

# PORT QUESTIONNAIRE

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## NAME OF PORT: HOBART

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Phonetic pronunciation: **HOE-bart**

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

Please provide a brief OPERATIONAL port description:

**The Port of Hobart is directly adjacent to the city centre. Cruise vessels usually berth at either Princes Wharf #2/3 or Macquarie Wharf #2/3 depending on vessel size (Princes Wharf being suitable for small to medium vessels, Macquarie for larger/deeper drafted vessels). Either area offers a suitable vehicle marshalling area for vehicles likely to service passenger vessels' tour programs. Passengers and crew are, under normal circumstances, able to exit and enter the port on foot and make their way to the city centre in approximately 10 minutes. Security prevents any vehicles other than those with prior clearance from entering the wharf area. The Port's other operations include various freight, fishing, pleasure and ferry traffic.**

## PORT SPECIFICS:

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Actual Name of Port (i.e. what a guest would tell a taxi driver): **Hobart Waterfront and ideally, the name of the wharf (Macquarie or Princes) though the vessels are clearly visible once in the area.**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes  No

If not, why? **The port is only 20-25 minutes from Hobart Airport, however as a large-scale turnaround has not been handled here previously, it would be necessary to examine the requirements for baggage loading and screening. Baggage holding could be arranged but permanent facilities are not in place.**

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

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

If docking, are there preferred berths? Yes  No

If so, please elaborate: **The Princes Wharf area is usually preferred for its proximity to shops/dining and the historic district**

If anchoring, are there preferred tender landings? **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: **1 km**

Gangway to coaches (tour or shuttle): **0.05 km**

Gangway to port entrance or terminal: **N/A**

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? **There are some uneven areas.**

## TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **Generally easy as long as vehicles and drivers are on the appropriate access lists provided to the port by the ship's agent and the drivers carry the required identification.**

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? **Yes, either wharf has sufficient area to handle the number of coaches likely to be needed. If there are multiple vessels in either area on the same day (of any type) this can affect the wharf space and access.**

How do guests reach the coaches? **Walk across pier**

What is the approximate walking distance to coaches? **0.05 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

If so, please describe any help or hindrance this is to our operations: **Shuttles are provided for most vessels by the City Council and/or the Tasmanian Visitors' Information Centre. This is more necessary from Macquarie Wharf than from Princes Wharf.**

- 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? **Elizabeth Street next to the Visitors' Information Centre**
- 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? **5 mins**
- 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? **Taxis must wait outside the port area.**
- 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 AUD\$5**
- 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? **Private cars, if on the access list, should be permitted the same access as tour vehicles.**
- 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? **All taxi drivers speak English though those that have taken a guiding course and are accredited driver/guides are preferable.**

### 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: **Air transportation all runs from either Hobart Airport or the Cambridge airport, which are close together and approximately 25 minutes drive from the port. Limited water taxi services are available from Waterman's dock, approximately 5 minutes walk from the wharves.**

### 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: **None**
- Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **None**

## DESTINATION DETAILS

Please provide a DESTINATION description that would be useful for marketing purposes.

**Hobart is Australia's southernmost capital city. The fact that it is also the smallest (population 127,000) is a key to its particular charm. A riverside city with a busy harbour, its mountain backdrop offers fine views over the compact suburbs below. Its beautiful Georgian buildings (even the harbourside warehouses are picturesque), relaxed atmosphere, numerous parks and attractive homes make Hobart one of the most enjoyable and engaging of Australia's cities.**

### 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  
**All of Tasmania & Victoria (0)3**

### VISA INFORMATION

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

If so, please list: **As per Australian requirements. 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	21	21	17	17	17	12	12	12	17	17	17	21
Centimeters	5.6	5.4	4.8	4.0	3.7	3.0	3.2	3.4	4.2	4.8	5.0	5.6
Degrees Fahrenheit	70	70	63	63	63	54	54	54	63	63	63	70
Inches	2	2	2	2	1	1	1	1	2	2	2	2

### IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
21 October 2009	Royal Hobart Show	Majority of retail stores remain open
25 December 2009	Christmas Day	Majority of businesses remain closed
26 December 2010	Boxing Day	Majority of retail stores are open
01 January 2010	New Years Day	Majority of retail stores are open
26 January 2010	Australia Day	Majority of retail stores remain open
08 February 2010	Royal Hobart Regatta	Majority of retail stores remain open
08 March 2010	Eight Hours Day	Majority of businesses remain closed
02 April 2010	Good Friday	Majority of businesses remain closed
03 April 2010	Easter Saturday	Majority of retail stores remain open

### IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Hobart International Airport		20 km
Churches			
Catholic	St Mary's, Hobart		2 km
Synagogue	Argyle St, Hobart		1 km
Mosque	Warwick Street, Hobart		5 km
Protestant	St George's, Battery Point, Hobart		1 km
Nearest Banks/ATM	ATM on Salamanca, many banks and	24h for ATMs, 9am -	1 km

	<b>ATMs in city centre</b>	<b>4.30pm weekdays for banks</b>	
Post Office	<b>GPO on corner of Elizabeth and Macquarie Streets</b>	<b>9pm - 5pm weekdays</b>	<b>1 km</b>
Internet Services	<b>Internet café on Salamanca</b>		<b>1 km</b>

### ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	<b>Port Arthur Historic Site</b>	<b>100 km</b>
2	<b>Salamanca Place</b>	<b>0.5 km</b>
3	<b>Mt Wellington</b>	<b>10 km</b>
4	<b>Tasmanian Museum &amp; Art Gallery</b>	<b>.5 km</b>
5	<b>Battery Point or Richmond Historic Village</b>	<b>.5 km or 20 km</b>

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	N/A		
SWIMMING BEACH	N/A		
Nearest bicycle rental	<b>Derwent Bike Hire</b>	<b>7 days - 9am to 5pm - Weather permitting</b>	<b>2 km</b>
Nearest scooter/moped rental	N/A		

### HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	<b>Wrest Point Hotel &amp; Casino</b>	<b>5 km</b>
	<b>Grand Chancellor</b>	<b>0.5 km</b>
moderate hotels	<b>Quest Waterfront</b>	<b>0.5 km</b>
	<b>Accor</b>	<b>1 km</b>
5-star resort/spa	<b>Savoy Baths &amp; Day Spa</b>	<b>1 km</b>

### SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Many shops do not open on Sunday, though those that cater to the tourist trade will open when a cruise ship calls anyway.**

Are there any genuinely unique items for purchase in this region? **Wooden crafts, wool and wool garments, handmade jewellery and crafts**

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: **Salamanca Market is held every Saturday from 0700-1400, less than 1 km from either wharf.**

### DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
<b>Sisco's (Italian)</b>	<b>0.5 km</b>
<b>Mures Upper Deck (Seafood)</b>	<b>0.5 km</b>
<b>Wrest Point Revolving Restaurant</b>	<b>5 km</b>