

## PORTS OF TENERIFE CALL REQUEST PROCEDURE IN THE YEAR 20XX FOR SEASON SEPTEMBER 20XX+2-AUGUST 20XX+3

- 1) Requests for cruise calls for the season September 20XX+2-August 20XX+3, must be received no later than 31<sup>st</sup> August 20XX and will be confirmed by 30<sup>th</sup> September 20XX.
- 2) All requests for port calls must be made by registration at the *Ventanilla Única Marítima Española* (Spanish Port Maritime Single Window, DUEPORT, (<https://dueport.puertos.es>)). No call requests or enquiries about calls made by e-mail or other means, other than prior registration by DUEPORT, will be accepted.
- 3) In the berth allocation procedure, the priority criteria for confirming availability for call requests for the season September XX+2 - August XX+3 received by 31<sup>st</sup> August 20XX shall be as follows:
  - 1.1 Full Turnaround (from 75% to 100% of passengers on board) (\*)
  - 1.2 Partial Turnaround (more than 10% and less than 75% of passengers on board)
  - 1.3 Number of calls of the cruise brand in the Port Authority during the season.
  - 1.4 Number of calls of the cruise brand in the Port during the season.
  - 1.5 Number of passengers on the vessel.
- 4) All applications for the season September 20XX+2-August 20XX+3, **received after 31<sup>st</sup> August 20XX**, by registration in DUEPORT, will be considered on a first-come, first-served basis. The first to register in DUEPORT will be the first to be attended. Prior to making the application, you must consult the port calls scheduled for the season, published on the Port Authority's website, at the following link:
  - <https://www.puertosdetenerife.org/en/agenda-de-cruceros/>: where you can see the 12-month forecast for each of our ports in list format, with the possibility of downloading.
  - <https://www.puertosdetenerife.org/en/calendario-de-cruceros/>: where you can see the occupancy for 24 months in each of our ports in calendar format.

for the feasibility of dates. (\*\*)

Once the application has been made by DUEPORT and the feasibility of dates has been checked on the website, you must send an email with the requested calls in Excel format to the corresponding email address listed below, with a copy to the following address: [commercial@tenerifeport.org](mailto:commercial@tenerifeport.org)

For calls in the port of Santa Cruz de Tenerife:

[cruceros-sct@puertosdetenerife.org](mailto:cruceros-sct@puertosdetenerife.org)

For calls in the port of Santa Cruz de La Palma:

[cruceroslapalma@puertosdetenerife.org](mailto:cruceroslapalma@puertosdetenerife.org)

For calls in the port of San Sebastián de La Gomera, El Hierro y Los Cristianos:

[cruceros-ssg-les-lcr@puertosdetenerife.org](mailto:cruceros-ssg-les-lcr@puertosdetenerife.org)

Once the response of the viability of the call or alternative dates of availability has been received, the relevant modifications and cancellations will be made in DUEPORT, by the petitioner.

- 5) In the event of **requests for changes or cancellations of already confirmed calls**, made after 31<sup>st</sup> August 20XX, an e-mail with the request in Excel format must be sent to the corresponding e-mail address listed below, with a copy to the following address: [commercial@tenerifeport.org](mailto:commercial@tenerifeport.org).

For calls in the port of Santa Cruz de Tenerife:

[cruceros-sct@puertosdetenerife.org](mailto:cruceros-sct@puertosdetenerife.org)

For calls in the port of Santa Cruz de La Palma:

[cruceroslapalma@puertosdetenerife.org](mailto:cruceroslapalma@puertosdetenerife.org)

For calls in the port of San Sebastián de La Gomera, El Hierro y Los Cristianos:

[cruceros-ssg-les-lcr@puertosdetenerife.org](mailto:cruceros-ssg-les-lcr@puertosdetenerife.org)

Before making any modification, you should consult, prior to making the request, the port calls scheduled for the season, published on the Port Authority's website, at the following link:

- <https://www.puertosdetenerife.org/en/agenda-de-cruceros/>: where you can see the 12-month forecast for each of our ports in list format, with the possibility of downloading.
- <https://www.puertosdetenerife.org/en/calendario-de-cruceros/>: where you can see the occupancy for 24 months in each of our ports in calendar format.

Once the response of the viability of the call or alternative dates of availability has been received, the relevant modifications and cancellations will be made in DUEPORT, by the petitioner.

- 6) Call requests for seasons after the season September 20 XX+2-August 20XX+3, will be carried out by means of registration in DUEPORT, as well as their modifications and cancellations, remaining registered until their approval in the appropriate period according to the aforementioned Call Request Procedure, without the need for notification via mail to the Port Authority departments, as the acceptance of the season will be carried out in the corresponding call procedures.

- 7) In case of lack of space, the Port Authority will contact the ship agent to inform about the situation. In this case, the Port Authority will give other options.
- 8) The Port Authority shall ensure the correct application of this procedure, in order to facilitate the scheduling of the seasons for shipping companies, favouring non-detrimental effects between companies.
- 9) For the correct completion of DUEPORT we confirm that the ETA is the time at the pilot station.
- 10) To inform about the events to be held at the cruise ship calls, including the exchange of plaques at the first calls, it is necessary to send an e-mail to the following address in order to coordinate the organisation of the event with the Port Authority: [commercial@tenerifeport.org](mailto:commercial@tenerifeport.org).

(\* ) Regarding this berthing policy, it is considered:

- Full Turnaround: from 75% to 100% of passengers on board make a turnaround operation.
- Partial Turnaround: from 10% to 75% of passengers on board make a turnaround operation.
- Transit call: less of 10% of passengers on board make a turnaround operation.

(\*\*) The data shown on the website are for the purposes of the possibility of a call, but it is necessary to consider the technical characteristics of the vessels, so they must be confirmed by the port operations technicians of the Port Authority of Santa Cruz de Tenerife who are in charge of the management of calls. For information purposes, the berthing capacity according to the size of the vessels, in the different quays of the ports of the Port Authority of Santa Cruz de Tenerife are:

#### Port of Santa Cruz de Tenerife:

Muelle Sur: The maximum capacity is 3 cruise ships, considering the largest ones.

Muelle de Ribera: The maximum capacity is 1 cruise ship, considering the largest ones.

#### Port of Santa Cruz de La Palma:

The maximum capacity is 1 cruise ship, considering the largest ones.

Multimodal port, the possibility of 3, is given, it is some calls requested, depending on the characteristics of the ship and the date requested.

#### Puertos de San Sebastián de La Gomera:

The maximum capacity is 1 cruise ship, considering the largest ones (Maximum length 320 m).

#### Port of Los Cristianos

The maximum capacity is 1 cruise ship, considering the largest ones (only at anchorage).

#### Port of La Estaca

The maximum capacity is 1 cruise ship, considering the largest ones (Maximum length 230 m).

***Important note:***

***Only applications registered through the DUEPORT platform will be considered. Any application sent by email ONLY will not be processed.***