

## PORT QUESTIONNAIRE

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### NAME OF PORT: **Marmagao**

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Alternate spelling(s), if applicable: **Marmagao/Goa**

Phonetic pronunciation: **Mar-ma-ga-o**

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

If No, please specify: **GOA**

Please provide a brief OPERATIONAL port description:

**Marmagao is primarily an industrial port with iron ore being the main product being exported. Vehicles are allowed up to the berth/pier. There is no berth/pier exclusively for cruise ships. The Port usually allots either berth # 08 or # 10 for cruise vessels. Berth # 10 is preferred.**

### PORT SPECIFICS:

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

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes  No

If not, why? **Goa as a city and pier has limited resources available to handle turnaround calls.**

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: **Berth 10 is most ideally suited for cruise liners, however 8 can also be used for smaller ships**

If anchoring, are there preferred tender landings? Yes  No

If so, please elaborate: **NA**

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: **45 KMS**

Gangway to coaches (tour or shuttle): **15 MTRS**

Gangway to port entrance or terminal: **1.5 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? **Uneven surface at some parts on the pier**

### TOUR DISPATCH

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

Please elaborate: **This is a moderately easy port for tour dispatch.**

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? **One can line up coaches depending on the berth/pier allotted, otherwise they will have to be called in batches.**

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

What is the approximate walking distance to coaches? **15 MTRS**

## 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: **DUE TO TAXI UNION SHUTTLE SERVICE IS NOT POSSIBLE.**
- 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? **NA**
- What is the distance from port to drop-off? **NA**
- In normal traffic conditions, what is the drive time from port to drop-off? **NA**
- Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **NA**
- Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **NA**
- 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 are available at the pier and they operate through taxi union.**
- 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? **Approximately 5 USD**
- What is the taxi rate from the pier to City Center? **Approximately 40 USD**
- 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: **Taxis are parked both inside and outside the pier. Taxis parked at the berth come through taxi union and are relatively safer and better than the ones parked outside the port. Taxis have no fixed rate and passengers should exercise strong bargaining when engaging one. US Dollars are accepted for their services. Most of the taxis are Non air-conditioned, however there are a few with air-conditioning and some taxi drivers can speak basic English.**

### PRIVATE CARS

- Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Only pre-booked vehicles with a valid pier pass are allowed to enter port and reach the berth. Port passes are issued for pre-booked vehicles and for union taxis coming through the port office along with their passes.**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Available models are Toyota Innova, Toyota Camry, Deluxe INDIAN midsize cars, Mini Vans (Tempo Traveller) amongst others.**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Recommend use of Guide. Drivers speak very little English.**

### 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: **NA**

### 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: **NA**
- Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **NA**

## DESTINATION DETAILS

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

### GOA -

Enjoy this marvelous old Portuguese and Hindu city studded with vibrant temples and majestic churches. Visit the stunning baroque cathedral and quaint, colorful Panjim for a taste of Portugal in India. Explore the countryside and its spice farms, local markets and the region's exquisite beaches.

The city of Goa is situated on the west coast of India. Goa is a peaceful retreat from the larger cities, with its enchanting Portuguese architecture, golden beaches, and exquisite fresh seafood. Renowned for its beaches, Goa is also home to several World Heritage Sites, including the Bom Jesus Basilica.

Visit the church of Bom Jesus, where St. Francis Xavier is buried. Or pay an exclusive call on a Goan family with deep historic roots in the town. The magnificent scenic beauty and the architectural splendours of its temples, churches and old houses have made Goa a firm favourite with travellers around the world.

This place truly encompasses scenic charms, tourist spots, intricate churches and temples, evergreen hills, mountains and historical forts that have kept the legacy of the Portuguese alive. Take the opportunity to experience this mystical location and gain to discover from its exotic and varied culture.

Goa is much more than just beaches and sea. It has a soul which goes deep into unique history, rich culture and some of the prettiest natural scenery that India has to offer. Much of the real Goa is in its interiors, both inside its buildings and in the hinterland away from the coastal area.

### CURRENCY

What is the local currency? **Indian Rupees**

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 91**

City Codes:	City Name	Code
	<b>Goa</b>	<b>0832</b>

### VISA INFORMATION

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

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	<b>28</b>	<b>28</b>	<b>30</b>	<b>32</b>	<b>35</b>	<b>38</b>	<b>35</b>	<b>35</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>30</b>
Centimeters	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>14</b>	<b>3</b>	<b>1</b>
Degrees Fahrenheit	<b>82</b>	<b>82</b>	<b>86</b>	<b>90</b>	<b>95</b>	<b>100</b>	<b>95</b>	<b>95</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>86</b>
Inches	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>

### 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>
August 15, 2009	Independence day	Markets and shops are closed
September 15-16, 2009	Lord Ganesh Puja	All markets/shops/business shut as it is a major festival.
October 02, 2009	Gandhi Jayanti	Public Holiday
October 21, 2009	Dussera	Partial markets remain closed
November 09, 2009	Diwali	Major festival (shops shut)
December 25, 2009	Christmas	Major festival but shops remain open.
August 15, 2010	Independence day	Markets and shops are closed
October 02, 2010	Gandhi Jayanti	Public Holiday
December 25, 2010	Christmas	Major festival but shops remain open.

### IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Dabolim - open from 0600 till 1900 hrs		15 km
Churches			
Catholic	Bom Jesus	0900-1800	50 km
Synagogue	NA		
Mosque	NA		
Protestant	NA		
Nearest Banks/ATM	Vasco da Gama	24 hours	5 km
Post Office	Vasco da Gama	1000-1800	5 km
Internet Services	Vasco da Gama	1000-1800	5 km

### ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Churches of Old Goa	50 km
2	Panjim City	40 Km
3	Old Goan mansion	40 Km
4	Fort Aguada	60 Km
5	Spice Plantation/temples	60-70 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	NA		
SWIMMING BEACH - 1	Arrosim	0700 - 1800 hrs	25 km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	0900-1800	25 km
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	Lunch/Snacks		
SWIMMING BEACH - 2	Fort Aguada	0700 - 1800 hrs	55 kms
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	0900-1800	60 Km
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Nearest bicycle rental	NA		
Nearest scooter/moped rental	Panjim 40 km		

**HOTELS, RESORTS & SPAS**

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	<b>Park Hyatt Spa and resort</b>	<b>25 Kms</b>
	<b>Taj Exotica</b>	<b>40 Kms</b>
moderate hotels	<b>Bogmollo beach resort</b>	<b>15 Kms</b>
	<b>Galaxy Beach resort</b>	<b>25 kms</b>
5-star resort/spa	<b>Park Hyatt Spa and resort</b>	<b>25 Kms</b>
moderate resort/spa	<b>NA</b>	

**SHOPPING**

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

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Cashew nuts and various local handicrafts**

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: **Panjim Bazaar - 40 kms**

**DINING**

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
<b>Zee Bop by the beach (Sea food speciality)</b>	<b>25 kms</b>
<b>Masala Art (Park Hyatt)</b>	<b>25 kms</b>
<b>Horse-shoe ( Indo-Portuguese)</b>	<b>40 kms</b>

Please list any local food specialties:

**ADDITIONAL COMMENTS OR PERTINENT INFORMATION**

**BEST AVAILABLE AIR-CONDITIONED COACHES ARE LIMITED HERE. ADVANCE RESERVATIONS SHOULD BE MADE DUE TO HEAVY INTERNATIONAL CHARTERED FLIGHTS MOVEMENT EVERY WEEK DURING THE SEASON I.E. FROM OCTOBER THROUGH MARCH.**

**SPECIAL NOTES REGARDING HOLIDAY AND OTHER POSSIBLE RESTRICTIONS:**

- Old Goa Monuments are not closed, however due to heavy pilgrimage there is difficulty in free mobility.
- Entry is not allowed in churches during religious services from 0600 to 0930 hrs & 1600 to 1800 hrs.
- Between 24 Nov & 03 Dec, services are conducted for the entire day from 0400 to 1000 hrs and 1600 to 2000 hrs.