

# PORT QUESTIONNAIRE

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## NAME OF PORT: BRISBANE

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Alternate spelling(s), if applicable: **N/A**

Phonetic pronunciation: **Briz-ben**

Is this port city the same as the Cruise Line's advertised destination? Yes  No

Please provide a brief OPERATIONAL port description

**Portside Wharf caters for ships of all sizes - just about the entire range of ships currently visiting Australia or likely to visit in the future. It offers modern, state-of-the-art facilities for up to 2,500 passengers on baseporting or turnaround ships. Passenger turnarounds are easy at Portside Wharf with Brisbane International Airport only a 10 minute drive away.**

## PORT SPECIFICS:

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **Portside Wharf**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes  No

Is there a covered and secure luggage holding area? Yes  No

Is this primarily a passenger or container port? **Passenger**

If docking, are there preferred berths? Yes  No

If anchoring, are there preferred tender landings? Yes  No

If so, please elaborate: **N/A**

Is there a terminal building? Yes  No

Does the local Tourist Board provide services at the port? Yes  No

Can we provide personnel for onboard tourism information? Yes  No

## DISTANCES (please use kilometers throughout the form)

Port to City Center: **9 km**

Gangway to coaches (tour or shuttle): **0.5 km**

Gangway to port entrance or terminal: **0.5 km**

Is it walking distance from the pier to City Center? Yes  No

## PIER FACILITIES

Are phones available on the pier? Yes  No

If so, are phone cards needed? Yes  No

Can phone cards be purchased on the pier? Yes  No

Is Internet service available on the pier? Yes  No

Are there any issues on the pier that affect wheelchairs? **No**

## TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch?

Please elaborate: **Generally easy**

Is there space for the coaches to line up efficiently, or must they be called in small numbers by radio from the port gate/holding area? **There is enough space for 7 coaches to line up efficiently. The rest will need to be called in from the holding area**

How do guests reach the coaches **Across from gangway**

What is the approximate walking distance to coaches? **0.5 km**

## TRANSPORT

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### SHUTTLES

Is shuttle service required? Yes  No

Are complimentary shuttles provided by the port? Yes  No

Does the port require shuttling guests to the terminal / port entrance? Yes  No

Can we supply shuttle service on request? Yes  No

Are complimentary shuttles offered by local businesses? Yes  No

Does the port provide dedicated crew shuttles? Yes  No

Do local businesses provide dedicated crew shuttles? Yes  No

What is the recommended shuttle drop-off point? **Either Myer Department Store, corner of Albert St and Elizabeth St or Hilton Hotel on Elizabeth St**

What is the distance from port to drop-off? **9 km**

In normal traffic conditions, what is the drive time from port to drop-off? **30 minutes**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **No**

Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **No**

In this region, are public restrooms common? Yes  No

If so, do they require local currency? Yes  No

#### TAXIS

Are taxis normally readily available at the port? Yes  No

Must taxis wait at a port gate or terminal building, or can they drive directly to the pier? **Terminal building**

Are taxis allowed to post Half-Day & Full-Day rates on the pier? (e.g. sandwich boards) Yes  No

Are most of the taxis good quality cars? Yes  No

What is the hourly rate? **N/A**

What is the taxi rate from the pier to City Center? **Approximately \$20.00**

Are multiple currencies accepted? Yes  No

Credit cards? Yes  No

Would the taxi usually use the meter for cruise guests? Yes  No

Are there unofficial taxis of which the guests should be made aware? Yes  No

#### PRIVATE CARS

Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Terminal building**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Taxi**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Driver only**

#### PRIVATE ARRANGEMENTS

Are helicopters, water taxis and/or private planes on or near the pier to take guests to airports, points of interest? If so, please describe: **No**

#### PUBLIC TRANSPORT

Please describe any ferry, bus or train service that would be of interest to cruise guests, including distance from the pier and destination: **River Ferry Terminal, 800 metres, Destinations: South Bank, St Lucia, New Farm, West End, Hamilton, Bulimba, Toowong and the city.**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **No**

#### DESTINATION DETAILS

Please provide a DESTINATION description that would be useful for marketing purposes. **Brisbane is Queensland's capital city and Australia's third-largest city. Visitors can join locals and see it all from the top of Mount Coot-tha or cruise the Brisbane River to South Bank's sandy beach on the City Cat. For a different take on the city, guests can explore Queensland culture at the new Gallery of Modern Art or get up close with a local at Lone Pine Koala Sanctuary, home to koalas and kangaroos. Not too far away is Gold Coast, Australia's favourite holiday playground since the 1950s, when Surfers Paradise was established as a beachside town with great hotels and many popular attractions, making the region one of the most tourist-oriented in the world.**

#### CURRENCY

What is the local currency? **Australian Dollar AUD**

Are US Dollars accepted? Yes  No

Are GBP accepted? Yes  No

Are Euros accepted? Yes  No

Are there exchange facilities on the pier? Yes  No

Are credit cards readily accepted? Yes  No

#### TELEPHONE

Country Code: **61**

City Codes: City Name Code  
**Brisbane 07**

#### VISA INFORMATION

Do any nationalities require visas to enter this port? Yes  No

If so, please list: **Please refer to [www.immi.gov.au](http://www.immi.gov.au)**

Are ship blanket visas available for this port? Yes  No

#### MONTHLY TEMPERATURES & RAINFALL

Average monthly temperatures and rainfall for each month of the year

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Degrees Centigrade	20	25	23	21	18	16	15	16	18	21	23	24
Centimeters	16	18	14	9	10	7	6	4	3	9	10	12
Degrees Fahrenheit	68	77	73	70	64	61	59	61	64	70	73	75
Inches	6	7	5	4	4	3	2	2	1	4	4	5

#### IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
25 December 2009	Christmas Day	Majority of businesses remain closed
26 December 2009	Boxing Day	Majority of retail stores remain open
01 January 2010	New Years Day	Majority of retail stores remain open
26 January 2010	Australia Day	Majority of retail stores remain open
02 April 2010	Good Friday	Majority of businesses remain closed
03 April 2010	Easter Saturday	Majority of retail stores remain open
26 April 2010	Anzac Day	Majority of businesses remain closed until 1pm
03 March 2010	Labour Day	Majority of retail stores remain open
14 June 2010	Queen's Birthday	Majority of retail stores remain open
11 August 2010	Exhibition Holiday (Show Day)	Most major retailers will be open on the Show Day holiday but as trading is not compulsory on that day

#### IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Brisbane International & Domestic Airport		9 km
Churches			
Catholic	St Stephens	Monday - 8:00am, 10:am, 12:30pm, 5:10pm Saturday - 11:30am Sunday - 8:00am, 12:00pm, 7:30pm	9.2 km
Synagogue	The Brisbane Synagogue	Friday - 5:45pm Saturday - 9:00am	10.2 km
Mosque			
Protestant	St Mark's Church	Daily 8:00am and 9:30am	19 km
Nearest Banks/ATM	ANZ, Westpac, Commonwealth	Monday - Thursday 9:30am - 4:00pm Friday 9:30am - 5:00pm	1.2 km
Post Office	Australian Post	Monday - Friday 9:00am - 5:00pm	1 km
Internet Services	The Bunker Internet / Gaming Cafe	24 Hours	9.5 km

## ATTRACTIONS AND ACTIVITIES

The top five (5) cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Lone Pine Loala Sanctuary	19.4 km
2	XXX Ale House	8.4 km
3	Australia Zoo	80 km
4	Historic Bridge Climb	7.4 km
5	Queensland Museum	9.7 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Vicotria Golf Complex	Monday - Sunday Dawn - Dusk	6.5 km
SWIMMING BEACH - 1	Surfers Paradise	N/A	80 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	N/A		
SWIMMING BEACH - 2	North Stradbroke Island	N/A	35 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	N/A		
Nearest bicycle rental	Valet Cycle Hire	Monday - Sunday 9:30am till Dark	0.7 km
Nearest scooter/moped rental	Hooter's Scooters	Monday - Friday 9:00am - 6:00pm	5 km

## HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Brisbane Marriott	5.9 km
	Sofitel Brisbane	8.8 km
two moderate hotels	Novotel Brisbane	8.9 km
	Mercure Brisbane	9.3 km
one 5-star resort/spa	Stamford Plaza Hotel & Resort	9 km
one moderate resort/spa	Brisbane Holiday Village	23.1 km

## SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **N/A**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Quilpie Opals**

Can personal shoppers be booked through us? Yes  No

Are there any unique and colorful bazaars or food markets in the regions? If so, please give name, location and proximity to the port: **Brisbane Market Place, Sherwood Road Rocklea, 16 km**

## DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Bretts Wharf Restaurant	1 km
Cha Cha Cha	6.4 km
E'cco Bistro	5.6 km

Please list any local food specialties: **Beer, seafood, bananas, pineapples**