

CRUISE OPERATIONS TO BE FOLLOWED DURING THE 2024–2025 SEASON

Port of San Sebastián de La Gomera

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

Rev. 12.02.2025



Autoridad
Portuaria
SANTA CRUZ DE TENERIFE

www.puertosdetenerife.org



Objective of the Protocol:

This document aims to establish the steps to follow for the proper management and coordination of cruise operations carried out at the facilities of the Port of **San Sebastián de La Gomera** during the 2024-2025 cruise season. It seeks to ensure safety, efficiency, and the satisfaction of all involved stakeholders.

Preparations Prior to the Cruise Arrival



The coordination of Port Agents with the Port Authority, following the current Berth Request Procedure approved by the Port Authority of Santa Cruz de Tenerife.



The Port Agent will send via email the list of vehicles authorized by the cruise line and the **requested** port services to the APSCT, following the predefined format for access control and arrival coordination.



Review of Logistics and Security by the Port Authority:

The Port Authority will communicate the berth assignments to the Port Agents 24 hours in advance.

The final berth position and mooring bollards will be confirmed through the Call Management system 24 hours before the vessel's ETA. In the case of weekends, public holidays, or other special circumstances, this confirmation will be communicated on the last working day prior to the weekend and/or holiday.



Prerequisites for the Cruise's Entry into the Port (1)

1

Coordinación de Buses y otros vehículos

- **Prior Authorization:** The access of excursion buses for each vessel will be allowed only after prior communication and sufficient notice to the Port Authority of Santa Cruz de Tenerife (hereinafter APSCT), by the vessel/Port Agent.
- (1) File Submission: Standard General Declaration: Before the start of the season and, in any case, before October 1st, the “General Declaration” must be submitted. The Port Agent/vessel must carry out this prior communication by sending a standard file approved by the APSCT, which must be duly completed with detailed information on the buses and other vehicles that may access the port. The General Declaration must be kept updated, notifying the Port Authority of any ADDITIONS/DELETIONS that may arise.

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 Port Agents to access it at any time and make the necessary modifications in real time. This will ensure greater efficiency in data updates and coordination among the parties involved.



File: Standard General Declaration (1).

Before the start of the season and in any case, before October 1st.



DECLARACIÓN GENERAL

CONSIGNATARIO						
FECHA DE PRESENTACIÓN						
FECHA DE ACTUALIZACIÓN						

NOTIFICACIÓN PREVIA PARA AUTORIZACIÓN POR LA AUTORIDAD PORTUARIA DE PERSONAS Y VEHÍCULOS PARA ACCEDER A LA ZONA RESTRINGIDA

GUÍAS Y OPERARIOS

NOMBRE	APELLIDOS	DNI	MATRÍCULA	Nº BUS	EMPRESA	SERVICIO A PRESTAR

GUIAS

AUTOBUSES

TAXIS PUERTO

TAXIS EMPRESAS

SERVICIOS

To be completed

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

Prerequisites for the Cruise's Entry into the Port (2).

1

Coordination of Buses and Other Vehicles.

- (2) Submission of the file: Standard Daily Declaration: Before 2:00 PM on the day prior to the cruise's arrival and on Fridays in case of weekend or holiday eve calls, the Port Agent/ship will send the "Daily Declaration," including the number of vehicles for which authorization is requested. Information regarding buses is particularly important.

The Daily Declaration must be submitted in accordance with the format provided by the Port Authority, as outlined in the present operating procedures.

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

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

Access will not be allowed for excursion buses that have not been communicated and registered in accordance with this procedure



File: Standard Daily Declaration (2).

Before 2:00 PM on the day prior to the cruise's arrival and on Fridays in case of weekend or holiday eve calls.

[illegible]

For any **promotional activities** to be developed at the port, the activity must be registered in the Daily Declaration file, and the relevant information must be submitted to the Port Authority in a timely manner, applicable for its execution and approval.



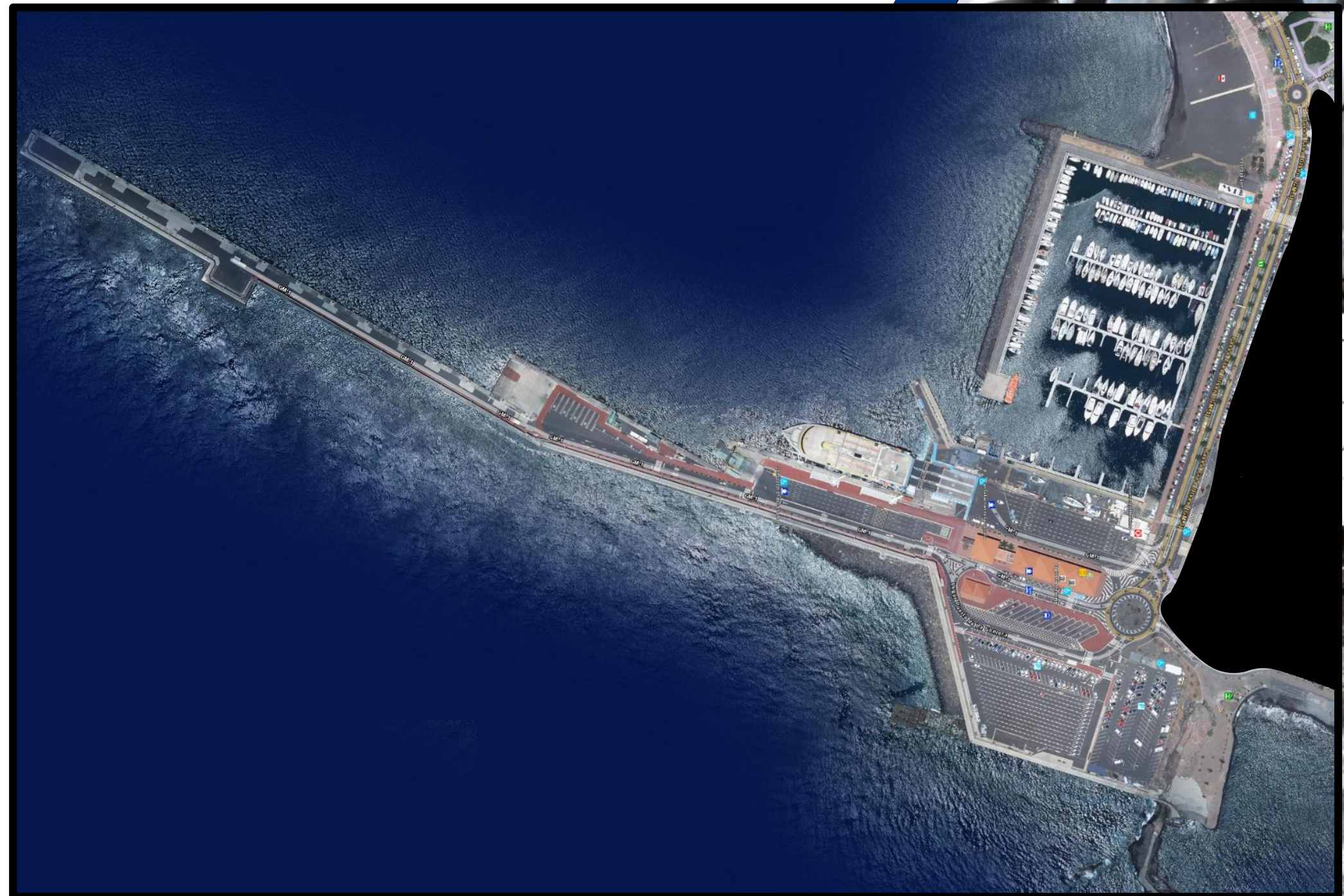
Operations During the Cruise Ship's Stay in Port

1

Excursion Bus Coordination.

Excursion bus coordination will be carried out in two ways, as appropriate:

- 1.1 Disembarkation. For the pickup of passengers upon disembarking from the ship.
- 1.2 Embarkation. For the drop-off of passengers returning to the ship.



Operations During the Cruise Ship's Stay in Port

1.1

Excursion Bus Coordination:
DISEMBARKATION (Passenger pick-up upon disembarking from the ship).

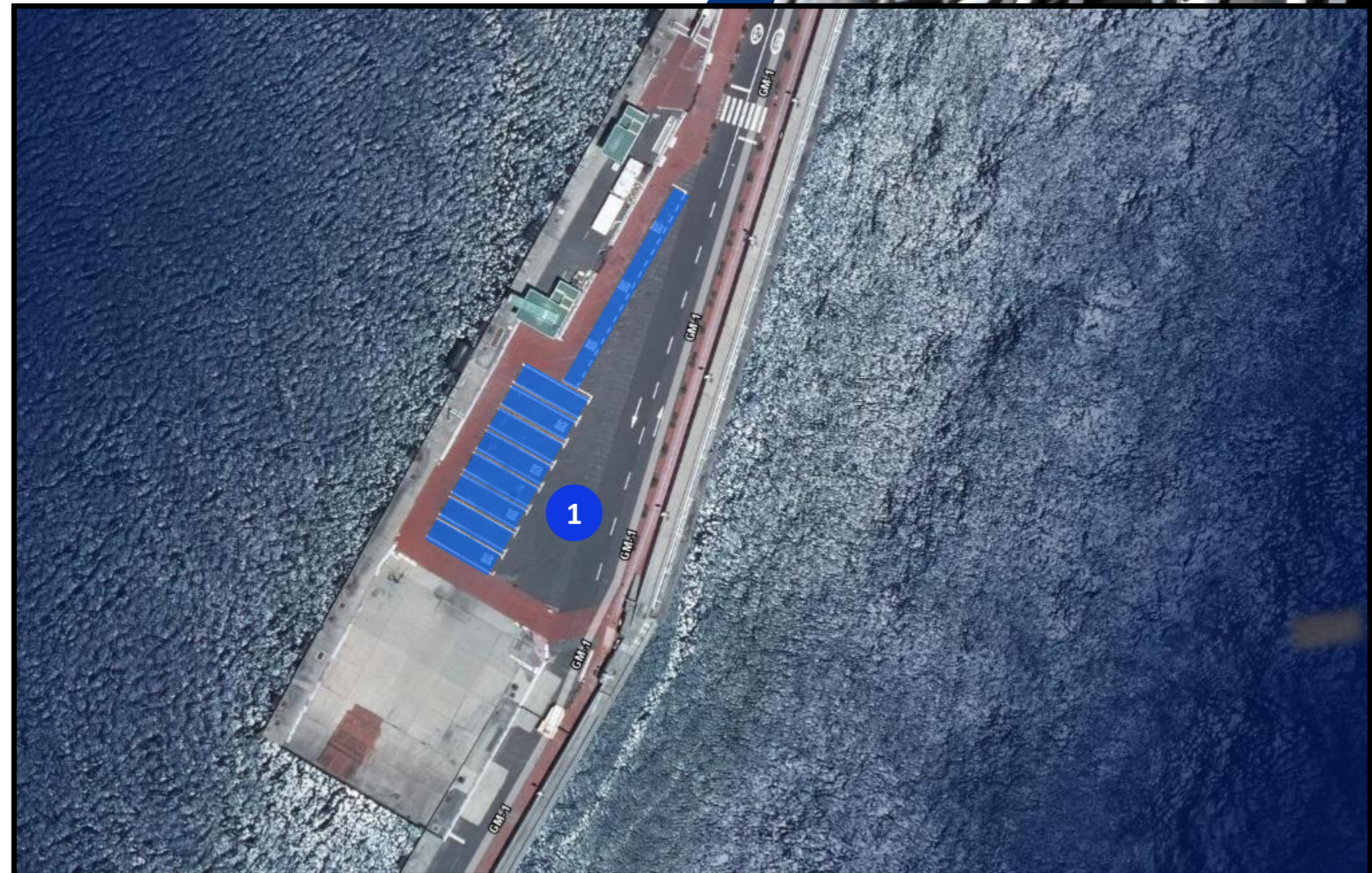
- **DIKE:**

At the Dike, there is a designated area for the parking of non-cruise line contracted taxis, excursion buses, internal shuttles, and vehicles intended for persons with reduced mobility (hereinafter, PRM).

Access to this area with any vehicle must have prior authorization from APSCT, especially if, due to extraordinary circumstances, they need to enter the restricted terminal area.

Vehicles must follow a continuous flow of entry and exit to avoid congestion, ensuring that stops are cleared as soon as passengers board or disembark.

Maximum capacity: 11 parking spaces.



Operations During the Cruise

Ship's Stay in Port

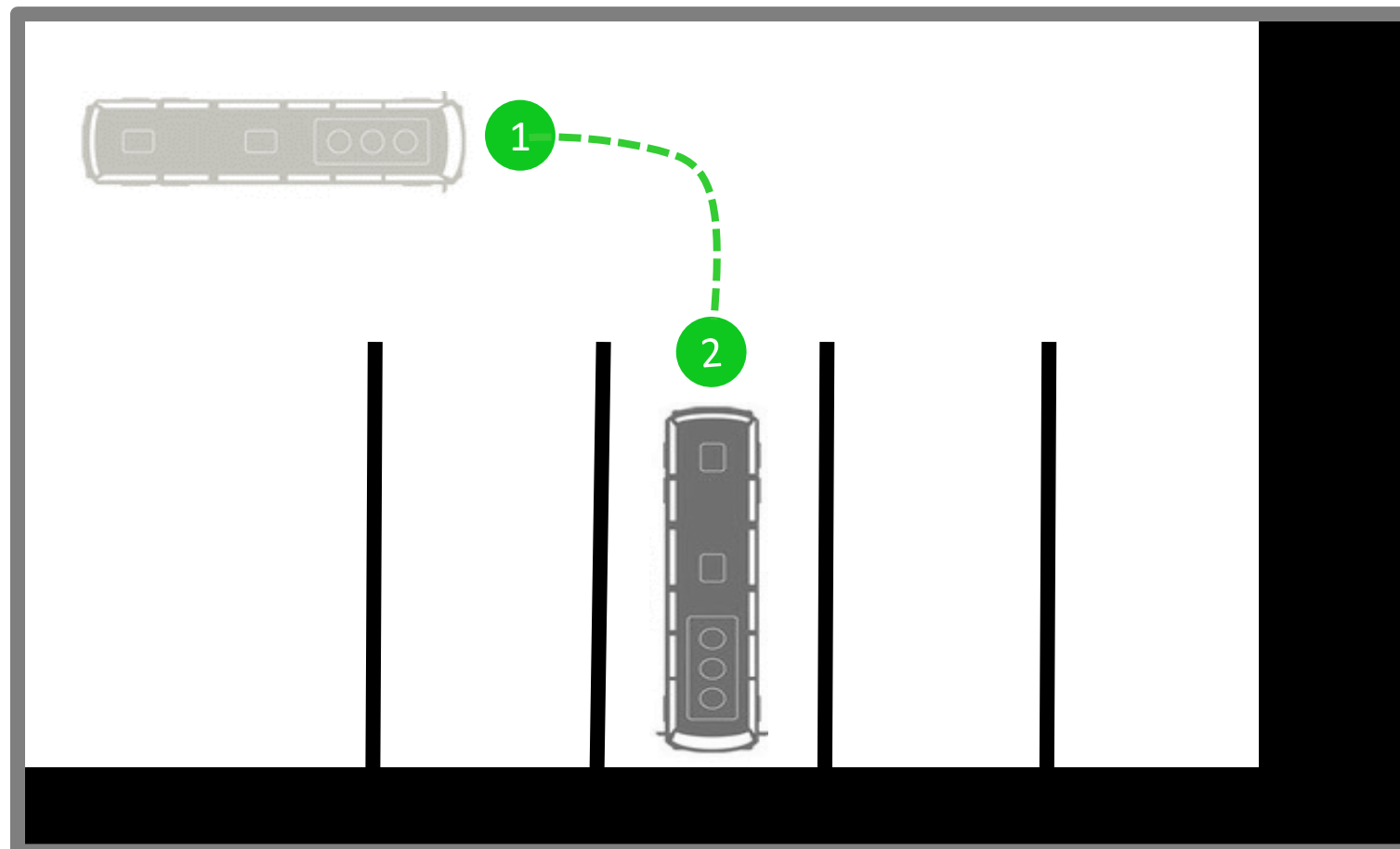
1.1

Coordination of Excursion Buses:

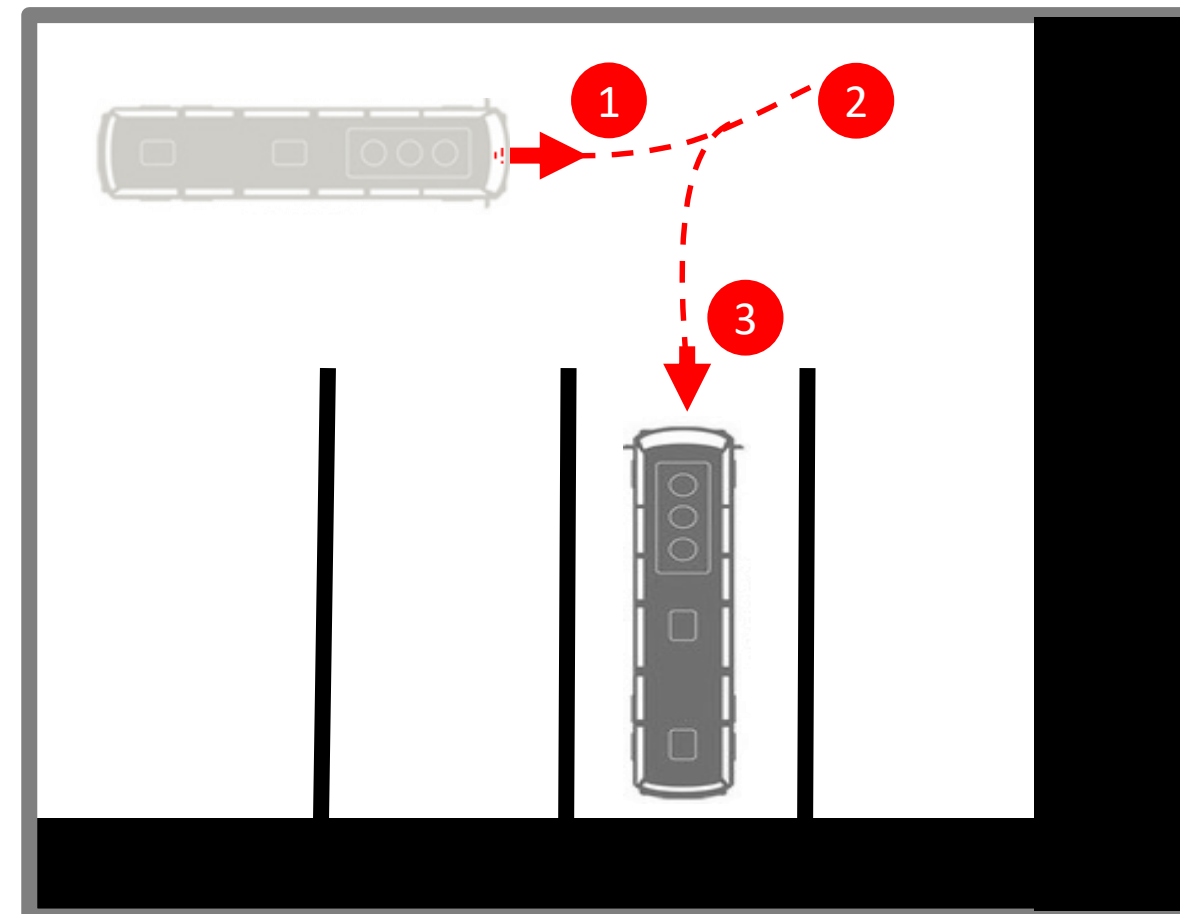
DISEMBARKATION (Passenger pickup upon disembarking from the ship).

For excursion buses, the vehicle must always be parked with the driver's cabin facing the sea, never with its back to the sea, strictly complying at all times with the current traffic regulations and the instructions of the APSCT.

Correct parking method



Incorrect parking method



Operations During the Cruise

Ship's Stay in Port

2

Port Services Entrance:

The vessel's berth is reserved for various operations according to the ship's needs. These services may include, among others, provisioning, waste management in accordance with MARPOL regulations, technical maintenance, and cleaning services. All such services must be previously requested by the port agent, who is responsible for sending the list to the Port Authority for coordination.

All service operators must strictly comply with the Occupational Risk Prevention (ORP) manual provided by the Port Authority, which is available on the official AP SCT website.

In the Case of Port base:

- At the request of the Port Agents, the available equipment and resources will be provided.
 - The Port Agent, together with the ship's security team, will supervise and ensure that the facilities are appropriate, maintaining constant coordination with the Port Police Service.
- These resources may include security scanners, baggage handling equipment, passenger control tents, and any other devices necessary for the operation.



Operations During the Cruise Ship's Stay in Port

3

Passenger Access for Internal Shuttle Services:

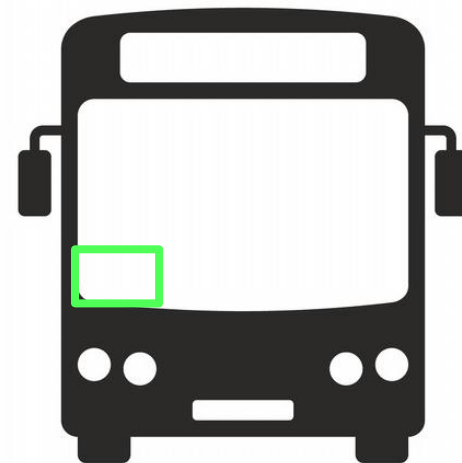
- Shuttles will be hired by the shipping company.
- Based on this, the following procedures will apply:
 - Shuttle entry will be coordinated to streamline the embarkation and disembarkation of passengers within the port.
 - The internal mobility shuttles will be positioned in designated areas, ensuring 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 in 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".

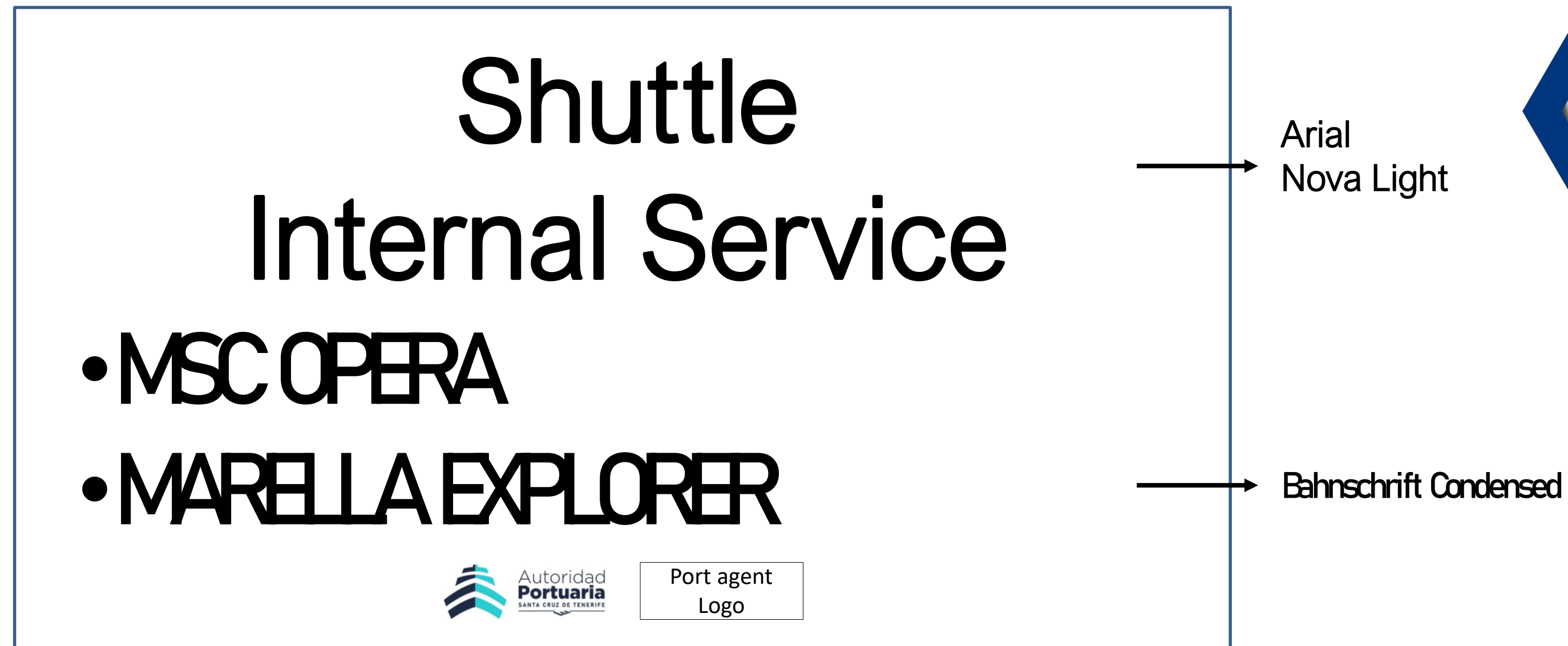


Operations During the Cruise

Ship's Stay in Port

Visible Signage on Internal Mobility Shuttles

- Example:



Operations During the Cruise Stay

4

Coordination of Entry and Exit at the East Dock

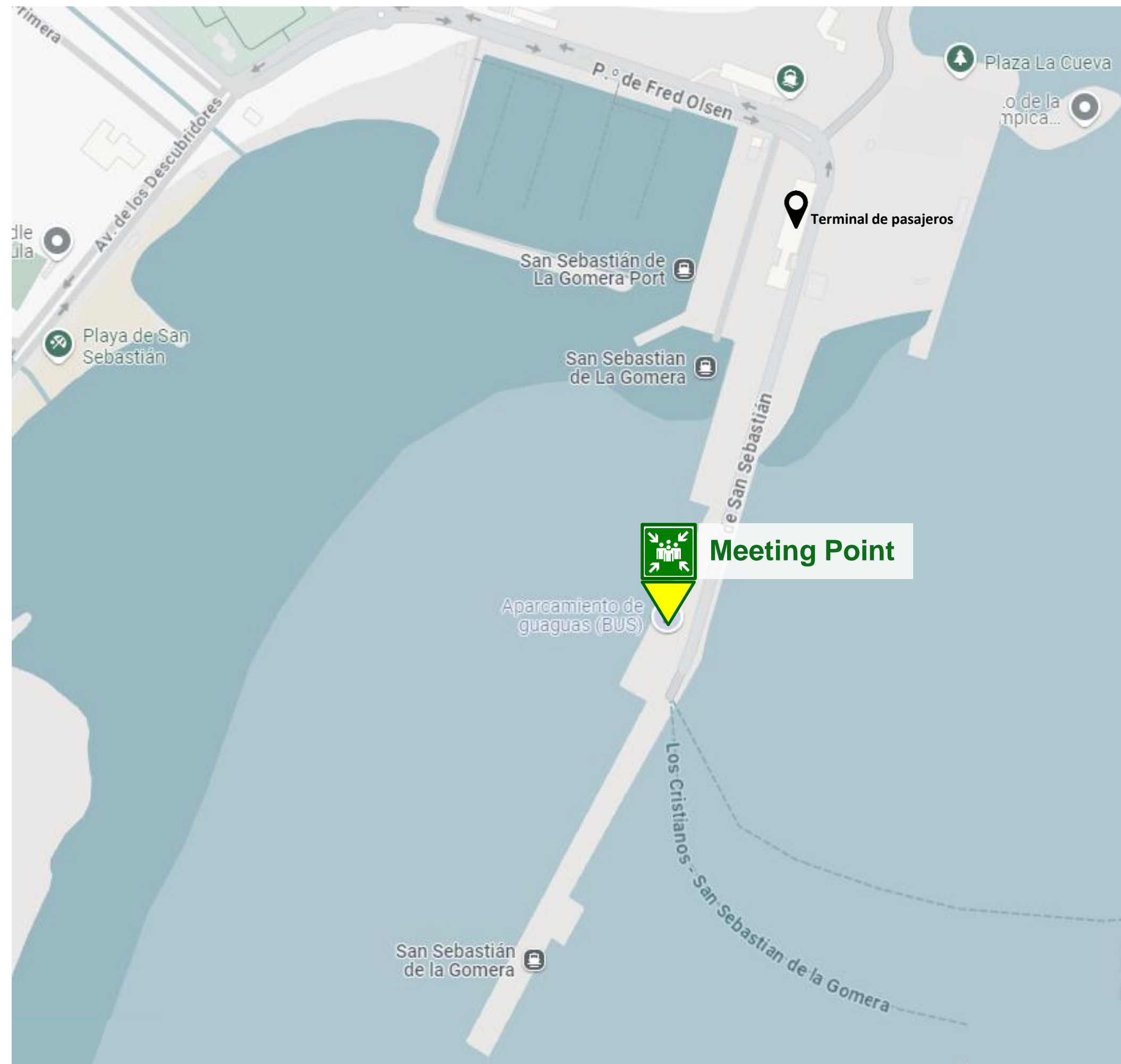
The entry and exit of all services, equipment, and vehicles are efficiently coordinated to ensure compliance with this protocol by the Head of Services of the Port Police of the Port Authority of Santa Cruz de Tenerife and their team. The Head of Services is responsible for setting specific guidelines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



Circulation of Internal Movement Shuttles and Cruise Passenger Meeting Point.

Below are the circulation flows that the Internal Movement Shuttles must follow, the meeting point for dropping off and picking up passengers, and the instructions for these operations within the Port of San Sebastián de La Gomera.



Meeting Point – Maritime station



A Meeting Point is established for the disembarkation and embarkation of passengers at the Port of San Sebastián de La Gomera:

Meeting Point: located in the area designated for the parking of buses, shuttles, taxis not contracted by the shipping company, which will be used for the drop-off and pick-up of passengers.

All passengers returning to the ship must pass and undergo the established security control.

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



PEDESTRIAN CIRCULATION FLOW

Passengers disembarking at the Port of San Sebastián de La Gomera will be able to access the city through the promenade in front of the sports dock, the nearest access.

However, the port will establish a pedestrian circulation flow through two lines marked on the ground, which will outline the path pedestrians should follow depending on their destination.

Both lines will be accompanied by the corresponding signage, both vertical and in the pedestrian transit area. The lines will be defined by two colors:

The green line will indicate the path pedestrians should follow to access the shipping companies or maritime stations from the different entry/exit points of the port.

The blue line will indicate the path pedestrians arriving from the cruise ships should follow to access the city or cruise terminals.



CIRCULATION FLOW

DISEMBARKATION. Passenger pick-up upon disembarking the vessel.

Traffic Flow

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

All authorized vehicles must have prior authorization to access the designated parking areas located beyond the Maritime Station for passenger pick-up upon the ship's arrival.



Passenger Pick-up Route



CIRCULATION FLOW

EMBARKATION. Drop-off of passengers returning to the ship.

Traffic Flow:

Excursion buses, taxis not contracted by the cruise line, and vehicles for PRM shall follow the designated inbound route, dropping passengers off at the designated meeting point (authorized parking area).

All passengers must go through the APSCCT security control in order to access the ship.

Passenger drop-off
route.



CIRCULATION FLOW

DISEMBARKATION. Passenger pick-up upon disembarking from the ship.

Traffic Flow:

The **internal shuttles** will follow the indicated route.

They will pick up passengers in the area designated for this purpose and transport them to the San Sebastián de La Gomera Bus Station.

All vehicles must be previously authorized by the Port Authority to access the different parking areas beyond the Maritime Station.

Passenger drop-off
route.



CIRCULATION FLOW

EMBARKATION. Passenger drop-off upon returning to the ship.

Traffic Flow:

The internal shuttles will follow the indicated outbound route, departing from the Bus Station and ultimately dropping off passengers at the meeting point (area designated for parking excursion buses, shuttles, etc.).



San Sebastián de La Gomera Bus Station.



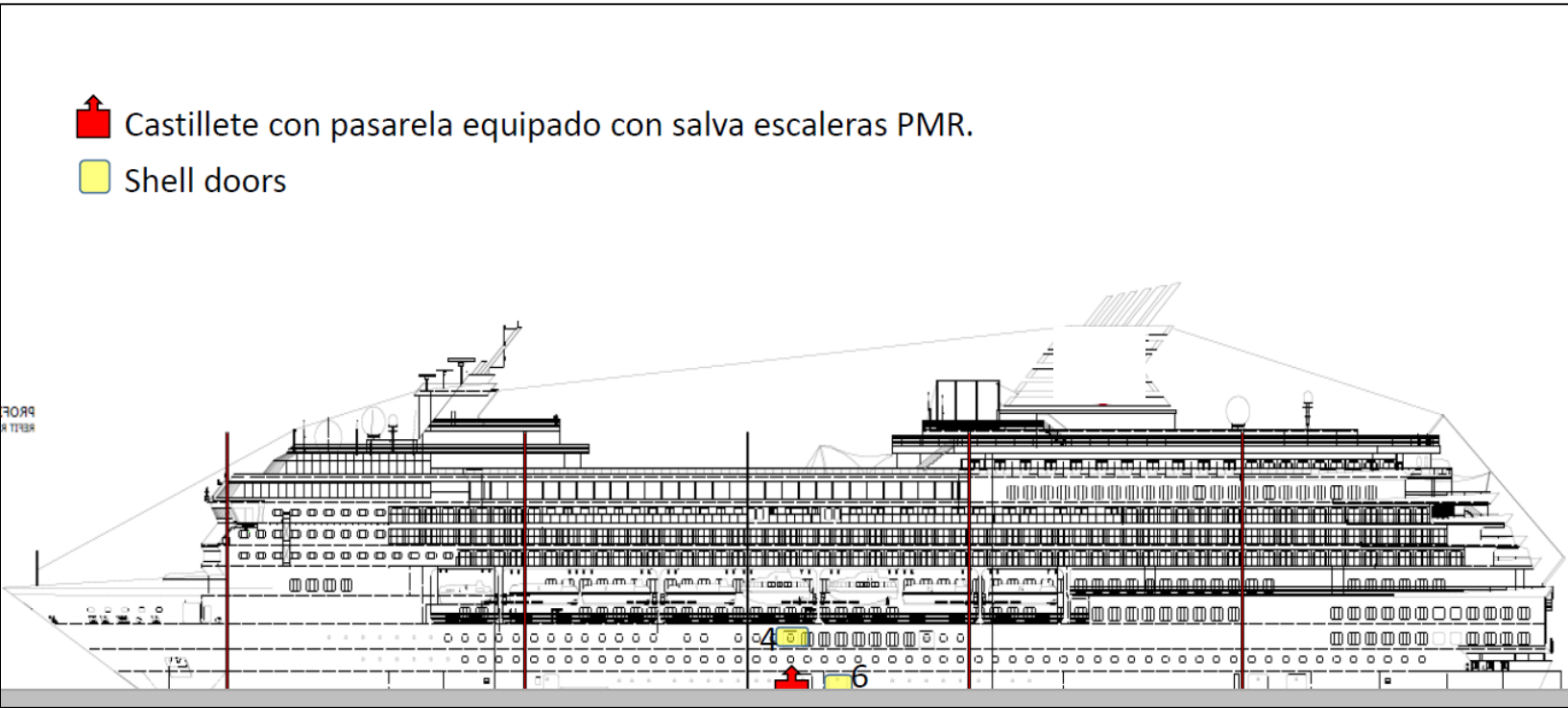
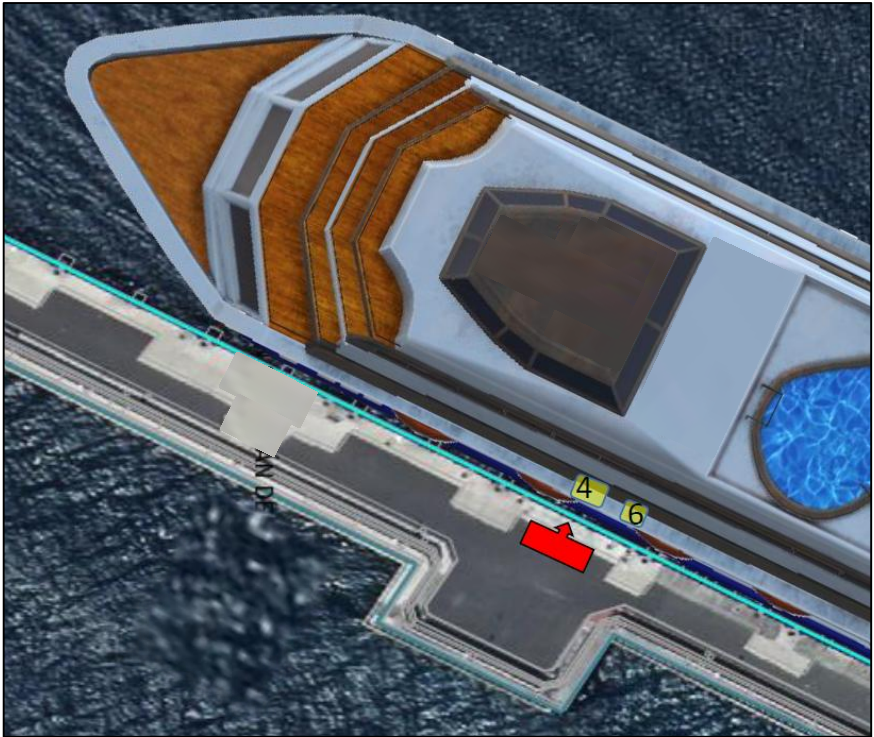
Passenger drop-off route.

Persons with Reduced Mobility (PRM)

Coordination and operation of the stairlift with platform during cruise calls at the Port of San Sebastián de La Gomera, with special attention to severe low tide conditions, to ensure an efficient and safe service for Persons with Reduced Mobility (PRM).

This operation involves the port agents, subcontracted companies for PRM assistance, cruise ship personnel, Port Police, and the Port Service Manager.

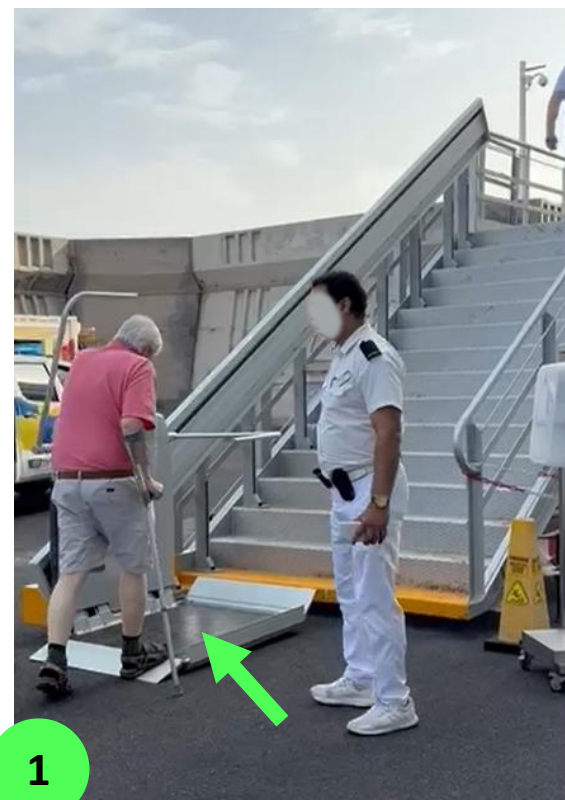
RESPONSIBILITIES			
PORT AGENT	LOCAL SUBCONTRACTOR	SERVICE MANAGER	SHIP'S PERSONNEL
<ul style="list-style-type: none">•Coordinate with the local subcontractor and the port service manager.•Ensure the proper delivery and return of the equipment/remote to the cruise ship.•Inform the ship about the tide conditions and operation.	Contact the port service manager to coordinate the delivery of the equipment/remote.	<ul style="list-style-type: none">•Deliver the wireless remote to the designated ship personnel.•Provide usage guidelines for the stairlift, if necessary	<ul style="list-style-type: none">•Operate the stairlift during the operation.•Properly align the ship with the pier head and gangway according to the markings on the dock.



Persons with Reduced Mobility (PRM)



Properly align the ship with the pier head and gangway according to the markings on the dock.



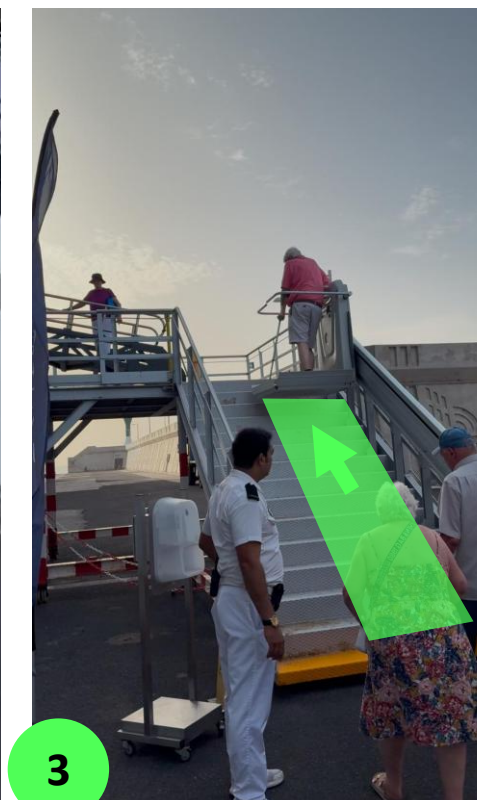
1

Step 1: Access to the stairlift with platform.



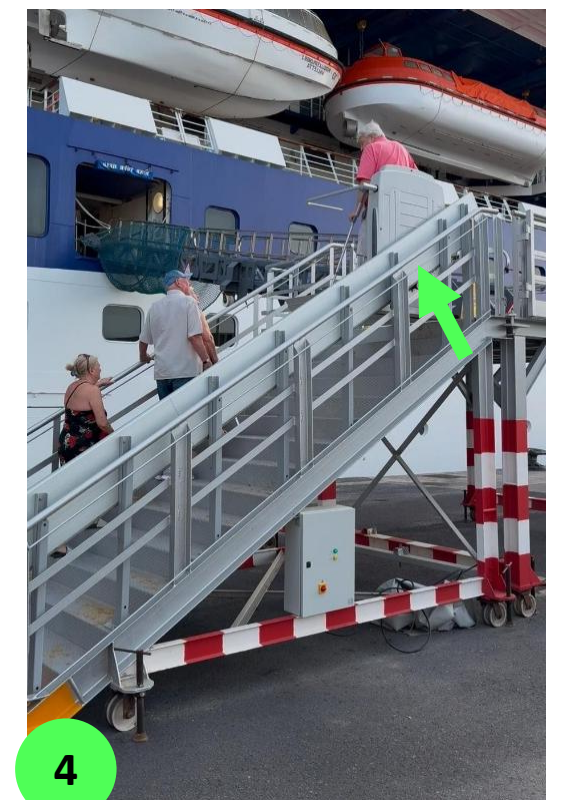
2

Step 2: Lowering the second safety railing.



3

Step 3: Moving the stairlift.



4

Step 4: Opening the safety railing for the passenger to disembark from the stairlift.

Persons with Reduced Mobility (PRM)

COORDINATION AND OPERATION

1. Preparations prior to the call:

- Coordinate with the Service Manager/Port Authority personnel regarding the positioning of the ship and the PRM operation.

2. Arrival of the ship:

- Verify the ship's position at the dock (e.g., position 9203, third alignment) to ensure that passenger gate no. 4 aligns with the pier head and gangway.
- Install the gangway using a crane, prepared upon the ship's arrival (between 12:30 and 13:00)..

3. Use of the stairlift platform:

- Ensure the electrical panel is operational.
- Operate the wireless remote control following these instructions:
 - **Up:** Press the corresponding button until the limit is reached.
 - **Pause:** Release the remote to stop the movement.
 - **Down:** Press the down button until the lower limit is reached.
- Align the ship with the dock's cantilever marking to facilitate access.

4. Tide conditions:

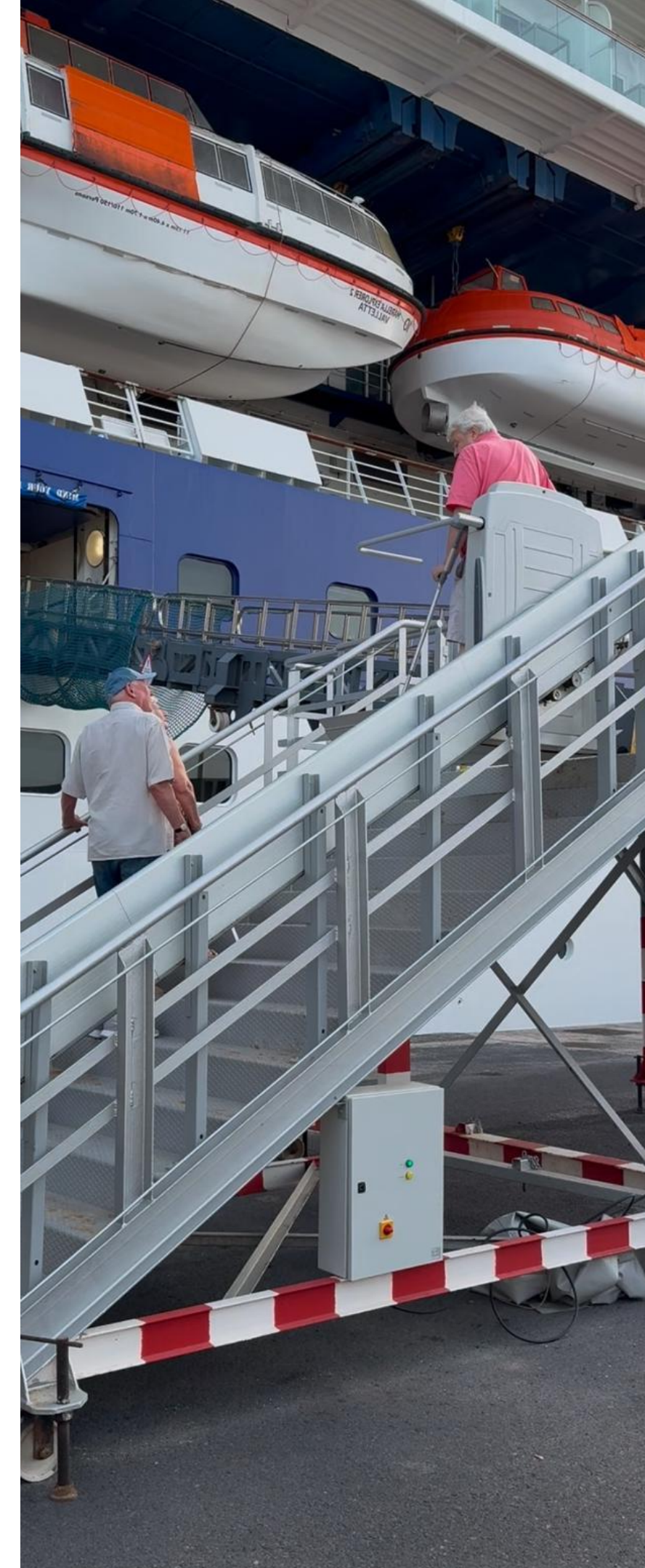
- Consider tide data to adjust operations. Example:
 - High tide: 10:50.
 - Low tide: 17:00.
- During severe low tide conditions, use the stairlift platform as the only operational means for access to the ship.

5. Operational supervision:

- Port Authority personnel will oversee the installation of the gangway and ensure proper use of the stairlift. If necessary, they will provide specific training to the ship's personnel.

6. Completion of the operation:

- Remove the gangway and return the wireless remote control to Port Authority personnel.
- Leave the equipment in optimal condition for future calls.



Thank you

for your attention.



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