

PORT QUESTIONNAIRE

NAME OF PORT: Zanzibar Port

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

Please provide a brief OPERATIONAL port description:

Zanzibar is a combination ferry, cruise ship and industrial port. There are 6 anchorages to accommodate ships. Two wharfs reconstructed since 1977, which were designed to carry a ship of 13,000. Discharge and loading of cargo are carried out at the wharf alongside the quay. The main berthing facilities consist of 240meter long west wharf, with depth of 7 meters at south point, and 13 meters at end North point. North wharf has a maximum depth of 4.5 meters and length of 130 meters. West wharf is able to berth a vessel of up to 200 meters with 6 meter draft. North wharf is able to berth a vessel of 100 meters with 4 meter draft.

Depending on the tides, tender landing can change. One berth is mainly for Ferries and can cause more foot traffic than usual. Cargo does not affect the docking.

Vehicles are allowed on the pier and can be parked, turned around and loaded without problems.

PORT SPECIFICS:

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

Do ships dock or anchor? **Offers dock or anchor**

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? **Both**

If docking, are there preferred berths? Yes No

If so, please elaborate: **UNDER MAJOR REPAIR**

If anchoring, are there preferred tender landings? Yes No

If so, please elaborate: **DHOW WHARF**

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 (in kilometers throughout the form)

Port to City Center: **ABOUT 1 KM**

Gangway to coaches (tour or shuttle): **WITHIN THE PORT**

Gangway to port entrance or terminal: **500 M**

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? **IT IS EASY AND CONVENIENT**

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? **ENOUGH AREA FOR A CONSIDERABLE NUMBER. THE REST PARK BY THE ENTRANCE.**

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

What is the approximate walking distance to coaches? **A few 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? **OLD FORT**
- What is the distance from port to drop-off? **ONE KM**
- In normal traffic conditions, what is the drive time from port to drop-off? **10-15 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 NEED OF ESCORT**
- 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 CAN GO INTO THE PORT**
- 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? **NEGOTIABLE**
- What is the taxi rate from the pier to City Center? **5 \$**
- 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: **WE RECOMMEND GUESTS TO GET RECOMMENDATION FROM THEIR LOCAL AGENT REGARDING WHICH TAXIS TO USE, ALTHOUGH IT IS CONSIDERED VERY SAFE IN ZANZIBAR.**

PRIVATE CARS

- Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **CAN DRIVE IN AND WAIT BY THE TENDER DROP OFF**
- Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **BASICALLY TAXIS**
- Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **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: **PORT TO AIRPORT IS HARDLY 20 MINUTES DRIVE - NO WATER TAXIS/PRIVATE PLANES AT THE PORT. IF GUEST NEEDS A PRIVATE PLANE, IT IS POSSIBLE TO OBTAIN AT THE AIRPORT.**

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: **NO PUBLIC TRANSPORT FROM THE PORT - WILL NEED TO MAKE PRE-ARRANGEMENT.**

- 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.

Zanzibar is the collective name for two islands in Tanzania: Unguja and Pemba.

The capital of Zanzibar, located on the island Unguja, is Zanzibar City. The city's old quarter, known as STONE TOWN is a World Heritage Site built on a triangular peninsula of land on the western coast of the island. It consists of a warren of narrow alleys with houses, shops, bazaars and mosques, making it a very atmospheric place to be. Its Swahili architecture incorporates elements of Arab, Persian, Indian, European and African styles. The Arab houses are particularly noticeable because they have large and ornately carved wooden doors and other unusual features, such as enclosed wooden verandas.

For many years, Stone Town was a major centre for the slave trade and the centre of trade on the East African Coast between Asia and Africa. The main export was spices, and therefore the various spice gardens are still popular to visit. Besides the historic town, the Spice Gardens and Jozani Forest, with its endemic Red Colobus Monkeys, are worth visiting. Zanzibar is also well known for its beautiful long stretches of white sandy beaches in the North of the Island.

CURRENCY

What is the local currency? **Tanzanian Shillings**

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: **+255**

City Code: **024**

VISA INFORMATION

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

If so, please list: **ALL**

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 | 29 | 29 | 30 | 28 | 27 | 26 | 24 | 26 | 26 | 28 | 28 | 29 |
| Centimeters | 50 | 65 | 140 | 310 | 290 | 45 | 25 | 25 | 35 | 60 | 180 | 135 |
| Degrees Fahrenheit | 84 | 84 | 86 | 82 | 81 | 79 | 75 | 79 | 79 | 82 | 82 | 84 |
| Inches | 20 | 25 | 55 | 121 | 113 | 18 | 10 | 10 | 14 | 23 | 70 | 53 |

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 | ZANZIBAR INTL AIRPORT | | 10 KMS |
| Churches | | | |
| Catholic | ST JOSEPH CATHEDRAL | SUNDAY 06:00/10:00 | 1 KM |
| Synagogue | N/A | | |
| Mosque | MSIKITI WA IJUMAAA | OPEN ALL DAY | 1 KM |
| Protestant | MPENDAE LUTHERAN CHURCH | SUNDAYS -10:00- 12:00 HRS | 10 |
| Nearest Banks/ATM | BARCLAYS/NBC | 09-15:00 HRS | 1 KM |
| Post Office | ZANZIBAR POST OFFICE | 09:00-15:00 HRS | 1 KM |
| Internet Services | CITY CENTER | 09:00-18:00 HRS | 1 KM |

ATTRACTIONS AND ACTIVITIES

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

| | <i>Name</i> | <i>Distance from Port (km)</i> |
|---|--|--------------------------------|
| 1 | OLD FORT | 1 KM |
| 2 | HOUSE OF WONDER | 1 KM |
| 3 | SULTANS PALACE | 1 KM |
| 4 | ANGLICAN CHURCH -SLAVERY CHAMBERS | 1 KM |
| 5 | MARHUBI RUINS/SPICE TOUR/KIDICHI BATHS | 15 KM |

| | <i>Name</i> | <i>Hours of Operation</i> | <i>Distance from Port (km)</i> |
|------------------------------|---|---------------------------|--------------------------------|
| GOLF | N/A | | |
| SWIMMING BEACH - 1 | Kempinski Resort North East | | 45 KMS |
| Chair rental? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | |
| Changing facilities? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | |
| Other fees, if applicable | needs to be pre arranged with agent | | |
| SWIMMING BEACH - 2 | Nungwi | | 60 KMS |
| Chair rental? | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | |
| Changing facilities? | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | |
| Other fees, if applicable | N/A – beaches are public | | |
| Nearest bicycle rental | CITY CENTER | 09:00-18:00 | 1 KM |
| Nearest scooter/moped rental | CITY CENTER | 09:00-18:00 | 1 KM |

HOTELS, RESORTS & SPAS

| | <i>Name</i> | <i>Distance from Port (km)</i> |
|---------------------|--------------------|--------------------------------|
| 5-star hotels | SERENA | 1 KM |
| | KEMPISKI | 45 KM |
| moderate hotels | TEMBO | 1 KM |
| | MTONI MARINE | 10KM |
| 5-star resort/spa | GEMA DELL EST | 70 KM |
| moderate resort/spa | BREEZES BEACH CLUB | 70 KM |

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **SHOPS ARE OPEN 7 DAYS A WEEK - BUT OPEN LATE AND CLOSE EARLY ON SUNDAYS**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **TANZANITE AND OTHER TYPICAL ZANZIBARI SOUVENIRS, SPICES**

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: **City market of Stone Town (fruits, vegetables and spices)**

DINING

Three (3) recommended restaurants:

| <i>Name</i> | <i>Distance from Port (km)</i> |
|--------------|--------------------------------|
| SERENA HOTEL | 1 KM |
| MTONI MARINE | 8 KM |
| ARCHIPELAGO | 1 KM |

Please list any local food specialties: **Pilau Rice (Spice rice), Biryani (Masala sauce and meat, chicken etc), Ugali (mais paste), Green banana, chapatti, Octopus and fish in coconut sauce.**