

## PORT QUESTIONNAIRE

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**PLEASE NOTE: THIS FORM PROVIDES INFORMATION ON TWO SHANGHAI PORTS. INFORMATION IS DUPLICATED WHERE APPLICABLE**

### **NAME OF PORT: Shanghai Port International Passenger Transport Center (Downtown)**

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

Please provide a brief OPERATIONAL port description:

**Shanghai, China: A bubble-shaped glass building as the cruise terminal, is located on the Huangpu River in downtown Shanghai, enjoys a golden location. Three mid-sized cruise ships are able to berth at the same time and the annual capacity of the terminal is one million passengers. Shanghai has a backup facility for larger cruise vessels at the Waigaoqiao terminal, 50km away from the city centre. Meanwhile, the Customs, Border and Immigration Office are working hard on simplifying the process for ships and passengers traveling to the region.**

### **NAME OF PORT: Shanghai Waigaoqiao Pier**

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Phonetic pronunciation: **Shang-hai Wai-gao-jiao**

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

Please provide a brief OPERATIONAL port description: **Waigaoqiao Port, Shanghai, China**

**This port is a backup facility for larger cruise vessels. Waigaoqiao Port lies about 7 km east to Wu Song Port and 55km to City Center. It is a container port far away from the city, so there are no shops, banks, restaurants or public transportation near the port.**

### **PORT SPECIFICS: Downtown**

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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

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

### **PORT SPECIFICS: Waigaoqiao**

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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

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 - Downtown**

Port to City Center: **8km**

Gangway to coaches (tour or shuttle): **10m if coaches park by the shipside, 30m if coaches park behind the terminal building**

Gangway to port entrance or terminal: **30m**

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

### **DISTANCES - Waigaoqiao**

Port to City Center: **55km**

Gangway to coaches (tour or shuttle): **right by the ship side**

Gangway to port entrance or terminal: **1km**

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?

**Downtown - There are few steps between the terminal buildings to the bus parking area. But sometimes buses can be parked right by the shipside.**

**Waigaoqiao - No**

## TOUR DISPATCH - Downtown

Generally speaking, is this an easy or challenging port for tour dispatch?

Please elaborate: **It is an easy port for tour dispatch. Parking place is big enough, different gates for entering and leaving the port.**

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? **Two occasions: 1. Coaches park right by the shipside, plenty of space. 2. If Shanghai is the entry city of China, coaches have to be parked at parking lot behind the terminal building. After clients go through the immigration, they wait at the road side of the terminal building. Coaches have to be called in small number from the holding area.**

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

What is the approximate walking distance to coaches? **2 to 5 minutes depending on where the coach parks**

## TOUR DISPATCH - Waigaoqiao

Generally speaking, is this an easy or challenging port for tour dispatch?

Please elaborate: **It is an easy port for tour dispatch. Parking place is big enough.**

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, there is space for coaches to line up at the pier.**

How do guests reach the coaches? **Across from gangway**

What is the approximate walking distance to coaches? **2 minutes**

## 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

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? **Tao Bao Market (Nanjing Road West)**

#### Downtown -

What is the distance from port to drop-off? **8km**

In normal traffic conditions, what is the drive time from port to drop-off? **20 minutes**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **After 22:00pm**

Is an escort recommended at the shuttle drop-off? (e.g. difficult to find, problem with pickpockets, etc.) **Yes**

In this region, are public restrooms common? Yes  No

If so, do they require local currency? Yes  No

#### Waigaoqiao -

What is the distance from port to drop-off? **55km**

In normal traffic conditions, what is the drive time from port to drop-off? **1 hour**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **After 22:00pm**

Is an escort recommended at the shuttle drop-off? (e.g. difficult to find, problem with pickpockets, etc.) **Yes**

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?

**Downtown - Directly to the pier if called.**

**Waigaoqiao - They have to wait at the port gate**

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? **RMB11 for 3KM, RMB2.1 for every extra KM, there is no hourly rate.**

What is the taxi rate from the pier to City Center?

**Downtown - RMB20**

**Waigaoqiao - RMB170**

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

If so, please elaborate: **Try not hiring taxis of red colour**

## PRIVATE CARS

Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **They can drive directly to the pier with pier pass.**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **basically taxi cabs.**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Need both the driver and guide.**

## 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:

**Downtown – Public bus to downtown (500m)**

**Waigaoqiao - No Public transportation at this port.**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **Be careful of pickpockets.**

## DESTINATION DETAILS

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

**Shanghai, China**

**Shanghai, originally a small fishing village, has grown to importance and flourished as the largest commerce and finance Center in mainland China. The city is a tourist destination renowned for its historical landmarks such as the Bund and Old Town, its modern and ever-expanding Pudong skyline including the Oriental Pearl Tower, and its new reputation as a cosmopolitan center of culture and design. Today, Shanghai has been described as the "showpiece" of China's economy.**

## CURRENCY

What is the local currency? **RMB**

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: **00 86**City Codes: City Name  
**Shanghai**Code  
**021****VISA INFORMATION**Do any nationalities require visas to enter this port? Yes  No If so, please list: **All Nationalities require visas to enter this port. Except for Singaporese, Japanese only if their total stay in China is within 15 days.**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	3.9	4.9	8.8	15	20	24	28	28	25	19	13	6.7
Centimeters	44	63	78	106	123	159	134	126	150	50	49	40
Degrees Fahrenheit	39	41	48	59	68	75	82	82	77	66	55	44
Inches	17	25	30	41	48	62	52	49	59	20	19	16

**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>
First - third day of Jan in Lunar Calendar	Spring Festival	Most shops close earlier at around 20:00pm
Oct 1-3	National Day	Traffic will be closed in downtown area (Bund, Nanjing Road, Huanghai Road, People's Square)

**IMPORTANT SERVICES - Downtown**

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>	
Airport	Hongqiao Airport		25km	
	Pudong International Airport		60km	
Churches				
	Catholic	Shanghai Xujiahui Cathdral	9:00am -16:00pm	20km
	Synagogue	Ohel Moishe Synagogue	9:00am-16:00pm	1km
	Mosque	Xiao Tao Yuan Mosque	9:00am - 20:00pm	5km
Protestant	Grace Church	9:00am - 16:00pm	8km	
Nearest Banks/ATM	China Merchants Bank	9:00am - 17:00pm	300m	
Post Office	Ti Lan Qiao Post Office	8:00am - 19:00pm	1km	
Internet Services	Xin Ti Lan Internet Bar	24 hours	1km	

**IMPORTANT SERVICES - Waigaoqiao**

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>	
Airport	Hongqiao Airport		85	
	Pudong International Airport		45	
Churches				
	Catholic	Shanghai Xujiahui Cathdral	9:00am -16:00pm	75
	Synagogue	Ohel Moishe Synagogue	9:00am-16:00pm	50
	Mosque	Xiao Tao Yuan Mosque	9:00am - 20:00pm	55
Protestant	Grace Church	9:00am - 16:00pm	60	
Nearest Banks/ATM	No nearest bank, have to go to the city			
Post Office	No			
Internet Services	No			

## ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Downtown (km)</i>	<i>Distance from Waigaoqiao (km)</i>
1	Old Town and Yu Yuan Garden	5	55
2	Jade Buddha Temple	15	70
3	Bund	1	52
4	Shanghai Museum	6	55
5	French Concession	10	70

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Shanghai Country Club	6:30-14:30 (Tee off)	Downtown = 70 Waigaoqiao = 130
SWIMMING BEACH - 1	NA		
Nearest bicycle rental	request by call in advance		
Nearest scooter/moped rental	NA		

## HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Downtown (km)</i>	<i>Distance from Waigaoqiao (km)</i>
two 5-star hotels	Shanghai Four Season Hotel	6	55
	Shanghai Portman Ritz-Carlton Hotel	8	60
two moderate hotels	Shanghai Hilton Hotel	10	62
	Shanghai Equatorial Hotel	10	62
one 5-star resort/spa	Le Meridien She Shan	60	120
one moderate resort/spa	Shanghai Sun Island Resort	70	140

## SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Open everyday 10:00-22:00**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Silk Products such as silk comforters, silk rugs, silk embroidery or silk clothes.**

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: **Old town bazaar(5km), Dongtai Road Antique Market (4km), Fabric Market (4km), TaoBao Knock Off Market (8km)**

## DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Downtown (km)</i>	<i>Distance from Waigaoqiao (km)</i>
Meilongzheng (Chinese)	6	60
M on the Bund (Continental)	3	52
T8 (Fusion)	8	60

Please list any local food specialties: **Xiao Long Bao (Steamed dumpling)**