

PORT QUESTIONNAIRE

NAME OF PORT: CAIRNS

Phonetic pronunciation: **care-nz**

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

Please provide a brief OPERATIONAL port description

Cairns Seaport, Australia's busiest cruise port with over 200 international and domestic cruise ship visits a year. It is a picturesque port located virtually in the heart of the city with a Reef Fleet Terminal providing a gateway to the Great Barrier Reef and a 214 berth Marina accommodating a variety of cruising vessels, superyachts and reef vessels. Cairns Seaport offers extensive and experienced ship building and repair services offering some of the most experienced, quality assured luxury repair facilities for superyachts in the southern hemisphere.

PORT SPECIFICS:

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

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: **Trinity Wharf 1-5**

If anchoring, are there preferred tender landings? Yes No

If so, please elaborate: **Yorkeys Knob Anchorage**

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: **0.5 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: **Easy, coaches and taxis are parked within 100m of the gangway**

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? **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? **N/A**
What is the distance from port to drop-off? **N/A**
In normal traffic conditions, what is the drive time from port to drop-off? **N/A**
Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **N/A**
Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **N/A**
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? **Wait at Terminal**
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? **Negotiable**
What is the taxi rate from the pier to City Center? **Berth is within 500m of CBD**
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)? **Yes**
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 required**

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: **Helicopters and planes can be chartered**

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: **Many local bus tours and ferry trips to the Great Barrier Reef operate from nearby**

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.

Cairns is one of Australia's most sought-after destinations. The beauty of the landscape and the nature of the people make it an ideal spot to visit. The planning of the area is based around tourism, meaning there is never a shortage of things to do and everything is easy to access. Main tourist destinations are the Great Barrier Reef, Port Douglas and the Daintree.

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

TELEPHONECountry Code: **+61**City Codes: City Name Code
CAIRNS (0)7**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

	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
Degrees Centigrade	31	31	30	29	27	25	25	26	27	29	30	31
Centimeters	40	43	42	19	10	4	3	2	3	3	8	17
Degrees Fahrenheit	88	88	86	84	81	77	77	79	81	84	86	88
Inches	16	17	16	7	4	2	1	1	1	1	3	7

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

<i>Date</i>	<i>Event</i>	<i>Effect on ship call</i>
11 November 2009	Remembrance Day	Majority of retail stores remain open
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

IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Cairns International and Domestic Airports		20 km
Nearest Banks/ATM	Commonwealth, Westpac, ANZ	9am - 4.30 pm	1 km
Post Office	Australia Post	9am - 4pm	1 km
Internet Services	The Call Station		1 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Outer Barrier Reef	80 km by Boat
2	Daintree Rainforest	120 km by Coach
3	Skyrail and Scenic Train Tour	20 km by Coach
4	Tjapukai	20 km by Coach
5	Hot Air Ballooning	90 km by Coach

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Paradise Palms		20 km
SWIMMING BEACH - 1	Lagoon (manmade beach)		1 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
SWIMMING BEACH - 2	Palm Cove		25 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Nearest bicycle rental	Esplanade	8am - 8pm	1 km
Nearest scooter/moped rental	Grafton Street		1 km

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Shangri-La Hotel	1 km
	The Sebel Harbour Lights	1 km
two moderate hotels	Hilton Hotel	1 km
	Oasis Resort	2 km
one 5-star resort/spa	Sea Temple Resort & SPA	25 km
one moderate resort/spa	Lakes Cairns Resort & Spa	10 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **City Centre shops are closed on Sundays. There is a large shopping centre close by though - which is open from 10am - 4.30pm - Sunday**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **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: **Rusty's Markets (Local fruit and vegetable produce) - only open Friday, Saturday and Sunday (6am - 2pm) - 1km walk from the Port**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Pesci's on the Water	1
Waterbar & Grill	1
Donnini's Ciao Italia	1

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