

PORT QUESTIONNAIRE

NAME OF PORT: FREMANTLE

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

Phonetic pronunciation: **Free-man-tool**

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

Please provide a brief OPERATIONAL port description :

The heritage-listed Fremantle Passenger Terminal was originally built to cater for the big number of passenger ships bringing migrants to Australia. Fremantle is still Western Australia's major cruise destination, with the terminal catering for about 8000 passengers each year. With an unparalleled harbour-side venue and quality services, and easy access to south-western Australia's finest shore-side excursions, a visit to Fremantle is sure to be a highlight of arrival passengers. The berth lengths are 204 and 206 metres.

PORT SPECIFICS:

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

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 so, please elaborate: **Berths F & G**

If anchoring, are there preferred tender landings? Yes No

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: **1 km**

Gangway to coaches (tour or shuttle): **0.1 km**

Gangway to port entrance or terminal: **0.1 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 space for coaches to line up efficiently**

How do guests reach the coaches? **Through terminal building**

What is the approximate walking distance to coaches? **0.1 km**

TRANSPORT

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? **There are 12 stops which include the Markets, Maritime Museum, Cappuccino strip**

What is the distance from port to drop-off? **1 km**

In normal traffic conditions, what is the drive time from port to drop-off? **15 minutes to drop off point or 30 minutes for round trip**

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? **They must wait at the 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 \$10.00**

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? **They must wait at the 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: **N/A**

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.

Fremantle is Western Australia's most historic and beautiful cities. It is recognised as the best preserved 19th Century seaport in the world. Over 150 buildings in the port city are classified by the National Trust, These include: The Round House which was built in 1831 & is the oldest public building in W.A, The Esplanade Hotel which was built in 1890s and the Fremantle Prison which was built by convict labour in the 1850s. The port city is located at the mouth of the Swan River on the West Coast of Western Australia and is part of the Perth metropolitan area. Fremantle is much more than an architectural time capsule. It provides a unique opportunity for visitors to experience and enjoy a range of cultural activities in a relaxed atmosphere.

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 **Fremantle** Code **08**

VISA INFORMATION

- Do any nationalities require visas to enter this port? Yes No
- If so, please list: **Please refer to 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	22	23	21	19	16	19	13	13	14	16	18	20
Centimeters	0.6	1.1	1.7	4.1	11	17	16	12	7	4.3	1.9	1.1
Degrees Fahrenheit	72	73	70	66	61	66	55	55	57	61	64	68
Inches	0	0	1	2	4	7	6	5	3	2	1	0

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
01 March 2010	Labour 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
07 June 2010	Foundation Day	Majority of retail stores remain open
27 September 2010	Queen's Birthday	Majority of retail stores remain open

IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Perth Airport		28.1 km
Churches			
Catholic	St Patricks Basilica	Saturday Vigil 6.00 pm Sunday - 7:00am, 8:30am; 11:00am & 5:00pm Italian Mass - Sunday 9:45 am Polish Mass 1st Sunday of the month at 12:15 pm	1.1 km
Synagogue			
Mosque			
Protestant			
Nearest Banks/ATM	ANZ, Westpac, Commonwealth	Monday - Friday 9:00am - 4:00pm	1.5 km
Post Office	Australia Post	Monday - Friday 9:00am - 5:00pm	0.8 km

Internet Services	Captain Munchies	Monday - Sunday 24 Hours	1.1 km
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ATTRACTIONS AND ACTIVITIES

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

	Name	Distance from Port (km)
1	Western Australia Maritime Museum	1 km
2	Fremantle Arts Centre	1.8 km
3	Fremantle Prison	1 km
4	Army Museum	2 km
5	Gallery Nine by Five	0.7 km

	Name	Hours of Operation	Distance from Port (km)
GOLF	Royal Fremantle	Monday - Friday 7:00am - 5:00pm Saturday - Sunday 6:00am - 5:00pm	3.4 km
SWIMMING BEACH - 1	Cottesloe Beach	N/A	8.8 km
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	N/A		
SWIMMING BEACH - 2	Brighton Beach	N/A	20 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		
Nearest bicycle rental	Ace Cyclery	Monday - Friday 9:00am - 5:30pm Saturday 9:00am - 2:00pm	4.6 km
Nearest scooter/moped rental	Modomio Scooter & Motorcylce Hire		2.1 km

HOTELS, RESORTS & SPAS

	Name	Distance from Port (km)
two 5-star hotels	Hyatt Regency Perth	19.5 km
	Duxton Hotel Perth	20.7 km
two moderate hotels	Esplande Hotel	2 km
	Tradewinds Hotel	1.3 km
one 5-star resort/spa	Rendezvous Observation City Hotel	19.7 km
one moderate resort/spa	Sunmoon Resort	20.1 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.) **Pearls**

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: **remantle Markets - Henderson St , City Centre , 1.8km. E Shed Market - Victoria Quay, 0.5km**

DINING

Three (3) recommended restaurants:

Name	Distance from Port (km)
Char Char Bull	2.5 km
Mad Monk	1.8 km
Cicerello's	2.5 km

Please list any local food specialties: **Seafood**