

PORT QUESTIONNAIRE

NAME OF PORT: MELBOURNE

Phonetic pronunciation: **Mel-bern**

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

Please provide a brief OPERATIONAL port description:

Station Pier, at Port Melbourne, is located approximately 10 minutes from the Melbourne CBD and is a ferry and cruise ship port. There is one ferry which sails between Melbourne and Tasmania. Cruise ships are not affected by the ferry. Station Pier has a modern terminal building with full security and baggage handling facilities and there is room for approximately 40 coaches on the pier. There is a clearly marked passenger footpath from the terminal building to the dock exit approximately 200 metres away. The pier is a finger-pier structure with four operating berths (two on each side). Vehicle access is via a central roadway.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Station Pier, Port Melbourne**

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: **All berths have covered access to the terminal building. Outer West Berth is the longest berth, with a length of 305 metres**

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: **4 km**

Gangway to coaches (tour or shuttle): **20 metres for ships of over 2000 pax. Pax on smaller ships must pass through the terminal building (upper level) and down to the ground level - total of approximately 150 metres**

Gangway to port entrance or terminal: **0.02 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: **It is easy, particularly for large ships. Ships with more than 2000 passengers are allowed to have the coaches come right around the terminal building and park on the pier at the bottom of the ships gangway. Passengers on tour disembark via the ship's gangway directly onto the pier and the coaches. All other passengers disembark via the shore gangway into the upper level of the terminal building. Ships with less than 2000 passengers currently have to disembark all guests through the terminal building.**

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? **Approximately 20 coaches at a time can be lined up efficiently next to the ship. All other coaches have plenty of space to wait at the far end of the pier 200 metres away and can be called down to the ship by radio**

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

What is the approximate walking distance to coaches? **See above. Dependent on size of ship. Same applies to the previous question**

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
- If so, how often and efficiently do port shuttles run? **The shuttle runs continuously from the ship to the tram station - just a couple of minutes away. Passengers are also permitted to walk - about 10 minutes walk**
- 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? **Melbourne CBD**
- What is the distance from port to drop-off? **4 km**
- In normal traffic conditions, what is the drive time from port to drop-off? **15 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
- Do restrooms 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 can drive directly on the pier**
- 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\$10**
- 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 can drive directly onto the pier provided that they have obtained security clearance beforehand via the tour operator or the ship's agent**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Late model Holdens are the usual private cars used**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Most good drivers can also act as guide. We always recommend a separate guide and driver to get the best out of a tour**

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: **Yes - They 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: **The #109 tram / light rail runs from Port Melbourne to Melbourne City Centre, making a number of stops along the way. From Port Melbourne to the closest stop to Federation Square (Collins & Swanston Street), takes approximately 15-20 minutes by tram**

- 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.

With a population of over 3 million, Melbourne is the second-largest city in Australia after Sydney and is the Arts Capital of Australia with a wealth of year round arts events and major festivals. It is consistently tagged 'The World's Most Liveable City' in quality-of-life surveys. Known as the Garden State, it is ringed by public gardens including the renowned Royal Botanic Gardens and the charming Fitzroy Gardens that house Captain Cook's Cottage. It has over 3,000 restaurants from fine cuisine to a vibrant café society, and the superb local wines come from over 250 wineries. It has much elaborate Victorian architecture due to the economic boom of the 1880's and many of its graceful buildings have been lovingly restored.

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
Melbourne (0)3

VISA INFORMATION

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

If so, please list: **All visitors to Australia require a tourist visa which should be obtained prior to the start of the cruise. This visa may be obtained electronically. A visa specific to Melbourne is not required**

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	23	20	18	15	12	10	10	10	12	14	16	18
Centimeters	4.8	4.6	5.6	5.8	5.3	5.3	4.8	4.8	5.8	6.6	5.8	5.8
Degrees Fahrenheit	73	68	64	59	54	50	50	50	54	57	61	64
Inches	2	2	2	2	2	2	2	2	2	3	2	2

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
04 November 2009	Melbourne Cup 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
08 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

IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Tullamarine Airport		24 km
Churches			
Catholic	St Francis' Church, Elizabeth Street		3.75 km
Synagogue	Beit Aharon Memorial, St Kilda		5 km
Mosque	City Mosque, Jeffcott Street		3.5 km

Protestant	St Paul's Cathedral, Flinders Street		3.75 km
Nearest Banks/ATM	IGA, Port Melbourne, next to the tram stop	6.30am - 9pm 7 days	0.5 km
Post Office	Bay Street, Port Melbourne	9am - 5pm Mon - Fri 10am - 12noon Sat	1 km
Internet Services	Elizabeth St in the city. Many options here	Generally 8am - late at night	3.75 km

ATTRACTIONS AND ACTIVITIES

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

	Name	Distance from Port (km)
1	Melbourne Museum	4 km
2	National Gallery of Victoria	3.75 km
3	Royal Botanic Gardens	3.75 km
4	Immigration Museum	3.75 km
5	Cook's Cottage	3.75 km

	Name	Hours of Operation	Distance from Port (km)
GOLF	Albert Park Public Golf Course	6.30am - sunset	2 km
SWIMMING BEACH - 1	Port Melbourne	24 hrs	0.25 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Other fees, if applicable	N/A	N/A	N/A
SWIMMING BEACH - 2	St Kilda	24 hrs	4 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A	N/A
Other fees, if applicable	N/A	N/A	N/A
Nearest bicycle rental	Docklands	9 am - 5 pm	3 km
Nearest scooter/moped rental	N/A	N/A	N/A

HOTELS, RESORTS & SPAS

	Name	Distance from Port (km)
two 5-star hotels	Park Hyatt	3.75 km
	The Langham	3.75 km
two moderate hotels	Rydges Melbourne	3.75 km
	Grand Chancellor Hotel	3.75 km
one 5-star resort/spa	Chateau Yering, Yarra Valley	53 km
one moderate resort/spa	The Sebel Heritage, Yarra Valley	42.50 km

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Some shops are closed on Sundays and others have limited opening times on Sundays, i.e. 10am - 4pm**

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: **Victoria Market, approximately 4 km from the port, closed Mondays and Wednesdays. Also the Royal Arcade and the Block Arcade are interesting and unique boutique shopping areas in the city centre, open every day.**

DINING

Three (3) recommended restaurants:

Name	Distance from Port (km)
Botanical, 169 Domain Road, South Yarra. Modern Australian, vibrant energetic atmosphere	4.5 km
Flower Drum, 17 Market Lane, Melbourne. World's best Chinese. Closed lunchtime Sundays. Advance bookings recommended	3.75 km
Donovan's, 40 Jacka Boulevard, St Kilda. Modern Australian, seafood, great views of the bay	4 km

Please list any local food specialties: **International cuisine throughout Melbourne.****ADDITIONAL COMMENTS OR PERTINENT INFORMATION**

Melbourne is the capital city of the state of Victoria and is located on the banks of the Yarra River where it meets Port Philip Bay. Local Melbournians are sports mad - the Melbourne Cricket Ground hosted the 1956 Olympics (the Friendly Games), and now hosts Cricket Test Matches and Australian Football. Melbourne Park is home to the Australian Open Tennis, and the Formula One and Motor Cycle Australian Grand Prix are also held in Melbourne, as were the 2006 Commonwealth Games. Melbourne also has plenty to offer in the surrounding areas, including water sports from the Mornington Peninsula, the Twelve Apostles on the Great Ocean Road, natural wildlife at Serendip Sanctuary, and penguin watching at Phillip Island.