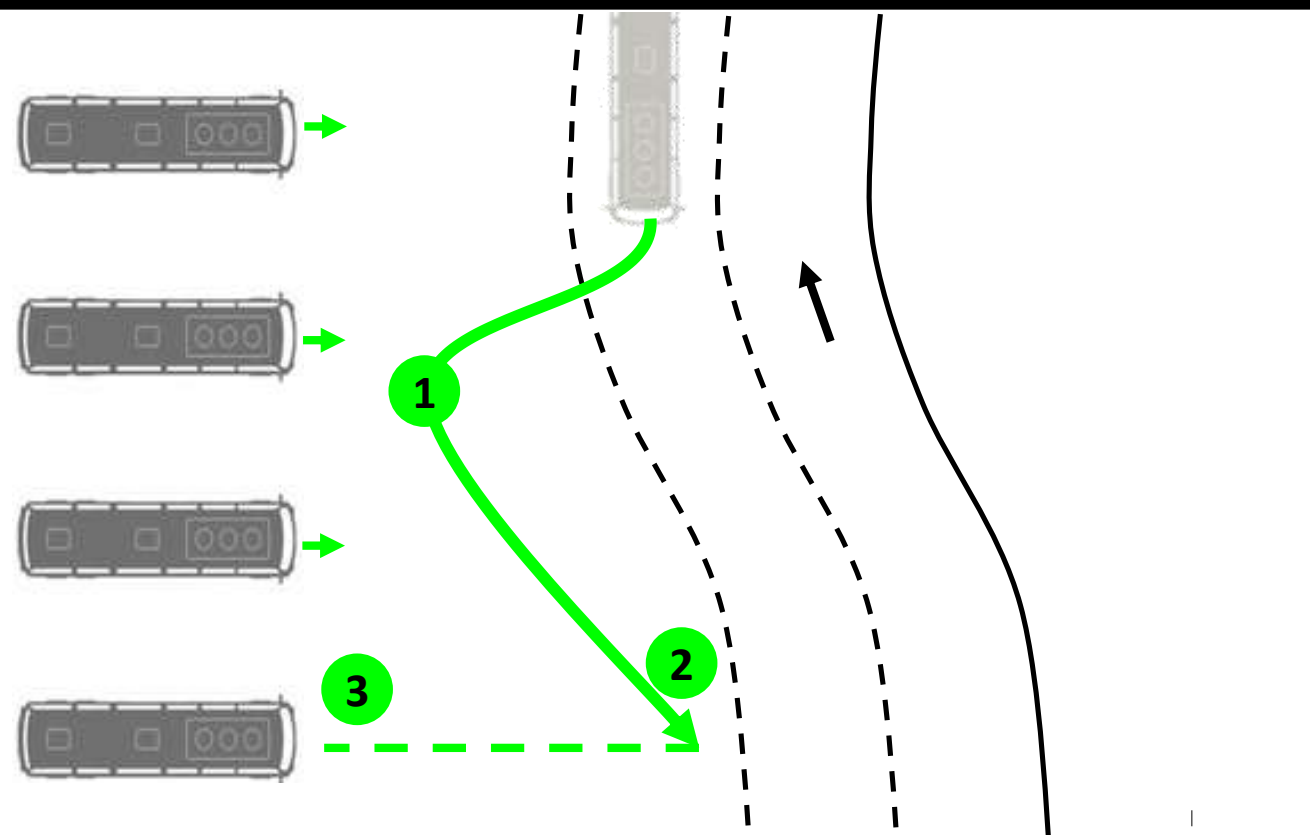


## A photograph of a train, likely a high-speed rail, with a large blue diagonal graphic overlay. The text "sel)." is visible in orange on the left side.

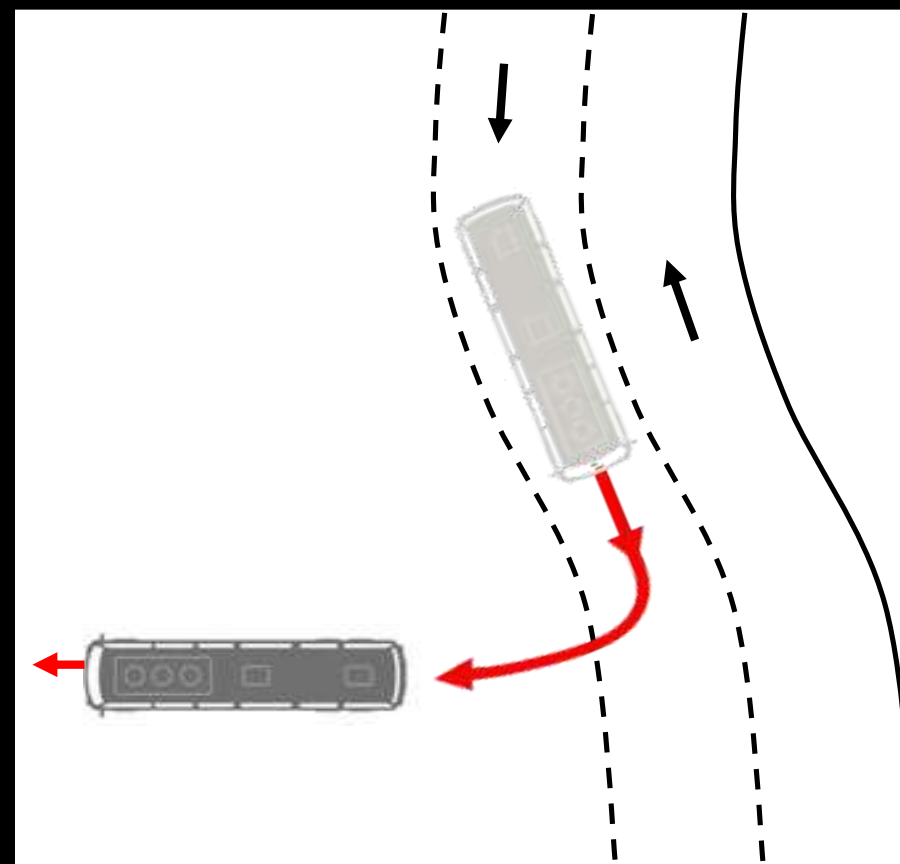
# 1.1

An aerial photograph of a building with a red-tiled roof. A yellow rectangular area is highlighted on the roof, indicating a specific region of interest. The building is situated near a body of water, and a small boat is visible in the upper left corner. The image is oriented vertically, with the building's roof at the top and the water at the bottom.

Correct way of parking.



**Incorrect** way of parking.





# Operations During the Cruise

## Ship's Stay in Port

2

### Port Services Entrance:

Reserved the ship's length for various operations according to the vessel's needs, these services may include, among others, bunkering, waste management under MARPOL regulations, technical maintenance and cleaning. Each of the services must have been previously requested by the consignee, who sends the list to the PA for coordination.

All service operators must adhere to the Occupational Risk Prevention (ORP) manual provided by the Port Authority and available on the official APSCT website.

### In the case of Base Ports:

- At the request of the consignees, the available material means will be provided.
- The shipping agent, together with the ship's security, will supervise and ensure that the installation is adequate, in coordination with the Port Police Service. These teams may include security scanners, baggage handling equipment, passenger screening tents, and other devices necessary for the operation.



# Operations During the Cruise Ship's Stay in Port

3

## Internal Mobility Shuttle Entrance for Passengers:

- Shuttles will be contracted by the shipping company.
- In light of the above, the following procedure will be followed:
  - The entrance of the shuttle will be coordinated to facilitate the exit and entrance of passengers from the port.
  - The placement of the shuttle for internal mobility of the port will be arranged in the designated area, where the services can be carried out in a safe way for the boarding and alighting of passengers.
  - The arrangement of the shuttles will be organised and coordinated between the consignee and the passenger service provider, in accordance with the indications of the Port Police.
  - The maximum number of shuttles allowed per ship will depend on the planned operation, number of cruises, size of the ships, number of services planned.

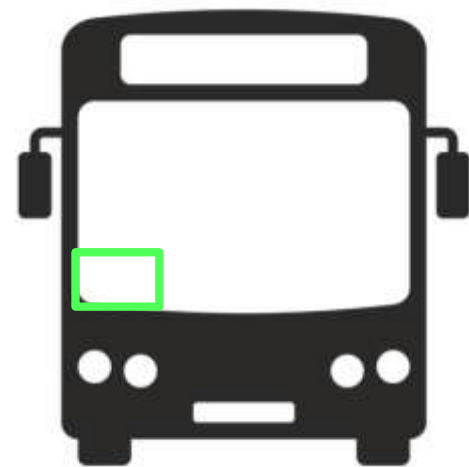




# Operations During the Cruise Ship's Stay in Port

## Visible Signage on Internal Movement Shuttles

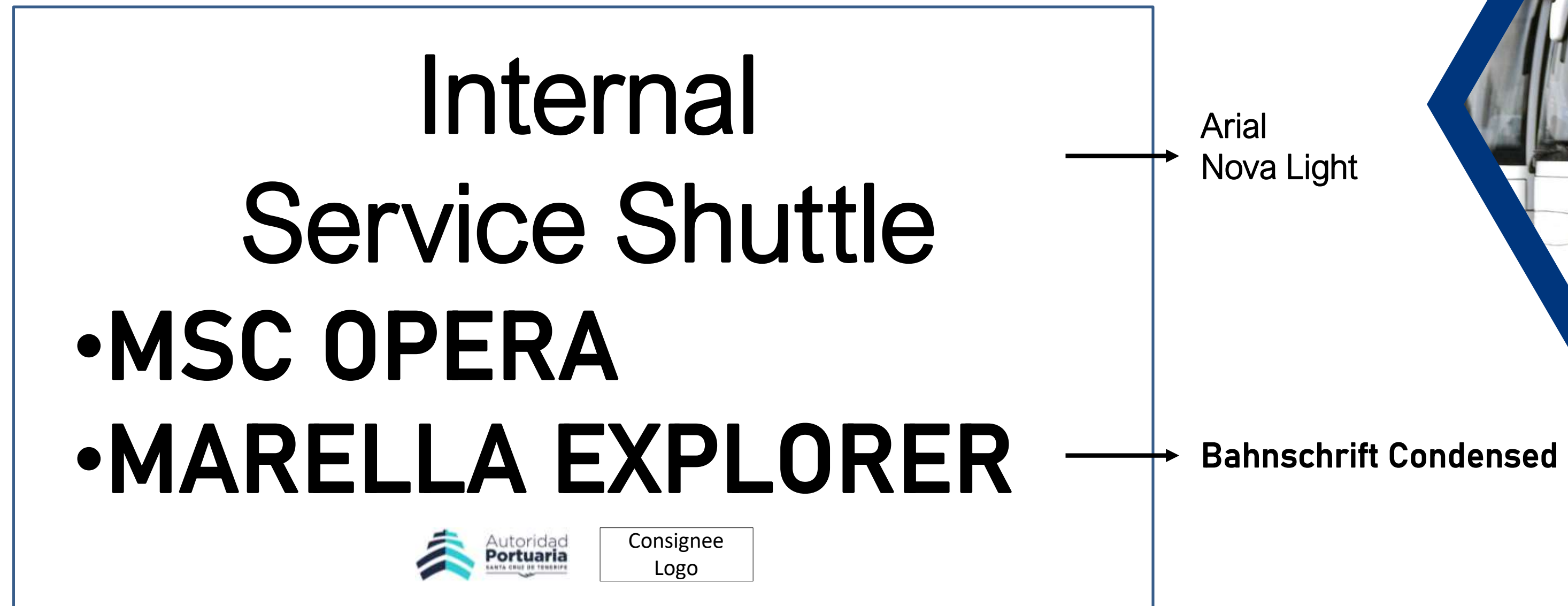
- The sign must be clearly visible on the passenger entrance side of the shuttle. Signage must be large (minimum DIN-A3 size) and clear enough to be legible from the distance, ensuring that both port staff and passengers can easily identify the shuttle and its destination.
- A clear and legible message: 'Internal Service Shuttle - Name of vessel(s) served'.



# Operations During the Cruise Ship's Stay in Port

## Visible Signage on Internal Mobility Shuttles

- Example:





# Operations During the Cruise Ship's Stay

4

## Coordination of Entry and Exit at the Quay:

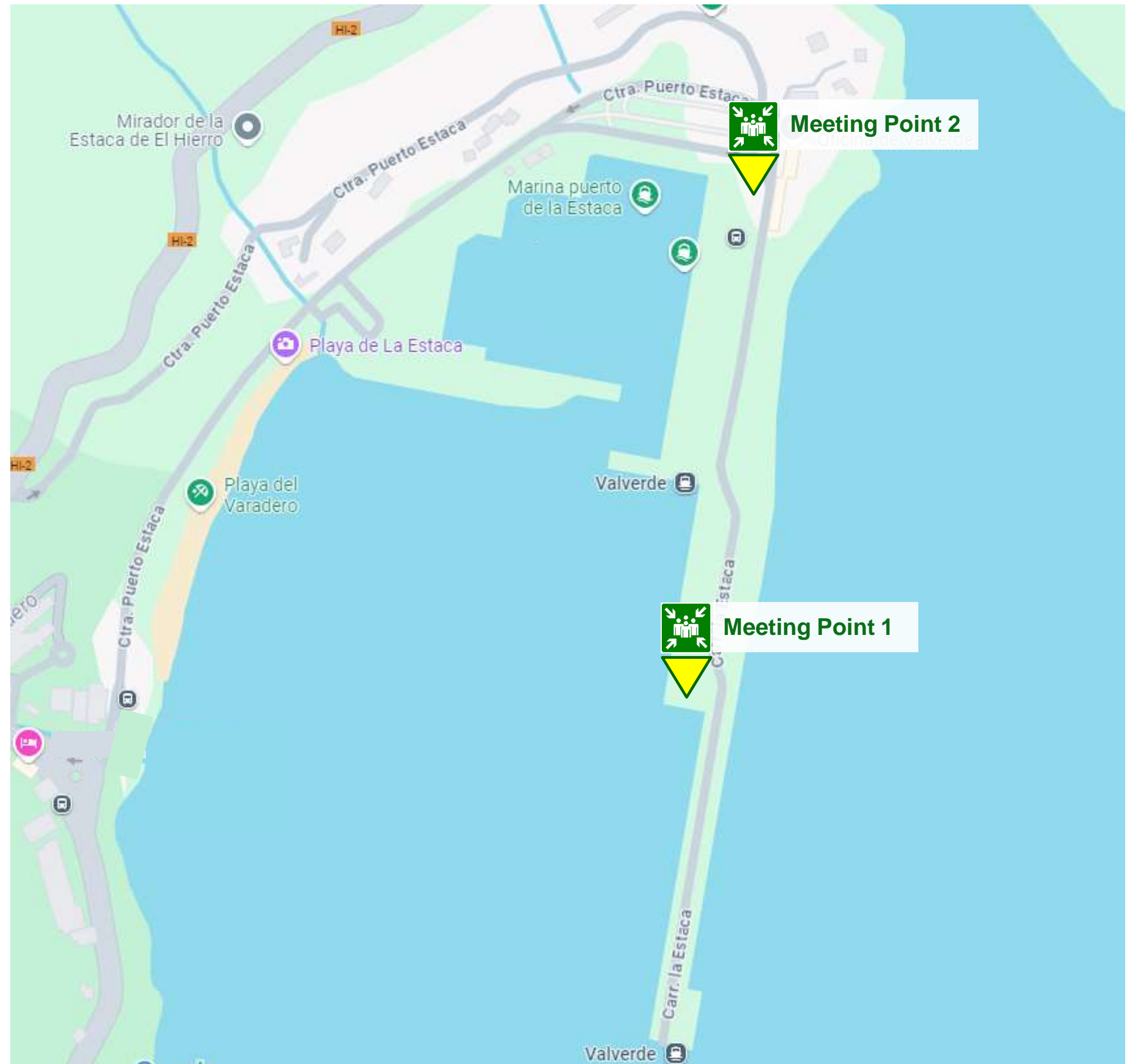
The entry and exit of all services, equipment, and vehicles are efficiently coordinated to ensure compliance with this protocol by the Head of Services of the Port Authority Police of Santa Cruz de Tenerife and their team. This individual is responsible for establishing specific operational guidelines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

Certain operations require a more detailed and precise assessment depending on port congestion, port capacity, the number of simultaneous services, and the size of the various berthed vessels. These cases will be evaluated by the Port Authority.



# Internal Mobility Shuttle Circulation and Cruise Passenger Meeting Point

Below are the circulation flows that must be followed by the Internal Mobility Shuttles, the designated meeting point for passenger drop-off and pick-up, and the operational guidelines to be followed within the Port of La Estaca.





# Meeting Point – Passenger Station



Two meeting points are established for passenger drop-off and pick-up at the Port of La Estaca:

**Meeting Point 1:** Located in front of the Ro-Ro ramp, designated for **passenger pick-up**.

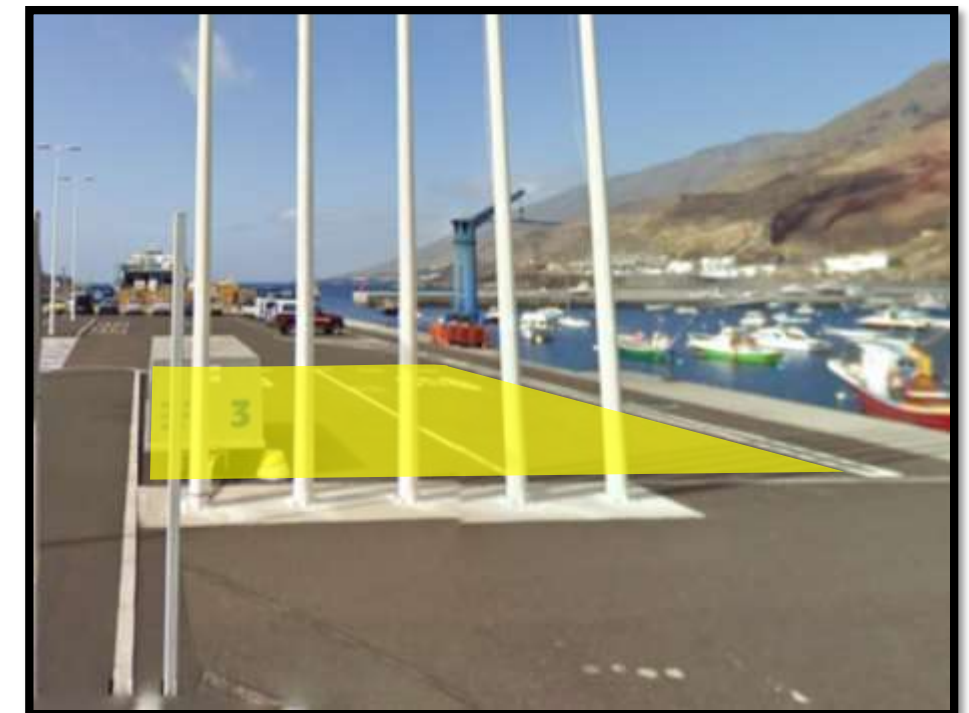
**Meeting Point 2:** Located in front of the Passenger Station and next to the marina, designated for both **pick-up and drop-off of passengers** (internal shuttle and excursions).

All passengers returning to the vessel must pass through the mandatory security checkpoint.

The port will have appropriate signage to guide pedestrian flow toward the cruise ships and/or shipping lines.



Meeting Point 1



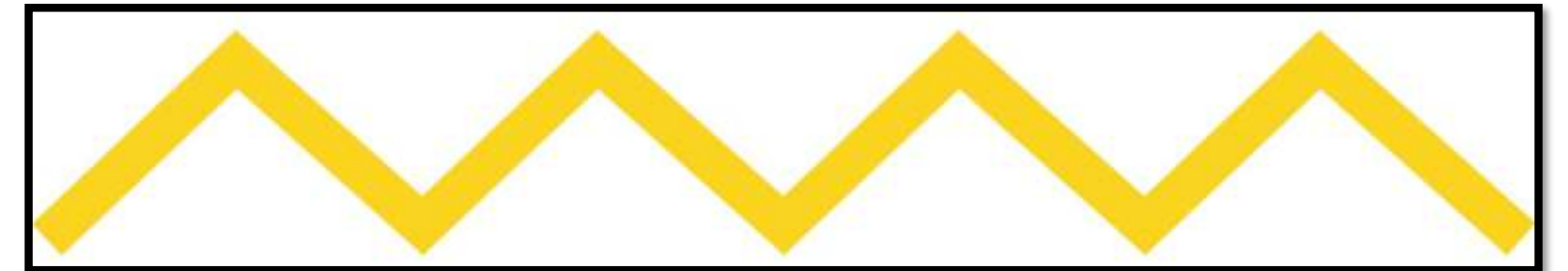
Meeting Point 2



# Meeting Point – Passenger Station



In the event of a high influx of buses at Meeting Point 2, the Port Authority of Santa Cruz de Tenerife will enable an additional area (marked with a yellow-striped zone) to optimize vehicle circulation and prevent congestion.





# PEDESTRIAN CIRCULATION FLOW

Pedestrians disembarking at the Port of San Sebastián de La Gomera may access the city via the walkway in front of the marina, which is the closest access point

However, a designated pedestrian circulation flow will be established within the port, marked by two lines on the ground, outlining the routes to be followed based on each pedestrian's destination.

Both lines will be accompanied by appropriate vertical and ground signage. The lines will be defined by two colors:

**Green line:** Indicates the route pedestrians must follow to access the ferry companies or passengers stations from the various entry/exit points of the port.

**Blue line:** Indicates the route pedestrians disembarking from cruise ships must follow to reach the city or cruise terminals.





# CIRCULATION FLOW

## DISEMBARKATION – Passenger Pick-Up Upon Disembarkation from the Vessel

### Circulation Flow:

Excursion buses, taxis not contracted by the cruise line, and vehicles for PRM shall follow the designated outbound route to exit the port.

All vehicles must be pre-authorized and must pass through the designated security barrier to access the parking areas located beyond the Passenger Station.



Passenger pick-up route



# CIRCULATION FLOW

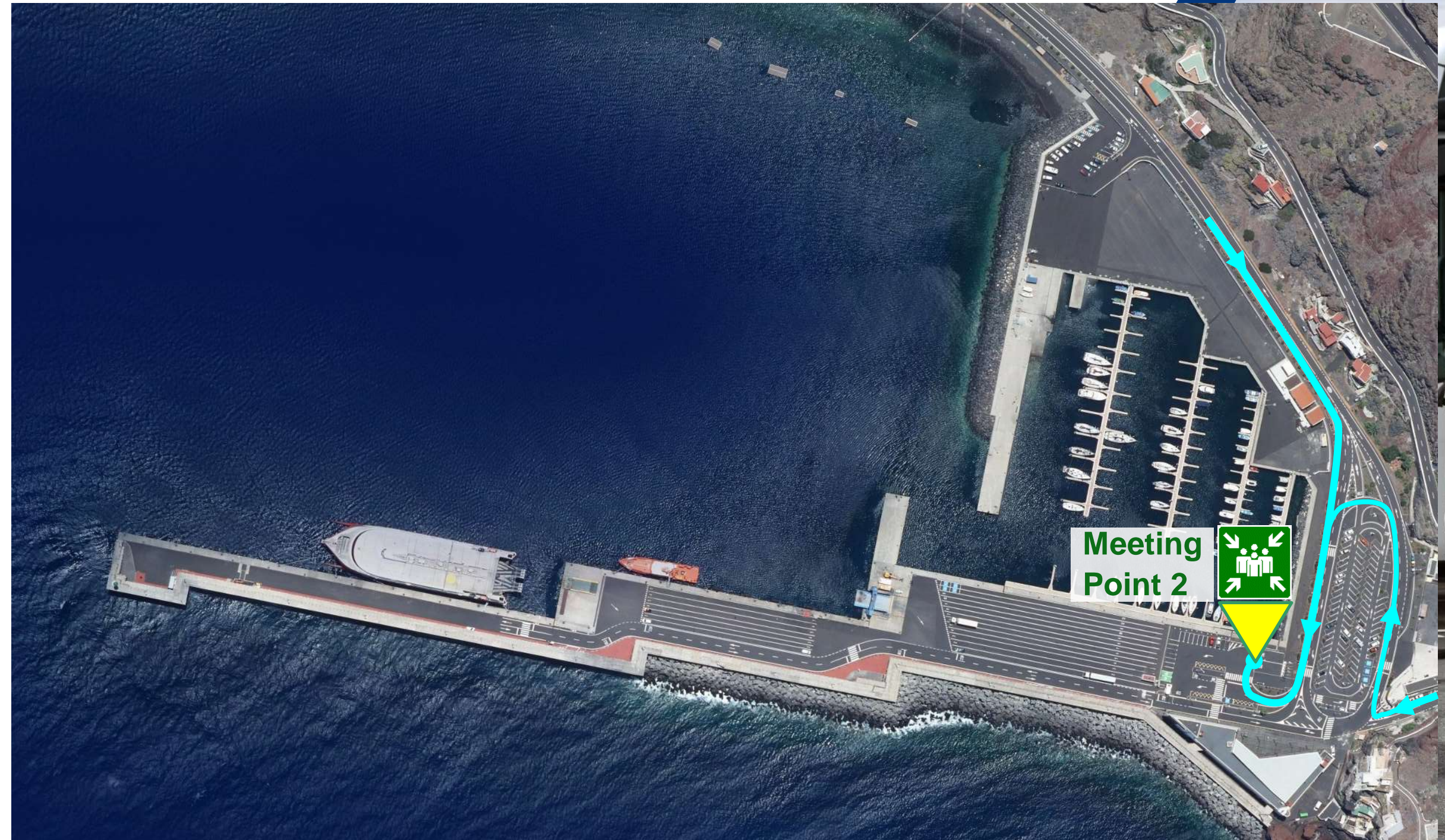
## EMBARKATION – Passenger Drop-Off Upon Return to the Vessel

### Circulation flow:

Excursion buses, taxis not contracted by the cruise line, and vehicles for PRM shall follow the same inbound route, dropping off passengers at Meeting Point 2 (located in front of the Passenger Station and next to the marina).

All passengers must pass through the APSCT established security checkpoint.

Authorized vehicles may pick up passengers after they have cleared the security checkpoint, and transport them to the designated parking area beyond the Passenger Station.



Passenger drop-off route.



# CIRCULATION FLOW

**DISEMBARKATION.** Passenger pick-up on disembarkation from the ship.

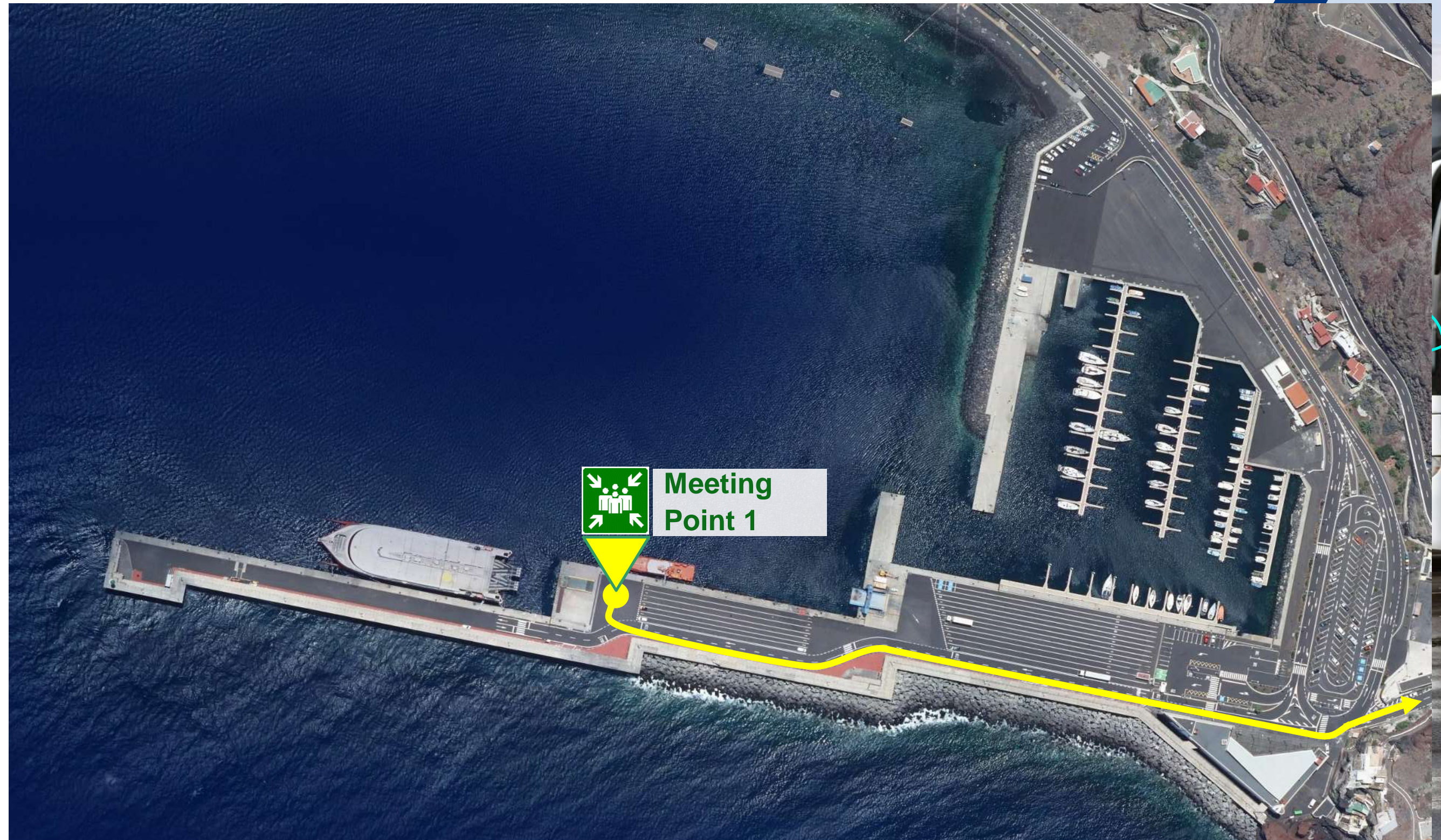
## Circulation flow:

The internal shuttles will follow the indicated route. They will pick up passengers in the area set aside for this purpose (Meeting Point 1) and transfer them to the Valverde bus station.

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



Valverde Bus Station.



Passenger pick-up route.



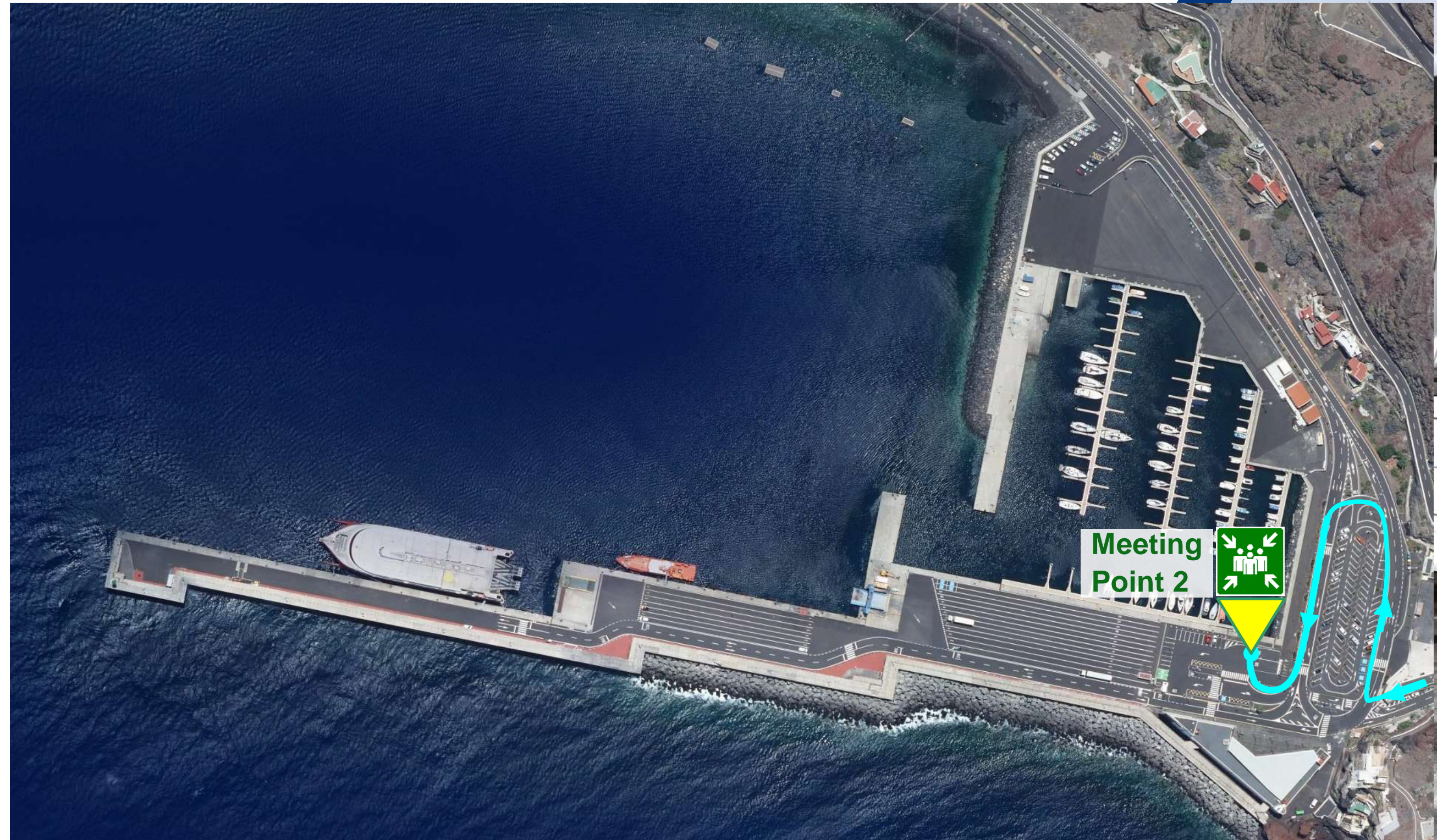
# CIRCULATION FLOW

## EMBARKATION. Passenger handover on return to the ship.

### Circulation flow:

The internal shuttles will follow the indicated outward route, departing from the Valverde Bus Station and finally dropping off passengers at Meeting Point 2.

All passengers must pass through the established security checkpoint.



Passenger hand-over route.



# Thank You

For your attention



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**Portuaria**  
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