

PORT QUESTIONNAIRE

NAME OF PORT: Mombasa

Phonetic pronunciation: **Mom-baa-sa**

Is this port city the same as the Cruise Line's advertised destination? Yes No
If No, please specify: **Kilindini Port**

Please provide a brief OPERATIONAL port description:

Mombasa city is the chief seaport of Kenya and the gateway to East Africa. It is situated just south of the equator, with the old town located on a small offshore island (16 sq.km). The larger more modern metropolitan area is situated on the mainland on the North and South coast, connected by a causeway, bridge and ferry. Kilindini is a modern deep water harbour on the western side of the island and although it is primarily a container port it does cater to cruise ships.

PORT SPECIFICS:

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

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: **Berth 1 is closest to dispatch area, then Berth 2. The other is Berth 5 with its own dispatch area and located near the Port headquarters**

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: **three km**

Gangway to coaches (tour or shuttle): **200 meters**

Gangway to port entrance or terminal: **1/2 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? **Train tracks, broken cement surfaces in places, but in general accessible**

TOUR DISPATCH

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

Please elaborate: **Generally 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? **Four to five coaches and 8-10 mini vans can line up, with the other vehicles coming from an adjoining parking area.**

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

What is the approximate walking distance to coaches? **200 meters**

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
- 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? **Castle Royal Hotel**
- What is the distance from port to drop-off? **Three km**
- In normal traffic conditions, what is the drive time from port to drop-off? **10 min**
- Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **Traffic heavier 7:30-9:00 and 17:00-18:00, so it takes 5-10 minutes longer**
- 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? **Available at 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? **Approx. Ksh1,000/- but they normally charge by destination**
- What is the taxi rate from the pier to City Center? **Kshs. 300/-**
- 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? **If they get a port pass they can get to the pier**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Limos and Vans available but need to be ordered in advance**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Yes**

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: **Helicopters, private planes and water transport can all be provided as long as they are requested in advance**

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: **Public transport not encouraged**
- Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **Not serious concerns, but not recommended**

DESTINATION DETAILS

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

Mombasa is one of the oldest ports on the East African coast having been marked on 2nd century maps by Ptolemy, the Egyptian cartographer. She has a rich and colourful history, as the deep natural harbour has been fought over many times for the lucrative Indian Ocean trade in ivory, spices and slaves. The old town consists of a maze of narrow streets, with the buildings faced with heavy studded wooden doors. The whole atmosphere conjures up the images of silk clad merchants and swash-buckling seafarers.

CURRENCY

What is the local currency? **Kenya Shilling**

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: **254**

City Codes:	City Name	Code
	Mombasa	041
	Nairobi	02

VISA INFORMATION

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

If so, please list: **All except EA residents**

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	32	34	33	31	30	29	29	29	30	32	30	31
Centimeters	30	12	60	200	300	80	75	60	60	70	85	60
Degrees Fahrenheit	90	93	91	88	86	84	84	84	86	90	86	88
Inches	0.93	0.97	1.28	4.08	6.8	2.73	1.95	1.76	1.35	3.37	2.92	2.3

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>
Jan 1	New Years day	Banks Closed
March/April	Good Friday, Easter Monday	Banks Closed
May 1	Labour day	Banks Closed
June 1	Madaraka day	Banks Closed
October 10	Hero's day	Banks Closed
October 20	Kenyatta day	Banks Closed
December 12	Independence day	Banks Closed
December 25	Christmas day	Banks Closed
December 26	Boxing day	Banks Closed
Depending on sighting of the new moon	Id al Fitr	Banks Closed

IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Moi International		14 km
Churches			
Catholic	Holy Ghost Cathedral	8;30-17;00	3 km
Synagogue			
Mosque	Mandhry Mosque	8;30-17;00	3 km
Protestant	Anglican Cathdral	8;30-17;00	3 km
Nearest Banks/ATM	City Center	9;00-15;00	3 km
Post Office	Port	8;30-17;00	300 meters
Internet Services	City Center	8;00-18;00	3 km

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Fort Jesus	5 km
2	Old town	5 km
3	Haller park	20 km
4	Akamba Wood Carvers	15 km
5	Makinnon Market	8 km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Nyali Golf Club	7;00-18;00	12 km
SWIMMING BEACH - 1	Nayli Beach	7;00-18;00	15 km
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	Needs to be booked in advance as a group for the Hotel		
SWIMMING BEACH - 2	Diani Beach	7;00-18;00	35 km
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable	Needs to be booked in advance as a group for the Hotel		
Nearest bicycle rental	N/A		
Nearest scooter/moped rental	N/A		

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
two 5-star hotels	Serena Beach Hotel	12 km
	White Sands Hotel	15 km
two moderate hotels	Nyali Beach Hotel	12 km
	Neptune Hotel	15 km
one 5-star resort/spa	Ashanti	45 km
one moderate resort/spa	All other spas attached to hotel	

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Most shops will open when a ship is in port**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Traditional wood carvings, Tanzanite.**

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: **There is a small carving market set up at the port when the ship arrives, also akamba wood carvers and makinnon marker, as mentioned in the city tour.**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Tamarind	10 km
Kenya marine land	25 km
Indo Africa	5 km