

## PORT QUESTIONNAIRE

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### NAME OF PORT: NEWCASTLE

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

Phonetic pronunciation: **New-carsel**

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 Newcastle is the gateway to the Hunter Region. The port is one of Australia's busiest ports and welcomes cruise ships, military vessels and super yachts. A secure inner city wharf is available for your convenience. Throsby Wharf No. 1 can accommodate ships up to 210 metres and is currently the main cruise berth in Newcastle. Dyke Point can accommodate ships up to 265 metres.**

### PORT SPECIFICS:

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

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? **Container**

If docking, are there preferred berths? Yes  No

If so, please elaborate: **Throsby Wharf No. 1 (210m LOA) is currently the main cruise berth in Newcastle. Dyke Point (265m LOA) will be used for larger ships**

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: **2 km**

Gangway to coaches (tour or shuttle): **0.06 km**

Gangway to port entrance or terminal: **0.06 km**

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

### PIER FACILITIES

Are phones available on the pier? 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? **The Pier has a flat bitumen and concrete foundation. There is an old rail line but this is compensated for wheel chair access by laying red carpet from gangway to inside terminal.**

### TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch? **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? **Room to line up 7 coaches side-by-side with others waiting in nearby car park**

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

What is the approximate walking distance to coaches? **0.08 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: **So that guests can access the city centre and its shopping precincts from the terminal, the local tourism association provides a free shuttle service for cruise passengers. This does not offer a 'tour', simply a mode of transportation. This service will not be a hindrance to tour operations.**

- 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? **Newcastle City Centre and beaches**
- What is the distance from port to drop-off? **2 km**
- In normal traffic conditions, what is the drive time from port to drop-off? **30 minutes (depending on passenger numbers several buses will be running to ensure quick and efficient shuttle service)**

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.) **The local tourism association provides volunteers on the shuttle service to welcome passengers and answer any specific visitor questions or give directions.**

- 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? **Taxi coordinator will be at pier arranging taxis for passengers and crew.**
- 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\$7**
- 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? **Can drive directly to the pier**
- 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? **Drivers are educated and can act as guides if 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: **Yes. There is a heli-pad 3 km from terminal offering flights.**

#### 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: **Main inner city attractions are accessible using the free shuttle service provided. Public transport not required.**

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.

**The Port of Newcastle is the gateway to the Hunter Region. The Hunter Valley is home to Australia's oldest wine region, World Heritage listed rainforests, the cosmopolitan city of Newcastle, magnificent beaches, pristine waterways, gracious heritage villages, stunning wildlife, fine local cuisine and much more. From the wine connoisseur to the thrill seeker, the Hunter Region has it all.**

## CURRENCY

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

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  
**Newcastle (0)2 49.. ....**

## VISA INFORMATION

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

**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 Newcastle is not required.**

## 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	27	27	26	24	20	18	17	19	21	23	24	27
Centimeters	10	12	13	11	12	12	6	6	6	8	9	8
Degrees Fahrenheit	81	81	79	75	68	64	63	66	70	73	75	81
Inches	4	5	5	4	5	5	2	2	2	3	4	3

## IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
04 October 2009	Labour 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

	Name	Hours of Operation	Distance from Port (km)
Airport	Newcastle Regional Airport		20 km
Churches			
Catholic	Sacred Heart Cathedral	8am - 6pm	2 km
Synagogue			
Mosque	Newcastle Muslim Association	8am - 6pm	12 km
Protestant	Christ Church Cathedral	8am - 6pm	3 km
Nearest Banks/ATM	Several major banks located in city centre	9am - 4:30pm	2 km
Post Office	Australia Post	9am - 5pm	2 km
Internet Services	Newcastle Regional Library	9am - 5pm	2 km
	Battleground Internet Cafe	11am-10pm	2 km

## ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Newcastle Beach & Ocean Baths	4 km
2	Newcastle Regional Art Gallery	2 km
3	Maitland Gaol	25 km
4	Stockton Sand Dunes	35 km
5	Christ Church Cathedral	5 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Newcastle Golf Course	8am - 6pm	10 km
SWIMMING BEACH - 1	Nobbys Beach	8am - 6pm	4 km
	Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	8am - 6pm
SWIMMING BEACH - 2	Newcastle Beach	8am - 6pm	4 km
	Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	8am - 6pm
	Nearest bicycle rental	Fishers @ Honeysuckle	8am - 5pm
	Nearest scooter/moped rental	N/A	

## HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotel	Crowne Plaza Newcastle (4.5 star)	1 km
moderate hotels	Quest Apartments (4 star)	2 km
	Quality Hotel Noahs on the Beach (4 star)	4 km
5-star resort/spa	Peppers Anchorage	50 km
moderate resort/spa	Raffertys Resort	25 km

## SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Some shops close Sunday afternoons.**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Australian opal, deep sea pearl, gemstones are available. Alpaca fleece clothing is also popular. Hunter Valley wine and produce available.**

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: **No. The local tourism association stages a market-type atmosphere at the cruise terminal to welcome passengers to the city and showcase local products.**

## DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Scratchleys on the Wharf	2
Bacchus	3
Brewery Restaurant	1

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

## ADDITIONAL COMMENTS OR PERTINENT INFORMATION

Cruise Hunter was established by regional partners to service the needs of the leisure shipping industry. We provide the local link between all stakeholders to ensure your port of call is a highly successful one. Cruise Hunter will help with every facet of your stop over from pre-planning and operations to tourism liaison and meet and greet. Cruise Hunter services are free of charge.