



Puertos de Tenerife

CRUISE OPERATIONS TO FOLLOW IN THE 2024-2025 SEASON –South Dock in the Port of Santa Cruz de Tenerife

P R E S E N T A T I O N 2 0 2 4

Rev. 03.10.2024



www.puertosdetenerife.org



Objective of the Protocol:

This document aims to establish the steps to be followed for the proper management and coordination of cruise operations at the facilities of the Port of Santa Cruz de Tenerife – South Dock, during the 2024–2025 cruise season. In this way, it ensures the safety, efficiency, and satisfaction of all involved parties.



Puertos de Tenerife



Preparations before the arrival of the cruise ship



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



The consignee will proceed to send the list of authorized services to the APSCT via email, according to the predetermined format for access control and coordination upon arrival.



Logistics and security review of the Port Authority:

The Port Authority will communicate the assignment of berths to the consignees 24 hours in advance.

The final berthing position and mooring details will be confirmed through the Scale Management 24 hours prior to the vessel's ETA. In the case of weekends, holidays, or others, this confirmation will be notified on the working day prior to the weekend and/or holiday.



Operations during the cruise ship's stay in the Port



Excursion bus coordination:

- **Prior authorization:** Excursion buses for each vessel will be granted access only after prior notification with sufficient notice to the Port Authority of Santa Cruz de Tenerife (hereinafter APSCT) by the vessel/consignee.
- **Submission of standard file:** The consignee/vessel will send this prior notification through a standard file approved by APSCT, which must be completed with detailed information about the buses entering the port before the vessel's arrival. This file should include minimum information such as (vehicle registration number, driver ID, transportation company, estimated entry and exit times, and the service to be performed).

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



Operations during the cruise ship's stay in the Port

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Excursion bus coordination:

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

If it becomes necessary to add or modify information in the previously sent file, an 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 corresponding permissions for bus access, ensuring compliance with established regulations.

Excursion buses that have not been communicated and registered according to this procedure will not be permitted access.


- **Buses will position themselves at the bow or stern of the ship**, depending on its berthing location and characteristics. The shipping company/consignee will decide on the bus locations while complying at all times with the directions and instructions provided by Port Police agents, as well as with established safety regulations.



Operations during the cruise ship's stay in the Port

Standard file:

In cases where the service contracted by the shipping company involves the transfer of people within the port **without using a vehicle**, the standard List Form must be completed. In the section corresponding to "License Plate," the phrase "Person on Foot" should be indicated to specify that the transfer will be conducted on foot rather than by vehicle.

		LISTADO NAVIERA	
CONSIGNATARIO		Observaciones	
BUQUE			
ETA			
ETD			
VEHÍCULOS AUTORIZADOS POR LA NAVIERA		SERVICIOS PORTUARIOS NECESARIOS SOLICITADOS POR LA NAVIERA A LA AUTORIDAD PORTUARIA	
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORARIO ENTRADA/SALIDA	
HORARIO ENTRADA/SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORARIO	
HORARIO ENTRADA/SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORARIO	
HORARIO ENTRADA/SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
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HORARIO ENTRADA/SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			
DNI CONDUCTOR		SERVICIO A PRESTAR	
MATRÍCULA		HORARIO	
HORARIO ENTRADA/SALIDA		CANTIDAD	
SERVICIO A PRESTAR			
EMPRESA			

Revisión 1



Operations during the cruise ship's stay in the Port

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Entry of Port Services:

The vessel's length is reserved for various operations according to the ship's needs, which may include, among others, supply, 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 Port Authority 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 Home Ports

- At the request of the consignees, the available material resources will be provided.
- The consignee, along with the vessel's security team, will supervise and ensure that the installation is adequate and must remain coordinated with the Port Police Service. These resources 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 in the Port

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Entry of internal mobility shuttle for passengers:

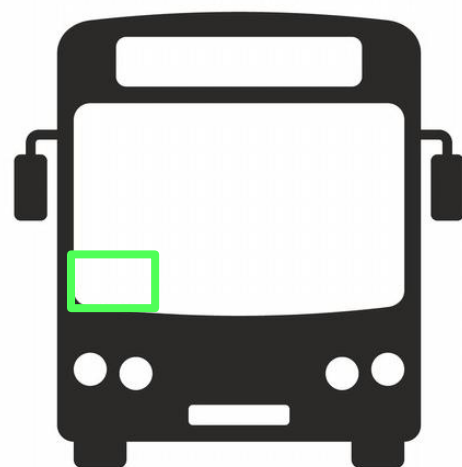
- The shuttle entry is coordinated to facilitate the exit and entry of passengers from the port.
- The internal mobility shuttle of the port will be placed in the area farthest from the operational zone, where services can be provided safely for passenger boarding and disembarking.
- The arrangement of the shuttles will be organized and coordinated between the consignee and the Passenger Service provider, following the directions of the Port Police.
- The maximum number of shuttles allowed per vessel will depend on the planned operations, number of cruise ships, vessel dimensions, and number of scheduled services.



Operations during the cruise ship's stay in the Port

Visible signage on internal mobility shuttles

- Visible size on the entry side of the bus. The signage must be large enough (minimum size DIN-A3) and clear to be readable from a 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 the vessel(s) it serves."



Operations during the cruise ship's stay in the Port

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Coordination of entry and exit at the South Dock

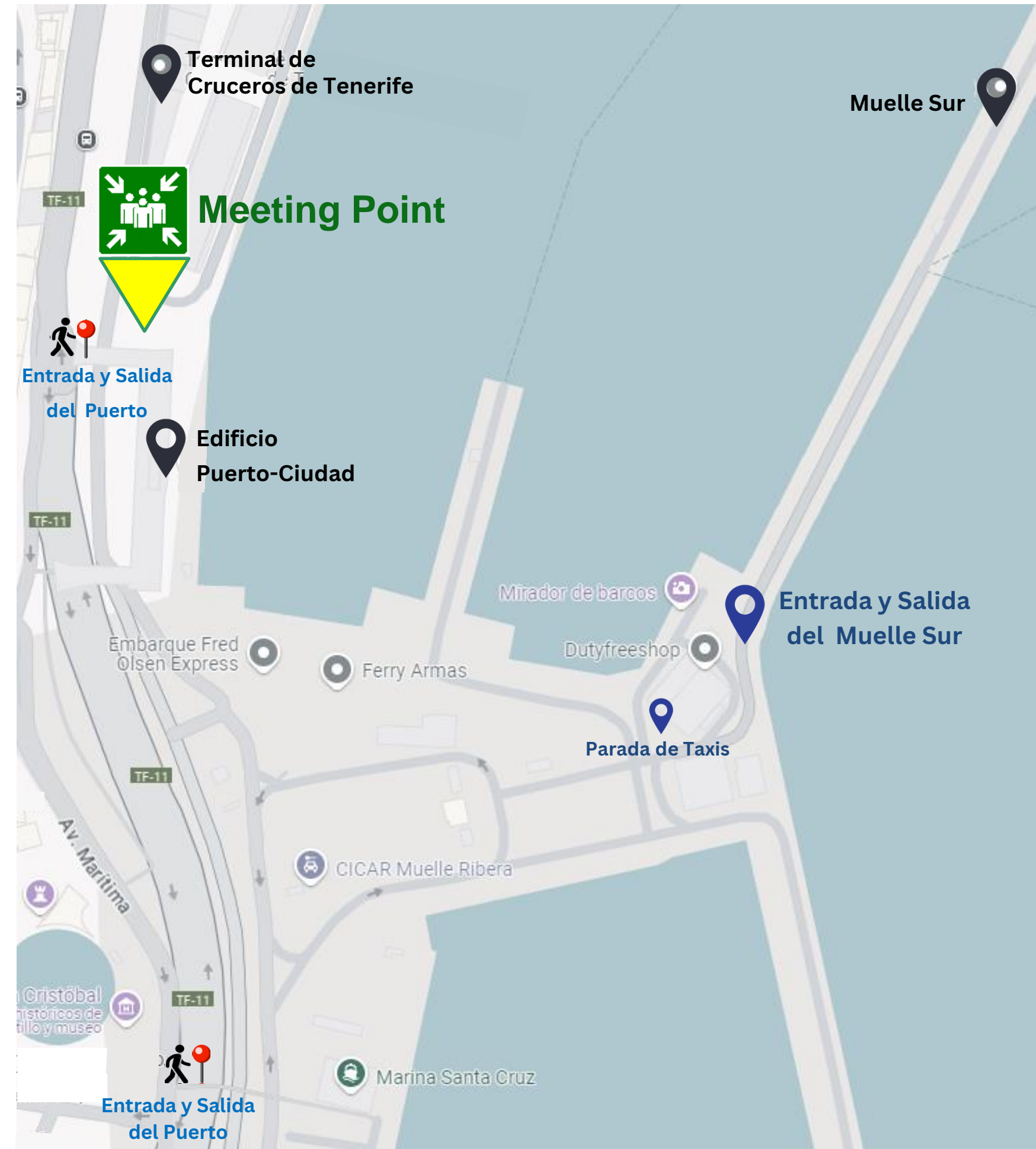
The entry and exit of all services, equipment, and vehicles are efficiently coordinated to ensure compliance with this protocol by the Head of Services of the Port Authority Police of Santa Cruz de Tenerife and his/her team. He is responsible for setting specific guidelines and ensuring that all operations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

There are operations that require a more detailed and precise study based on port congestion, its capabilities, the number of simultaneous services, and the dimensions of the different vessels berthed. These cases will be evaluated by the Port Authority.



Circulation of internal mobility shuttles and cruise passenger Meeting Point.

Below are the circulation flows that Internal Mobility Shuttles must follow, the meeting point for dropping off and picking up passengers, and the instructions to be followed for these operations within the Port of Santa Cruz de Tenerife.

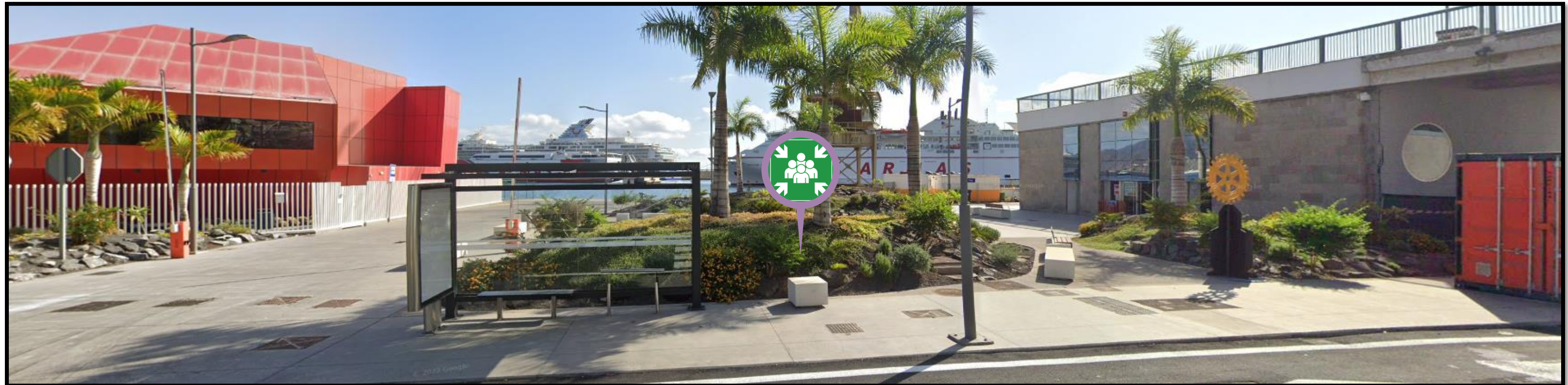


Meeting Point – Maritime Station



A Meeting Point is established for dropping off and picking up passengers, located between the Port-City Building and the Cruise Maritime Station.

Cruise passengers will have the opportunity to access the shuttles located at this point, as well as access the city through the Port-City Building.



STOP ARRANGEMENT MEETING POINT

In the design and organization of the available stops, the following arrangements are specified to ensure the flow of people is quick and efficient:



POINT 1. Two stops for dropping off and picking up passengers with a maximum capacity for two shuttles at a time, located at the Meeting Point Maritime Station. These stops will be assigned to vessels with Berthing Assignments 1 and 2. The shuttles must maintain a constant flow of entry and exit to avoid congestion, allowing the stops to be cleared as soon as passengers board or disembark.

POINT 2. Two waiting stops where a maximum of 2 shuttles can park until one of the passenger drop-off and pick-up stops is available.

When there are available stops at points 1 and 2, provided that no more than 4 vessels are berthed simultaneously, they may be used as needed. The flow at this meeting point must be continuous so that waiting shuttles can access the stop as soon as the one occupying it departs.

POINT 3. Taxi stops for inter-island passengers will be located behind the waiting stops. This ensures a continuous flow for both shuttles and taxis, avoiding interference between the two services.

The stops and waiting areas will be clearly marked to facilitate the organization and movement of the shuttles.

STOP ARRANGEMENT MEETING POINT

In the event that 4 vessels are berthed simultaneously, the design and organization of the available stops will be as follows to ensure the flow of people is quick and efficient:



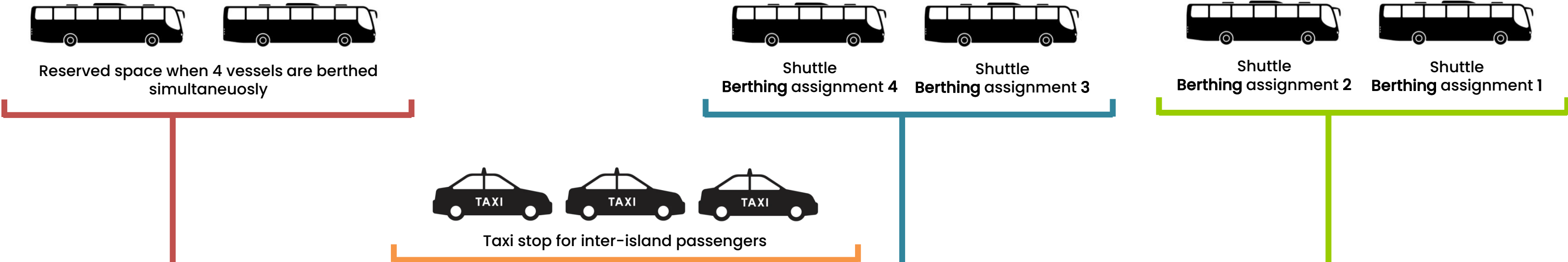
POINT 1. Two stops for dropping off and picking up passengers with a maximum capacity for two shuttles at a time, located at the Meeting Point Maritime Station. These stops will be assigned to vessels with Berthing Assignments 1 and 2. The shuttles must maintain a constant flow of entry and exit to avoid congestion, allowing the stops to be cleared as soon as passengers board or disembark.

POINT 2. Two stops for dropping off and picking up passengers with a maximum capacity for two shuttles at a time, located before Point 1. These stops will be assigned to vessels with Berthing Assignments 3 and 4. The shuttles must maintain a constant flow of entry and exit to avoid congestion, allowing the stops to be cleared as soon as passengers board or disembark.

POINT 3. Taxi stops for inter-island passengers will be located behind the waiting stops, facilitating accessibility for passengers who choose to take a taxi after their arrival.

POINT 4. When 4 vessels are berthed simultaneously, and demand or circumstances require it, the Port Authority will make the loading and unloading area available for shuttles to wait. This area has the capacity to accommodate up to two shuttles at a time. This will allow for greater flexibility and responsiveness in situations of high passenger traffic or when immediate logistical adjustments are needed.

STOP ARRANGEMENT MEETING POINT



PEDESTRIAN CIRCULATION FLOW

Passengers disembarking at the Maritime Terminal (Tenerife Cruise Maritime Terminal) will be able to access the city through the Port-City Building, which will be the closest access point.

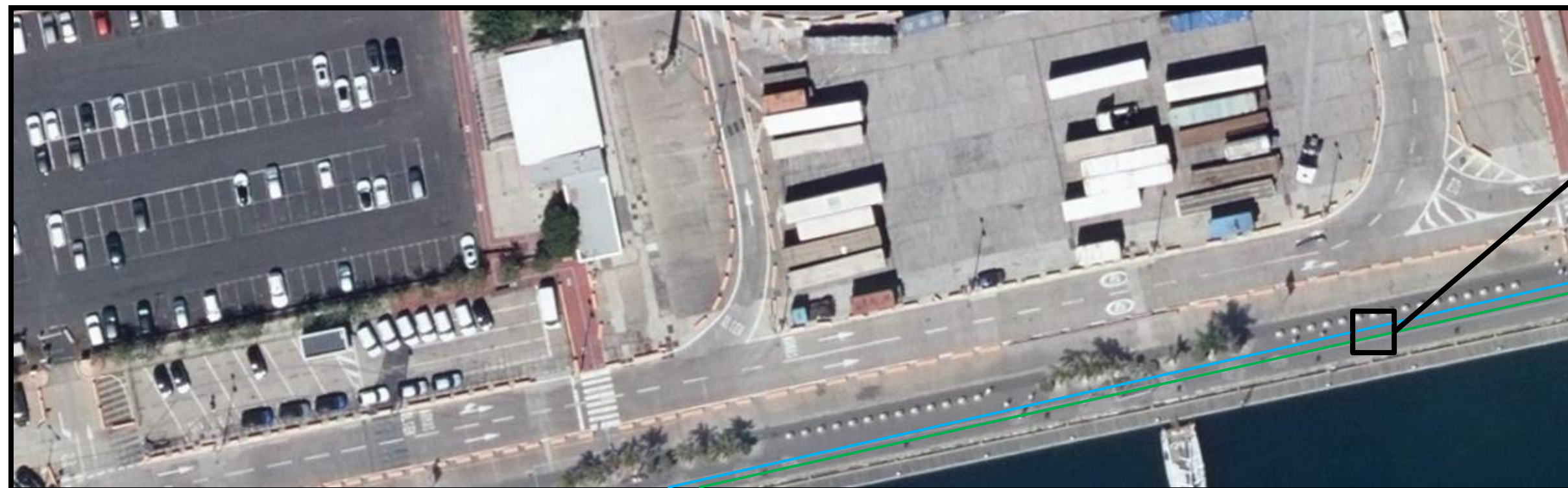
For those coming from the South Dock, access will be available via the green walkway and/or the Port-City Building.

Access to the city via the green walkway is prohibited for persons with reduced mobility (PRM).

However, a designated pedestrian circulation flow will be established at the port through two lines marked on the ground, which will outline the route to be followed by pedestrians based on their destination. Both lines will be accompanied by appropriate signage, both vertical and in the pedestrian transit area. The lines will be defined by two colors:

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

The **blue line** will indicate the route that pedestrians coming from the cruises must follow to access the city of



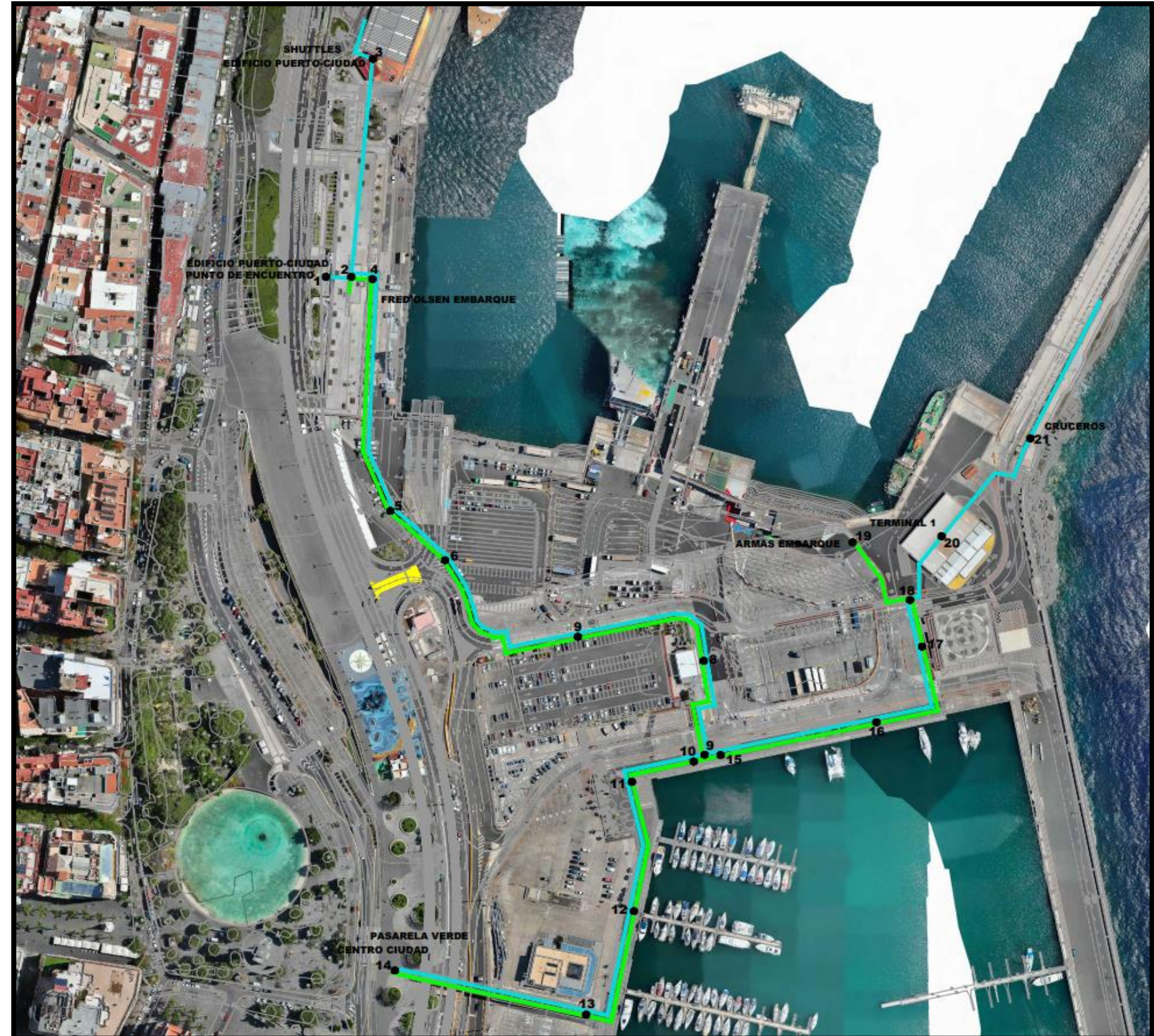
Road signage for pedestrians

PEDESTRIAN CIRCULATION FLOW

The entire port area is considered a restricted zone; therefore, access to it, both vehicular and pedestrian, will always be restricted for all Protection Levels 1, 2, and 3.

This restriction varies depending on whether it is vehicular or pedestrian access, as well as based on the protection level.

At access points, as well as at any point inside the port facility, any person and vehicle may be required to identify themselves and subsequently verify their information against the lists of authorized access to the port area.



CIRCULATION FLOW

INTERNAL MOVEMENT SHUTTLES

Once the shuttle picks up passengers at the South Dock, it will head to the Meeting Point to drop off and/or pick up the corresponding passengers. As shown in the image, the outbound route is defined by the blue line.



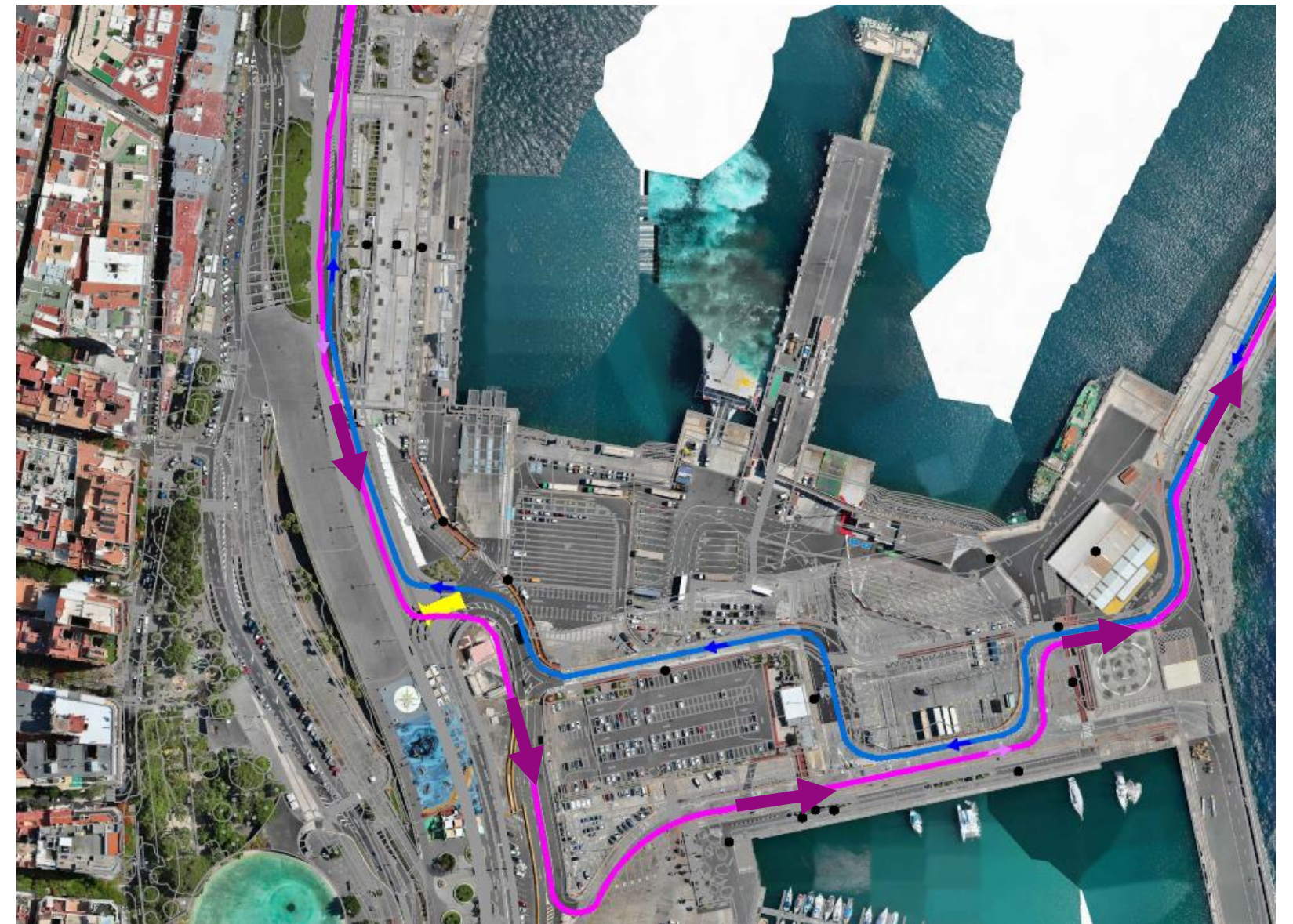
CIRCULATION FLOW

INTERNAL MOVEMENT SHUTTLES

Once the shuttle has picked up or dropped off passengers at the meeting point, it must follow the direction of the Muelle Rivera Service Road to make a U-turn by turning right before the tunnel. This will allow it to return to the access of the Muelle Rivera Service Road, enabling it to change direction toward the cruise terminals and/or exit the port.



Direction for U-turn toward South Dock



Direction toward South Dock, once the U-turn has been completed.

Thank You

FOR YOUR ATTENTION



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