



CRUISE PORT HANDBOOK UNITED KINGDOM

The Ports covered in this booklet include Cowes, Dover, Fishguard, Fort William, London Greenwich, Plymouth, and Portland.

Inchcape Shipping Services Offices

Cruise Ports Covered

Inchcape Shipping Services – Southampton Office

Cowes | Poole | Portland | Portsmouth | Southampton | Plymouth

First Floor Unit 8 | Earls Court | Earls Gate Business Park

Grangemouth | FK3 8ZE | United Kingdom

+44 1375 330 074 or +44 7879 145 385

Email: gbsou1@iss-shipping.com

Inchcape Shipping Services – Milford Haven

Fishguard | Milford Haven | Neath | Port Talbot | Pembroke | Swansea

c/o Williams Marine Services | The Dockyard

Pembroke Dock | SA72 6TD | United Kingdom

Tel: +44 164 640 1602 | Fax: +44 7801 397 742

Email: milford.haven@iss-shipping.com

Inchcape Shipping Services – Grangemouth

Fort William | Iona | Islay | Rosyth | St Kilda | Tobermory | Canna | Oban | Greenock | Gigha | Fair Isle | Isle of Eigg | Colonsay

First Floor Unit 8 | Earls Court | Earls Gate Business Park

Grangemouth | FK3 8ZE | United Kingdom

+44 1375 330 074 or +44 7879 145 385

Email: gbsou1@iss-shipping.com

Inchcape Shipping Services – Mersey

Liverpool

First Floor Unit 8 | Earls Court | Earls Gate Business Park

Grangemouth | FK3 8ZE | United Kingdom

+44 1375 330 074 or +44 7879 145 385

Email: gbsou1@iss-shipping.com

Inchcape Shipping Services – Medway

Dover

104 Anchor Lane | Sheerness Docks | Sheerness

Kent | ME12 1RT | United Kingdom

Phone: +44 1795 660556 | Fax: +44 1795 580121

Email: gbshs@iss-shipping.com

Inchcape Shipping Services – Tees

Newcastle Upon Tyne | Hull

Office 4001 | Belasis Business Centre | Belasis Hall Technology Park

Billingham | TS23 4EA | United Kingdom

Phone: +44 1472 330 525 or +44 7918 259 257 | Fax: +44 1642 682 111

Email: NorthEastUK@iss-shipping.com

Inchcape Shipping Services – Thames

London Tower Bridge | Greenwich | Harwich | Tilbury

Regus – Dartford Admirals Park | Victory Way | Crossways

Dartford | Kent | DA2 6QD | United Kingdom

Phone: +44 (0) 1375 651725 (24 HRS) | Fax: +44 1375 481502

Email: gbtill@iss-shipping.com

Cowes

ISS Southampton

The English seaport town of Cowes is situated in the north of the Isle of Wight, on the west bank of the estuary of the River Medina. It is one of the south's most sheltered locations, with access to fine cruising grounds east and west and of course everything the Isle of Wight has to offer.

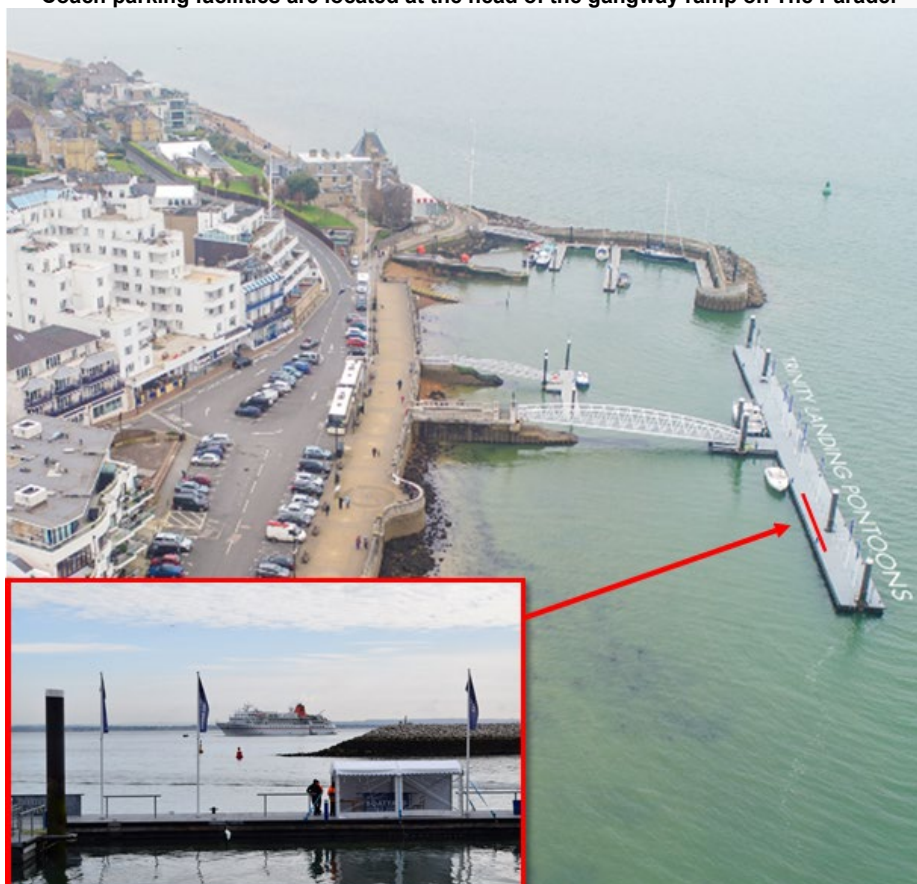
Name of Port:	Cowes Harbour
Charts Required:	50° 46'.08 N, 001° 17'.95 W
Time Zone:	GMT Winter and GMT + 1 Summer
Channel Depth:	Cowes Eastern Channel 2.25m. See C1 and ABP Frontline points for Anchorage Depths
Weather:	Prevailing Weather: West-south-westerly
Tide Movements / Range:	Up to 2.8 knots on spring tides
Government Authorities:	Cowes Harbour Commission
Pilotage:	Compulsory
Pilot Boarding Ground:	East Lepe: 50° 45'.45 N, 001° 21'.65 W North Sturbridge - 50° 45'.83 N, 001° 08'.92 W
Pilot VHF Working Channel:	VHF Ch 69
Tug Mandatory Status:	Not required

Location:	Cowes C1 Anchorage 50°46'.32 N, 001°17'.47 W
VHF Channel:	Cowes Port VHF Ch 69
Distance to Tender Landing Point:	0.5nm (5 minutes)
Depth at Anchorage:	15.3m (+ height of tide)
Max LOA Acceptable:	LOA < 150m
Max Beam Acceptable:	No limit
Air draft Restrictions:	Nil

ABP Frontline Anchorage 50° 46.64 N, 001° 16.32 W
Southampton Vessel Traffic Service VHF Ch 12
1.5nm max. (10-15 minutes max.)
19.5m (+ height of tide)
LOA > 150m
No limit
Nil

Working Hours:	24hrs
Tender Landing Point:	Trinity Landing pontoons
Length of Tender Landing Point:	100m
Depth of Water at Tender Landing:	Surveyed depth 3m outer (east) side, 2.4m inner (west) side
Shore Security:	Cowes is fully ISPS compliant and will provide licensed security staff for the ship to shore connection

**The landing is rigged with a marquee and a welcoming party will be on station to assist passengers.
Coach parking facilities are located at the head of the gangway ramp on The Parade.**



Other Services

Fresh Water:

Fuel Supply:

Garbage:

Hot Work:

No

Bunker barge on arrangement with Southampton Port

By prior arrangement with Harbour Authority

By permission of Harbour Authority

APPROACHES TO COWES

To reach Cowes Harbour, vessels pass through the Solent and within the limits of the Port of Southampton.

Whilst navigating in the Solent, mariners are advised to maintain a good listening watch on VHF Ch12.

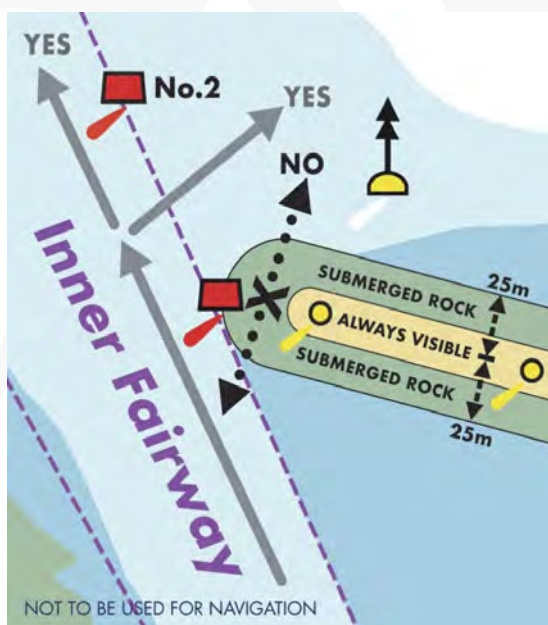
TIDAL INFORMATION

Tides in the approaches to Cowes can run up to 3 knots.



COWES BREAKWATER

Stay at least 30m from the breakwater as the submerged rock-armoured structure extends 25m to the north and south.



Vessels should enter and leave the Inner Harbour between the green No. 1 and red No. 2 fairway buoys.

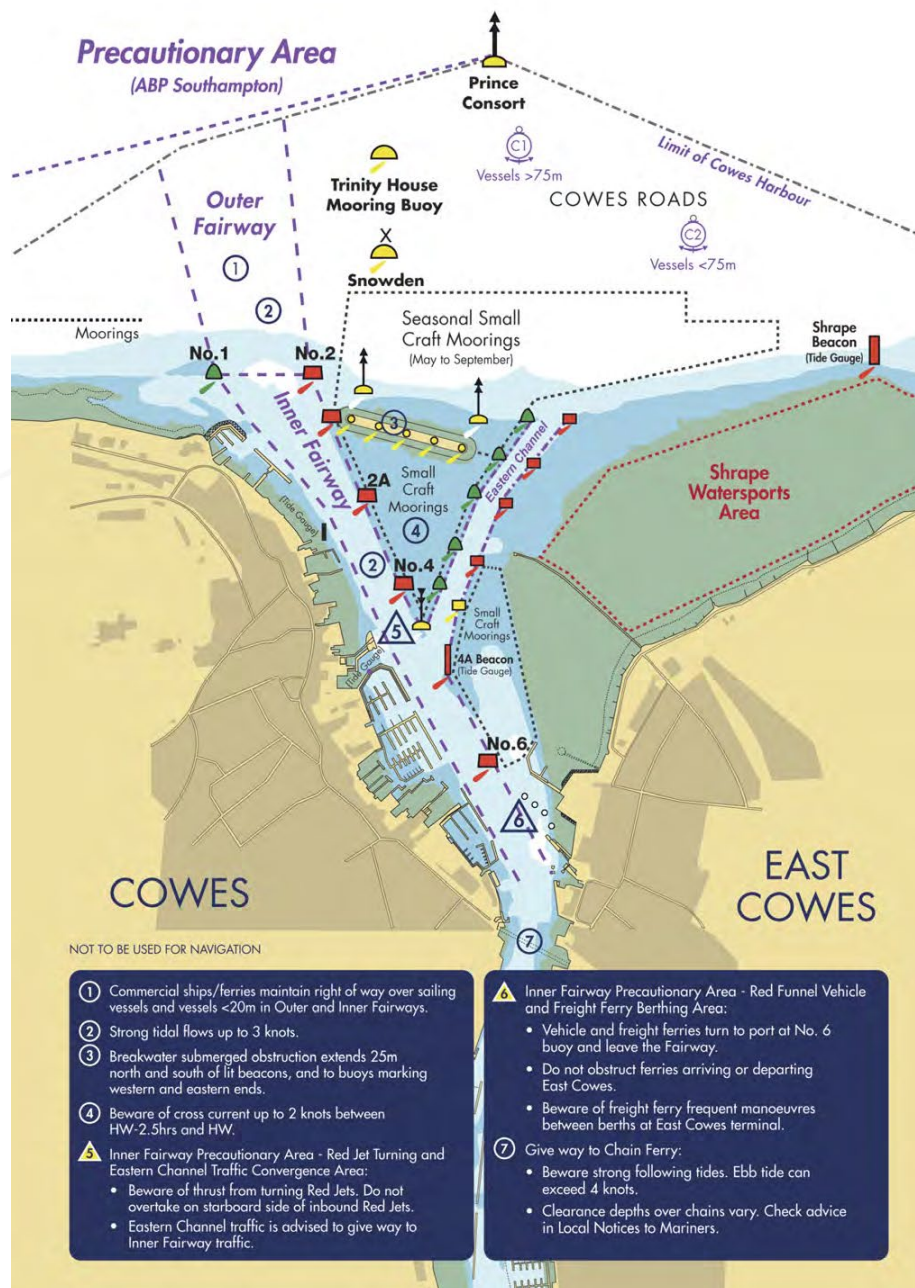
If approaching from the west, stay 125m from the shore to avoid rocks along The Green and stay clear of the row of yellow swinging moorings.

If approaching from the east, pass 200m north of Old Castle Point leaving the Shraper Beacon to port. Pass north of the swinging moorings/ Breakwater.

The speed limit in the Inner Harbour is 6 knots

All vessels over 20m must give notice of their intentions on VHF Ch69 to 'All ships in Cowes Harbour':

Inbound and Outbound: Approaching the harbour limits - the Chain Ferry



Distance to Town from Landing Point:	2-minute walk (170 yards / 155m)
Tourist Information 'Meet & Greet':	Yes, on The Parade at the entrance to Trinity Landing (Tender Landing Point)
Cruise Terminal Building:	No
Toilets:	Yes, opposite the 'Meet & Greet' Desk on The Parade
Mailbox/Currency Exchange:	Cowes Post Office and local banks
Pharmacy:	Yes, in Cowes town centre
Restaurants / Cafés:	Many cafés, bars and restaurants located in Cowes and around the Island
Taxi Rank:	At Red Jet Passenger Ferry Terminal Cowes, and outside Marks & Spencer supermarket
Distance to Airport:	13 miles to Isle of Wight Airport Sandown and 18 miles to Southampton Airport
Cowes Water Taxis	Normal Operating Hours From 09.00 Cowes Water Taxis Ltd VHF Ch 08 April - September everyday 11.00 Folly/Cowes Waterbus VHF Ch 77
The Folly Launch/Folly Waterbus	



COMEW HIGH STREET · ARCADE AND TOWN QUAY

RETAIL

- 1 KIRBY OF COMEW Antiques 01983 292550
- 2 LIVE LIKE THIS Cdn 01983 292550
- 3 COMEW DRESS AGENCY 01983 292550
- 4 THAT SHOP Antiques 01983 292550
- 5 COMEW DRESS AGENCY 01983 292550
- 6 PASCAL AITEY Chandelier 01983 292550
- 7 DACK'S Menswear 01983 292550
- 8 LEATHER ROOM COMEW 01983 292550
- 9 COMEW TOWN CENTRAL 01983 292550
- 10 ESTATE AGENTS 01983 292550
- 11 MARVIN'S 01983 292550
- 12 HAIR AND BEAUTY 01983 292550
- 13 FINISHING TOUCHES Beauty salon 01983 292550
- 14 KSH HAIRDRESSING 01983 292550

FOOD & DRINK

- 1 BAKAR LADDOORI 01983 292550
- 2 RED DUSTER Restaurant 01983 292550
- 3 LITTLE FRENCH FRANKS 01983 292550
- 4 COMICOFFEE Cafe 01983 292550
- 5 THE FOUNTAIN COMEW Cafe 01983 292550
- 6 THE VEGITS TAVERN 01983 292550
- 7 MURRAY'S Seafood restaurant 01983 292550
- 8 COMEW TOWN CENTRAL 01983 292550
- 9 OTHER 01983 292550
- 10 OLSEN'S 01983 292550
- 11 LADROCK'S Baking Shop 01983 292550
- 12 RED LIT TERNAL Restaurant 01983 292550
- 13 COMEW TOWN CENTRAL 01983 292550
- 14 COMEW TOWN CENTRAL 01983 292550



COMEW HIGH STREET · TERMINUS ROAD · CARVEL LANE

RETAIL

- 1 BUTTERFLY BLUE Interiors 01983 292550
- 2 HUNTS Interiors 01983 292550
- 3 TRUE STYLE Interiors 01983 292550
- 4 WHITE STUFF Clothing 01983 292550
- 5 ROUNDLAND Interiors 01983 292550
- 6 SHIPPALES Sailing clothing 01983 292550
- 7 JBS'S 01983 292550
- 8 THE ANCHOR INN 01983 292550
- 9 THE ANCHOR INN 01983 292550
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COMEW HIGH STREET · BIRMINGHAM RD · MILL HILL · MEDINA RD

RETAIL

- 1 NEIL WILLIAMS Photography 01983 292550
- 2 BUSH Interiors 01983 292550
- 3 STAYES & GREEN Interiors 01983 292550
- 4 WILLIAMS & GREEN Interiors 01983 292550
- 5 NSPC Clothing Shop 01983 292550
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- 3 TRUE STYLE Interiors 01983 292550
- 4 WHITE STUFF Clothing 01983 292550
- 5 ROUNDLAND Interiors 01983 292550
- 6 SHIPPALES Sailing clothing 01983 292550
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THE PARADE · BATH ROAD · WATCHHOUSE LANE

FOOD & DRINK

- 1 THE GLOBE Bar and Restaurant 01983 292550
- 2 SLAB Antiques 01983 292550
- 3 BLISS for Comm parties 01983 292550
- 4 RICHMOND'S Antiques 01983 292550
- 5 NUMBER 3 Restaurant 01983 292550
- 6 THE UNION INN Pub and B&B 01983 292550
- 7 THE PLACE TO EAT Cafe 01983 292550
- 8 OTHER 01983 292550
- 9 CREW KIT Branded clothing 01983 292550
- 10 INTO THE BLUE Pub and event agency 01983 292550

ART GALLERIES

- 1 KENDALLS 01983 292550
- 2 BATH ROAD GALLERY 01983 292550
- 3 BATH ROAD GALLERY 01983 292550
- 4 BATH ROAD GALLERY 01983 292550
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- 8 BATH ROAD GALLERY 01983 292550
- 9 BATH ROAD GALLERY 01983 292550
- 10 BATH ROAD GALLERY 01983 292550



COMEW HARBOUR

FOOD & DRINK

- 1 MANN'S Cafe 01983 292550
- 2 CALL IT WHAT YOU WANT Restaurant 01983 292550
- 3 BROS BAR OF COMEW Cakes 01983 292550
- 4 PARADISE for Comm parties 01983 292550
- 5 WELL BREAD Bakery & Cafe 01983 292550
- 6 CANTINA PIZZA 01983 292550
- 7 GASTRONOMY Restaurant 01983 292550
- 8 LIFECAFE Cafe 01983 292550
- 9 JOLI Cafe 01983 292550
- 10 WOODBRIDGE INTERIORS 01983 292550
- 11 DUNSTON OF PEBBLES Toys 01983 292550
- 12 ONSHORE Cafe 01983 292550
- 13 CIGAR BOX & STITCH IN TIME 01983 292550
- 14 MEDINA BOOKSHOP 01983 292550
- 15 AQUA MARINE SHOP 01983 292550
- 16 HENRI LLOYD Sailing clothing 01983 292550

OTHER

- 1 SIR MARK ALLEN MUSEUM 01983 292550
- 2 COMEW COMBINED SERVICES CLUB 01983 292550
- 3 ANCHERY ARTS CLUB 01983 292550



COMEW HARBOUR

FOOD & DRINK

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Dover

ISS Medway

Dover is the UK's busiest passenger port. The town is the gateway to the continent, controlling the English Channel and known as the 'Lock and Key of England'. It is also an award-winning cruise port, the second busiest in the UK and hosts some of the world's most prestigious cruise lines.

Port General Information:

Cruise Terminal:	Dover Cruise Terminal Western Docks, Dover CT17 9DQ
Charts Required:	
Time Zone:	UK (GMT+1)
Channel Depth:	35 to 55 metres ***Indicated information, subject to change
Weather:	In Dover, the summers are short, comfortable, and windy; the winters are long, very cold, and extremely windy; and it is partly cloudy year-round.
Tide Movements / Range:	0.1M to 7.2M*** ***Indicator only, details of the tidal information, please check - Vessels < 125m No advance restrictions - Vessels > 125m < 250m Restricted between HW -3½ & HW -½ - Vessels > 250m Restricted between HW -3½ & HW +1

Pilotage:

Pilot Boarding Ground:	Pilotage services for cruise vessels are compulsory. Applicable charges are dependent on length of vessel. Not approaching closer to the Port than 3.0 nautical miles before boarding the Pilot
Pilot VHF Working Channel:	All communications with Port Control shall be on the primary channel, VHF Ch.74. Pilots working tugs with commercial vessels the primary channel is VHF Ch.69 and secondary channel VHF Ch.71.
Pilot Boat Boarding Speed:	All vessels are to observe a maximum speed limitation of 8 knots.
Distance from Pilot Station to Berth:	Call sign DOVER PORT CONTROL when two miles off to receive instructions for entering the Port.

Tug Requirement:

Tug Mandatory Status:	A Port tug is to stand-by on station in the Outer Harbour for all cruise ship arrivals where the LOA exceeds 125m. For vessels whose length is less than this the use of the stand-by tug will be at the Pilot's discretion. Each tug has a bollard pull of 54 tonnes (3,600kW) – with their own 80mm towing ropes (Tow rope breaking strain is 180 tonnes).
VHF Channels:	VHF Ch.71 and secondary VHF Ch.69



Berth and Terminal Information:

Berth Name:	Dove Cruise Terminal
Location:	Latitude: 51°07'5.40"N Longitude: 1° 19' 27.60" E
Berth Address:	Dover Cruise Terminal, Western Docks, Dover CT17 9DQ
Depth Alongside:	Between 8-10M*** Designed depth, actual depth subject to change
Wharf Length:	340M
Obstructions at the berth:	No.
Sensitive area permit required:	No
Air draft Restrictions:	N/A
Working Hours:	24hrs
Fendering:	Yokohama fenders (6.5m x 3.3m each) stretch along the length of the quay at all berths.
Gangway requirement:	covered overhead gangways at Cruise Terminals 1 and 2 and extra uncovered gangways available in various lengths up to 15 meters, should they be required.
Terminal facilities:	Designed Cruise Terminal – Porters and catering facilities
Distance from Terminal:	AIRPORT LINKS: Gatwick 76 minutes Heathrow 95 minutes Stansted 110 minutes

Other Services:

Fresh Water:	Must be arranged prior to arrival
Bunkering:	Must be arranged prior to arrival. Permission from Dover Port Control on VHF Ch. 74
Garbage:	Must be arranged prior to arrival
Sludge:	Must be arranged prior to arrival
Grey / Black Water:	Must be arranged prior to arrival
Hot Work:	'Hot Work' on-board involving welding, cutting or burning shall advise Port Control. No hot work shall be carried out by a vessel engaged in bunkering operations.
Shore Cranes:	Must be arranged prior to arrival

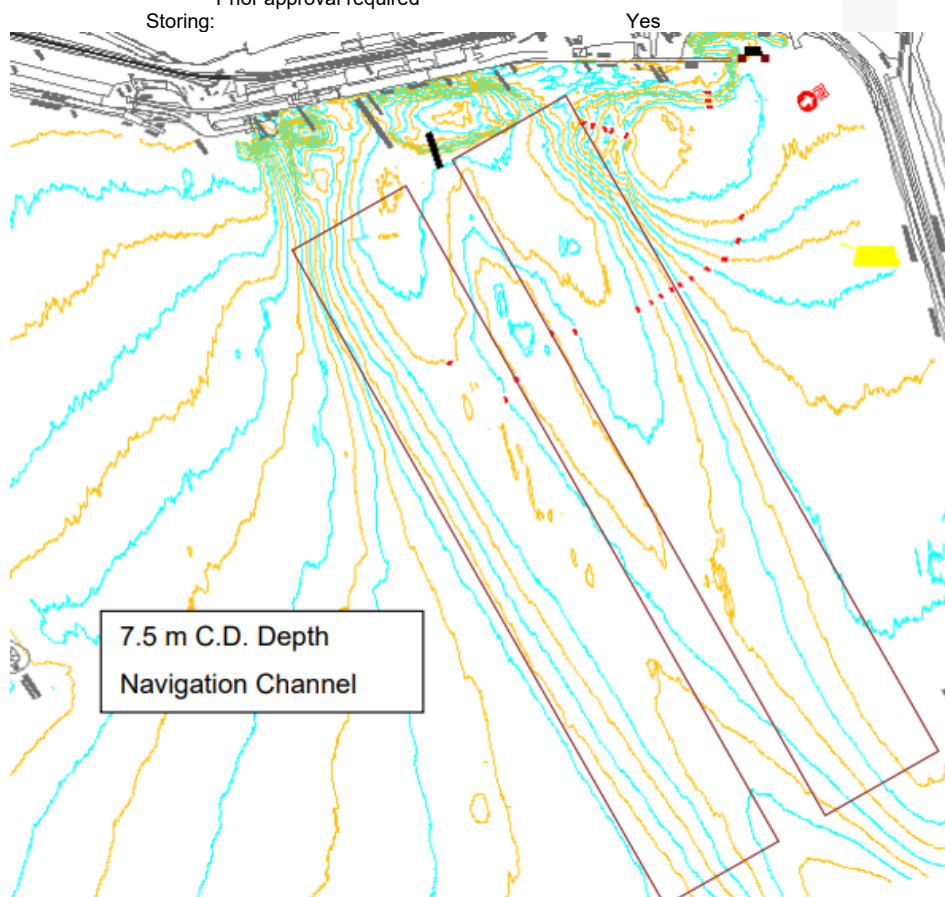


Fishguard

ISS Milford Haven

Fishguard is a coastal town in Pembrokeshire, Wales, with a population of 3,419. It holds a thriving community and transport hub, the natural gateway to the Pembrokeshire Coast National Park.

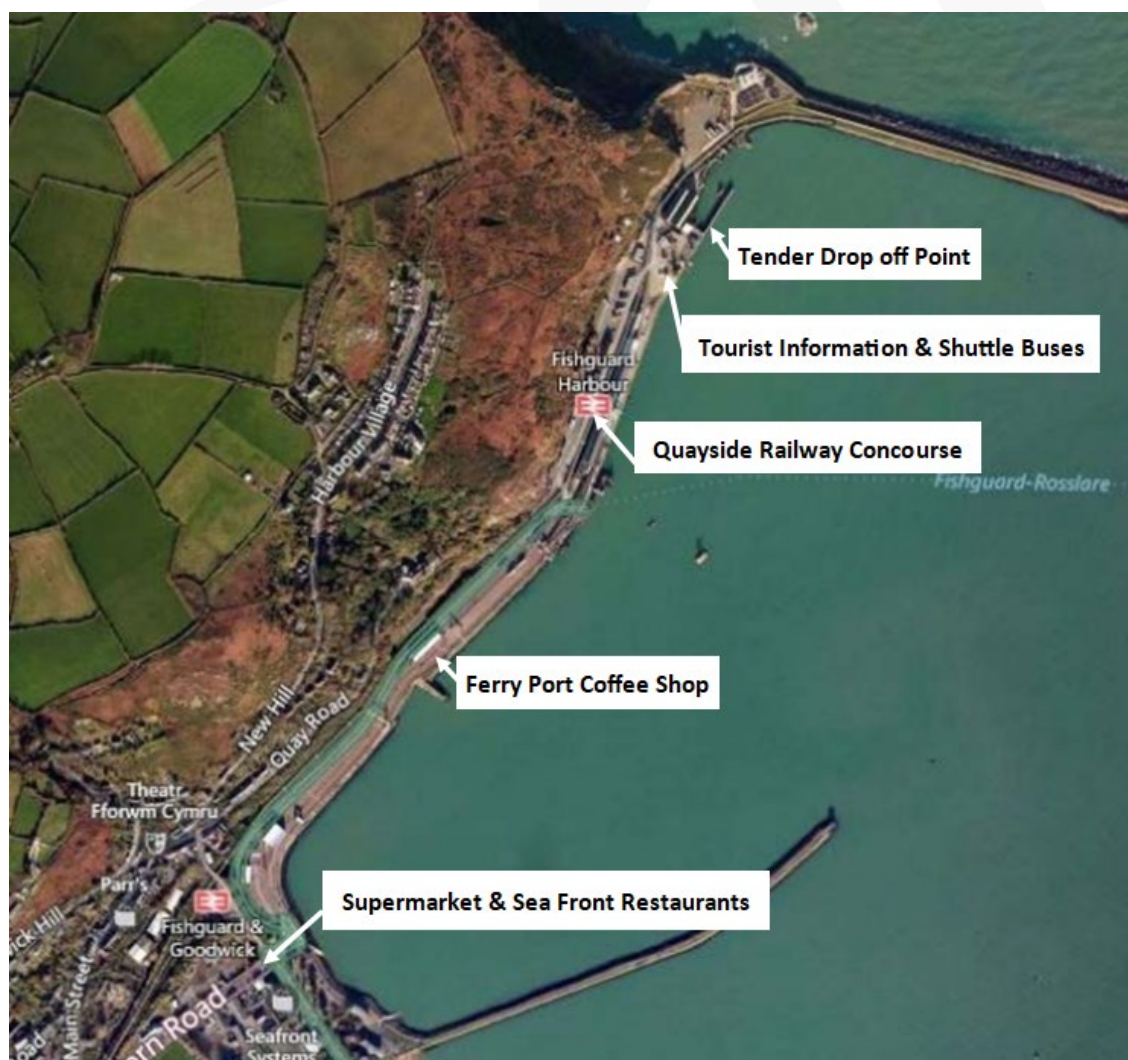
Cruise Terminal:	Fishguard
Name of Port:	Fishguard Bay
Charts Required:	Admiralty, 1484, 1973
Time Zone:	GMT Winter and GMT + 1 Summer
Channel Depth:	Navigable depth of 7.5 to 8m
Under Keel Clearance:	At least 10% of draught.
Max Draft:	5.5m
Weather:	Summers are cool and windy; the winters are long, very cold, wet, and extremely windy
Tide Range:	1-5m
Government Authorities:	Ferry port is run by Stenna Lines and the Lower Fishguard harbour is run by Pembroke Council
Pilotage:	24hr notice required
Pilot Boarding Ground:	Pilotage in the Port of Fishguard CHA area is compulsory for the vessels above 500 GRT and with a draught exceeding 4.26 meters
	At 8 cables East of the Northern Breakwater Light
Tug Requirement:	24hr notice required
Tug Mandatory Status:	The port has no tugs available for general harbour use. Tugs from other ports are readily available.
Berth and Terminal Information:	
Berth Name:	
Anchorage Location:	52:00'.21 N 004:58'.07 W
Fort William Port VHF:	Stenna Port Authority HM #14
Distance to Tender Landing Point (nm):	52:00'.45 N 004:59'.03 W
Depth at Anchorage:	Navigable depth of 7.5 to 8m
Max LOA Acceptable:	170m
Max Beam Acceptable:	No Restriction
Air draft Restrictions:	N/A
Other Services:	
Fresh Water:	Yes
Fuel Supply:	Yes
Garbage:	Yes
Hot Work:	Prior approval required



Nearest Train Station: Fishguard Harbour station at the Port, Haverfordwest – 0.15 miles

Nearest Airport:
 Haverfordwest - 22 miles
 Swansea - 80 miles
 Cardiff International - 110 miles

From tender drop off point -
 300 yards Quayside railway concourse –
 Post Box
 Toilets
 Seated area
 Vending Machine
 900 yards to Ferry Port Coffee Shop –
 WIFI
 Coffee
 Less than 1 mile –
 Tesco Express Supermarket
 Local Restaurants on sea front



Tender Drop off Point

Less than 5-minute ride from anchorage point



Tourist Information

Fishguard Friendly Faces are local volunteers that greet Cruise Ship Visitors. Town Maps will be available quayside. If you have any questions regards the locality and amenities, please do not hesitate to ask.



Shuttle Buses

A shuttle service is being provided by the Port for an independent experience of this area of North Pembrokeshire. Running at approx 45-minute intervals into Fishguard Town: dropping and collecting at the appointed coach point.



Fort William

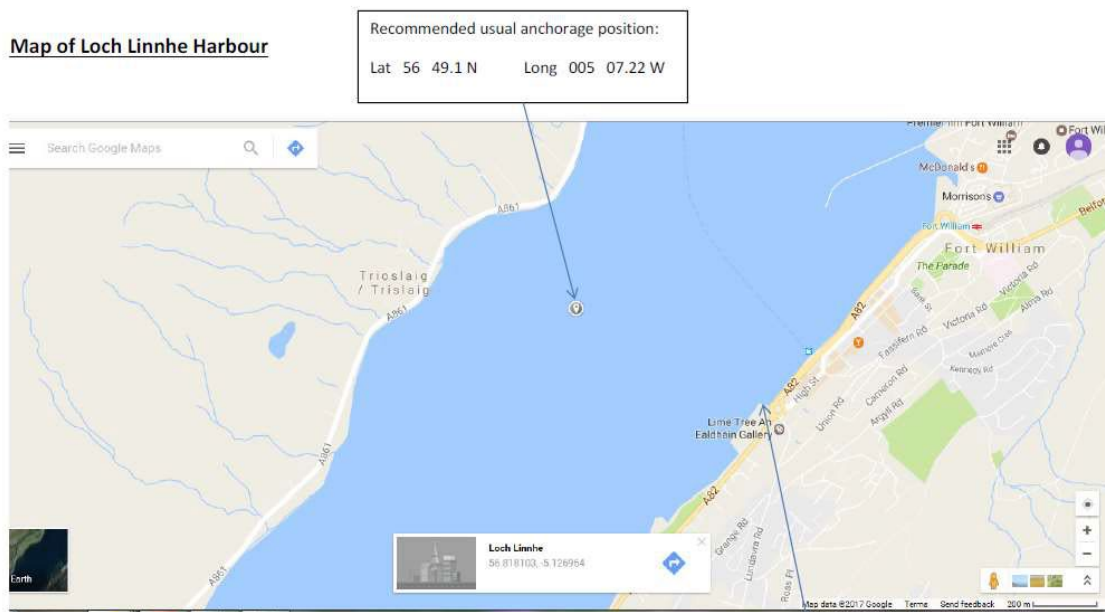
ISS Grangemouth

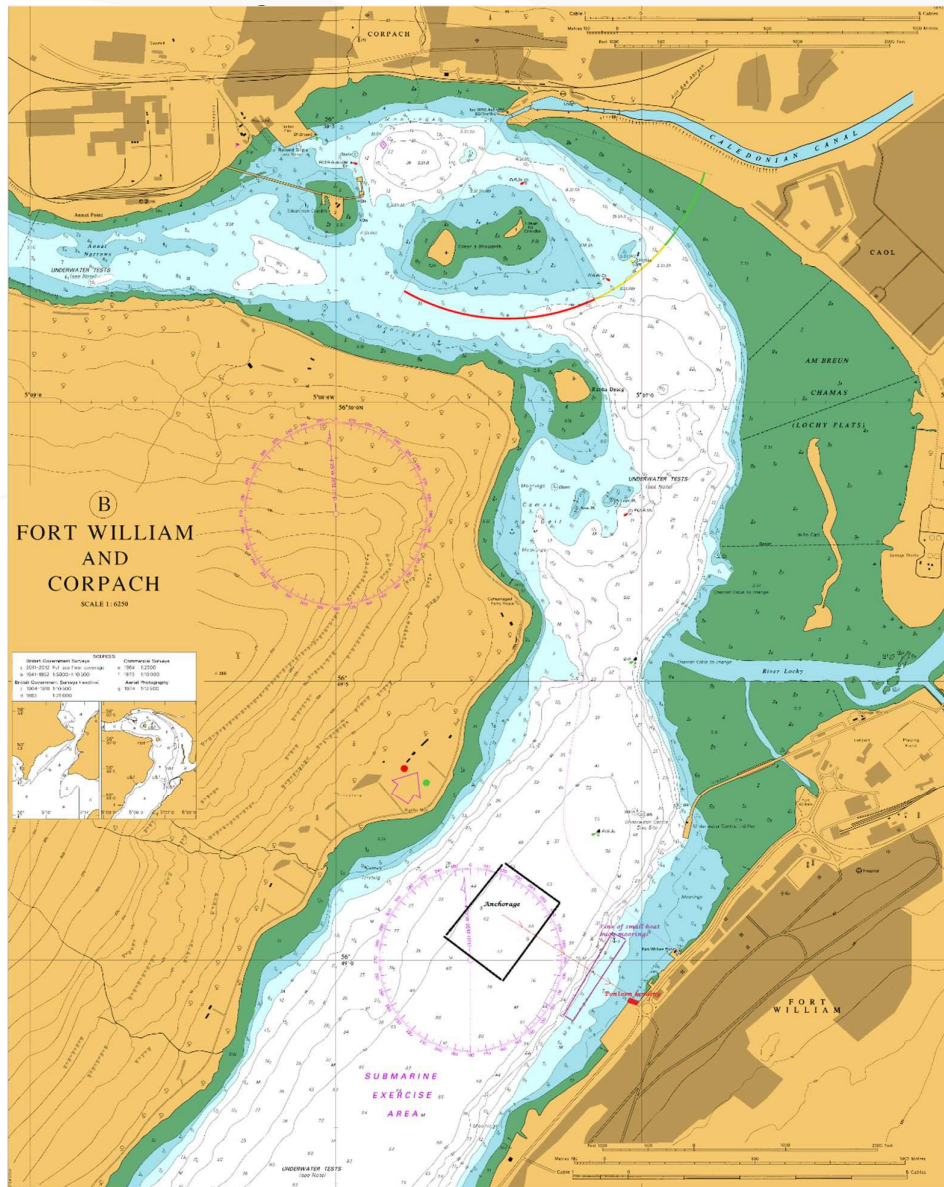
With some of the most beautiful natural landscapes in the world, Fort William, Scotland, is a great place for scenic walks and to visit historic landmarks such as Old Inverlochy Castle or the Commando Monument. Adventurous travellers can try their hand at climbing Ben Nevis, the tallest mountain in the UK.

Cruise Terminal:	Fort William & Corpach anchorage
Name of Port:	2372 & 2380
Charts Required:	GMT Winter and GMT + 1 Summer
Time Zone:	150m
Channel Depth:	No restriction
Max Arrival Drafts:	No restriction
Max Departure Drafts:	Prevailing wind is South/South Westerly
Weather:	4.1m
Tide Range:	The Highland Council
Government Authorities:	Anchorage
Anchorage or Berth:	Not Compulsory - Available on request
Pilotage:	Not compulsory – Unavailable
Tug Requirement:	

**8 miles south of the anchorage point - Contact Carran Ferry to ensure safe passage through the Carran Narrows.
It runs Mon- Sat 06:30-21:30 hrs and Sun 08:30-21:30 hrs.
A small foot ferry operates from the Town Pier (about 200m along the waterfront from the location of the pontoons)
They are aware of when Cruise Ships are in port. There is a permanent ferry anchored slightly south of the anchorage**

Map of Loch Linnhe Harbour





**The landing is rigged with a marquee and a welcoming party will be on station to assist passengers.
Coach parking facilities are located only a few steps at the head of the gangway.**

Tender Landing Point:	Tigh Na Feidh, Achintore Road, Fort William, PH33 6RN
Pontoon Location:	Fort William Pontoons, West End Car Park, Achintore Road, Fort William, Highland, PH33 6ED
Length of Tender Landing Point:	24m
Depth of Water at Tender Landing:	Depth on pontoon Minimum is 1m at low water springs.
Location:	56° 49'.05 N 005° 07'.6 W with between 30 -60m depths
Fort William Port VHF:	VHF Channel 16
Distance to Tender Landing Point (nm):	0.5nm
Depth at Anchorage:	Between 30-60m
Carran Narrows:	Navigable strip of around 100m and the depth is 12m
Max LOA Acceptable:	
Max Beam Acceptable:	
Air draft Restrictions:	No restriction
Arrival / Departure Restrictions:	Tenders should come directly in line with the pontoons to come alongside and reverse directly out during this period. Shallow water 40 metres north of the pontoons.



Shore Security:

Ships Security control at the gate to the pontoon and check/tally crew on and off the ship.
 Signing the DoS will be done from the first tender arriving with their staff, by them and our staff.
 Anyone from the ship must carry photographic identification.
 Maintain radio contact with the ship in addition to land.
 The landing is rigged with a marquee and a welcoming party will be on station to assist passengers.
 Coach parking facilities are located at the head of the gangway ramp on The Parade.

Other Services:

Fresh Water:
 Fuel Supply:
 Garbage:
 Sludge:
 Grey / Black Water:
 Hot Work:
 Pre-approval needed:

Not Available
 Not Available
 Not Available
 Not Available
 Not Available
 Pre-approval needed

Shore Cranes:

Additional information:

- Wash and paint the ship's sides and to lower tender boats into the water for ship's side maintenance.
- Lower lifeboats into the water for testing/training purposes"

5 Miles north of Fort William there are larger vessels that can be used to get bulk items on board.
 Permanent sector light was installed early 2021 south of the Corran Narrows to assist ships with exiting Upper Loch Linnhe.



Excursion and Coach drop off and pick:

ATM
Tourist Information
International Airport
City Centre
Internet Cafe/Wi-Fi

Mobility:

Pharmacy

A few steps from Landing point as shown above.

Bank of Scotland in the centre of the town. Bank hours Vary. ATM 24hrs

Scotland Tourist Information Centre at 15 The High Street - the opposite end of the town to the pontoons.

Inverness Airport, 65 miles away, taxi fare around £105

The town centre is only around 500m away from the pontoons, so taxis are not needed

In the town centre - around 500m from the pontoons. There are a number of different free cafes in the town which provide free internet access (Weatherspoons, Costa Coffee, etc).

For a small donation Shopmobility Lochaber (Tel: +44 (0) 1397 700051) can provide various equipment from powerchairs, scooters and wheelchairs. They have a dedicated area by the pontoons if pre-ordered. They can also provide boot scooters which will fold up into the storage areas in the coach (advance notice required). Open Mon-Fri 09:30-15:30 hrs and Sat 10:00-13:00 hrs.

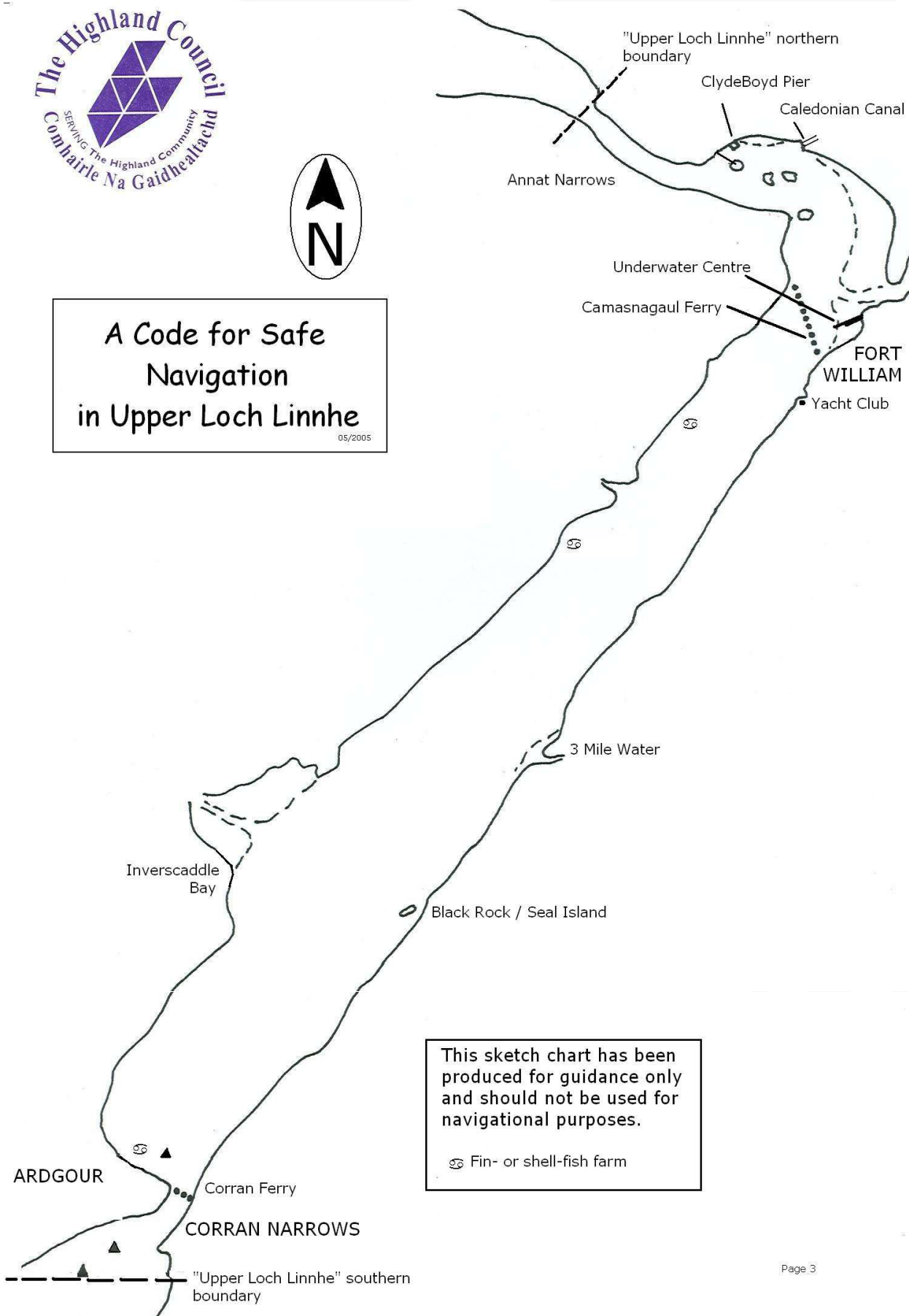
Lloyds Chemist (Tel: +44 (0) 1397 702031) are happy to assist the ships doctor if they need medication.

Please allow 24 hours notice - open Mon-Sat



**A Code for Safe
Navigation
in Upper Loch Linnhe**

05/2005



This sketch chart has been produced for guidance only and should not be used for navigational purposes.

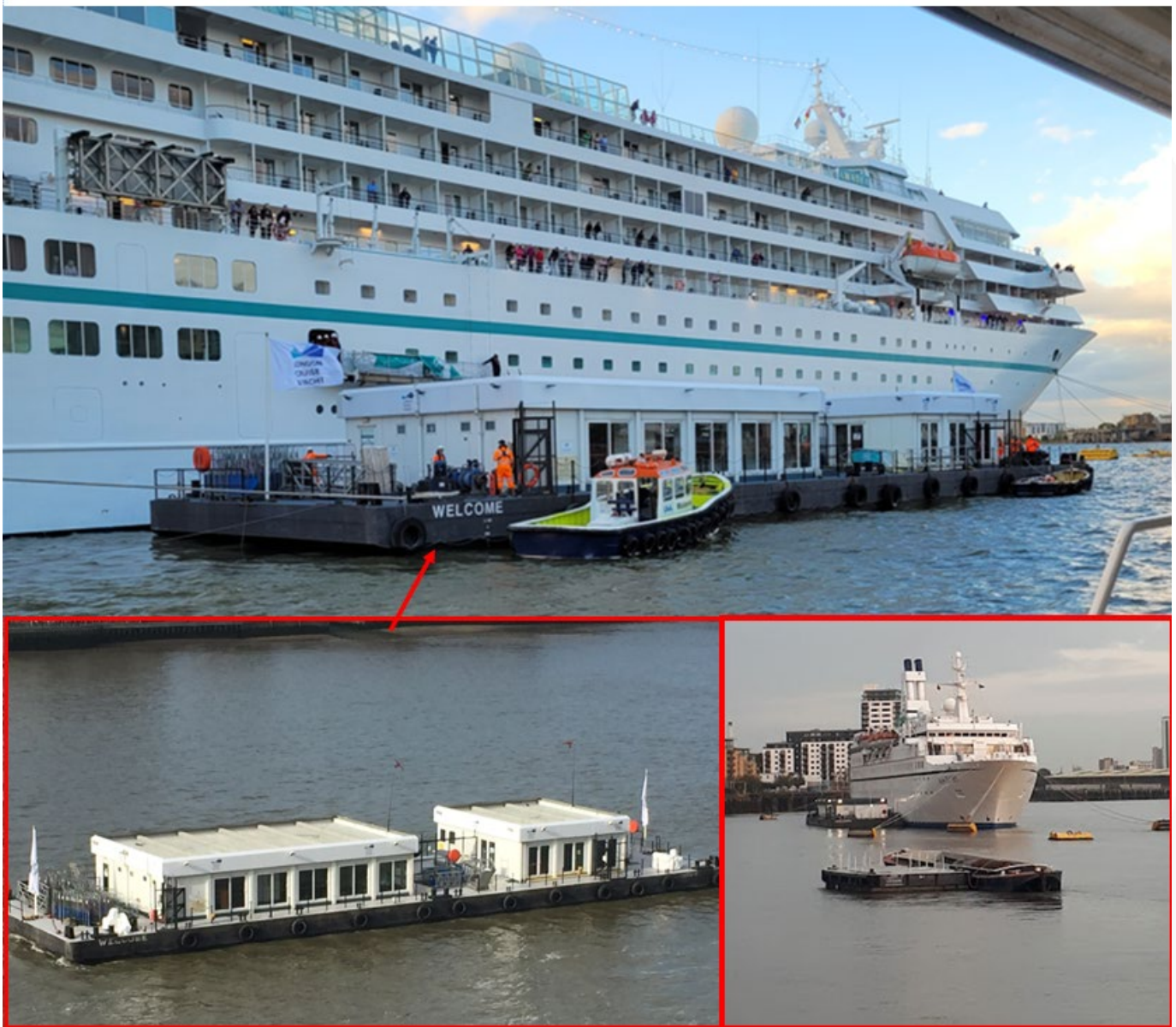
🐟 Fin- or shell-fish farm

London Greenwich

ISS Thames

On the banks of the River Thames, Greenwich is known for its maritime history. It's home to the Cutty Sark, a restored 19th-century ship, the huge National Maritime Museum, and the classical buildings of the Old Royal Naval College. The modern O2 arena sits on a peninsula to the north. Overlooking peaceful Greenwich Park, the Royal Observatory is the site of the Greenwich meridian line.

Name of Port:	Greenwich Ship Tier
Charts Required:	
Time Zone:	GMT Winter and GMT + 1 Summer
Channel Depth:	5m - 8m
Max Draft:	8,1 m
Weather:	Mild winters and temperate summers
Tide Range:	Varying 1m-7m
Government Authorities:	Port of London Authority (PLA)
Pilotage:	
Pilot Boarding Ground:	Estuary Pilot – NE Spit Pilot Station -latitude 51° 25'N longitude 001° 29.9'E, River Pilot – Gravesend Pilot Station 51° 26.9'N longitude 000° 22.5'E Vessel will berth assisted by 2 tugs arranged in advance Mandatory - 2 x on Arrival / 2 on Departure (Not included in port costs)
Tug Requirement:	
Tug Mandatory Status:	
Berth and Terminal Information:	
Berth Name:	Greenwich Ship Tier – London Cruise Mooring
Pier Location:	King William Walk, London SE109JH
Location:	51°29'01.6"N 0°00'54.2"W
Pier LOA	Welcome barge - LOA: 50m x Breadth: 14m x AWL: 1.2m
Pier Height	N/A Welcome Barge rises and falls with the tide
Depth at Anchorage:	8.1m
Max LOA Acceptable:	228 m
Max Beam Acceptable:	
Obstructions at the berth:	
Air draft Restrictions:	
Arrival / Departure Restrictions:	
Fenders:	Yoko's installed alongside 2x1m.
Sea Miles from London Bridge	4.17
Sea Miles from Gravesend	18.96
Arrival and disembarkation:	The vessel will make fast to 3 (one head, 2 wings) bollards at the bow (one aft, 2 wings) 3 at the stern. On completion a wire will be sent from the Welcome (up & down river ends) to the vessel to secure the welcome. The welcome will be then winched onto the ship to bring the barge alongside. The welcome also has the capability to move its self-up/down river to reach the optimum position for shell door/gangway. Upon welcome connection the ship will be requested to send one line from each end of the vessel to secure to welcome. Passengers will exit via one route and board via another, which will include passing through the security checkpoint in the upriver accommodation. Clippers for transfer to Greenwich pier will access the welcome on the opposite side, movements only restricted by the number of craft requested and the hours of operations. Secure will man the welcome throughout the operation.
Other Services:	Service order form must be completed in advance, Passenger Launch Service Support/Baggage - Launch Service / barge Fresh Water Service - By barge only Grey Water Service - By barge only Black Service - By barge only Waste/Garbage Service - By barge only Delivered by a water barge. Price and information only available on application for service
Fresh Water:	
Fuel Supply:	
Garbage:	Domestic Waste only will be received. Costs only available on application for service.
Discharge:	Sludge, bilge and greywater costs only available on application for service.
Ship Maintenance:	Painting, washing and/or Lifeboat Drills is permitted but not during peak times (0900 – 1700) any requests outside of this time should be requested via the Port Control Centre on VHF 14. Can be completed but on request to the Port control centre on VHF 14. Agent's office does not have facility to receive large/heavy items. Deliveries made directly to vessel to be collected ASAP from the shore side, as drivers are restricted in their waiting times. 5m x 2m welcome gangway can be used, depending on the height above the welcome (there is no lifting equipment on-board so it is manual) ship can also use their own. Must be told in advance
Hot Work:	
Storing:	
Shore Gangway:	



**Coming alongside to the Welcome Barge, passengers disembark on to the "floating cruise terminal"
From there taking a short tender ride to Greenwich Pier on the south bank of the Thames, next to the Cutty Sark.
The welcome barge provides shelter whilst waiting to board.**

Image on the left: Welcome Barge

Image on the right: View of Ship and Welcome Barge from Greenwich Pier

Distance from Terminal:

The main town is a very short walk from Greenwich Pier, less than a few minutes.

Crew Change

Agent supplied car will be meet at Greenwich Church Street, by the Gypsy Moth Inn (On the port side of the Cutty Sark) On signers being brought directly from the airport will be taken here as well.

ATM

ATM – 320 m from the terminal (24 Hours) – Supplies GBP only

Public Transport:

GBP Only – Contactless Card Accepted

Docklands Light Railway (To Canary Wharf and Tower Hill) – 325m from the terminal

London Bus – 240m from the Terminal

You can catch a taxi in Greenwich, just near the terminal point. – Next to the Cutty Sark.

The Launch has limited spaces for bikes, but there will not be an issue with bikes.

There are also bike and scooter hire stations across Greenwich and the City Centre.

Bicycles ashore?

International Airport

Shopping:

Only a few minutes' walk there is a large range of retailers and necessity shops for essentials.

Internet Cafe/Wi-Fi

There are several different free cafes in the town which provide free internet access

(Weatherspoons, Costa Coffee, etc).

For London Black Cabs see below:

Distance	Approx journey time	Monday to Friday 05:00 - 20:00 (Tariff 1)	Monday to Friday 20:00 - 22:00 Saturday and Sunday 05:00 - 22:00 (Tariff 2)	Every night 22:00 - 05:00 Public holidays (Tariff 3)
1 mile	6 - 13 mins	£6.20 - £9.60	£6.20 - £9.60	£7 - £9.60
2 miles	10 - 20 mins	£9.40 - £15	£9.80 - £15	£10.60 - £15
4 miles	16 - 30 mins	£16 - £24	£18 - £24	£18 - £28
6 miles	28 - 40 mins	£25 - £31	£31 - £34	£31 - £34
Between Heathrow and Central London	30 - 60 mins	£49 - £92	£49 - £92	£49 - £92

There is a minimum fare of £3.20 at all times.

Buses, Trains and DLR services are all within 500m of Tower Pier:

Pay as you go caps

For Tube, DLR, London Overground, TFL Rail and National Rail services

Adult rate daily and weekly caps increased by an average of 3.8%.

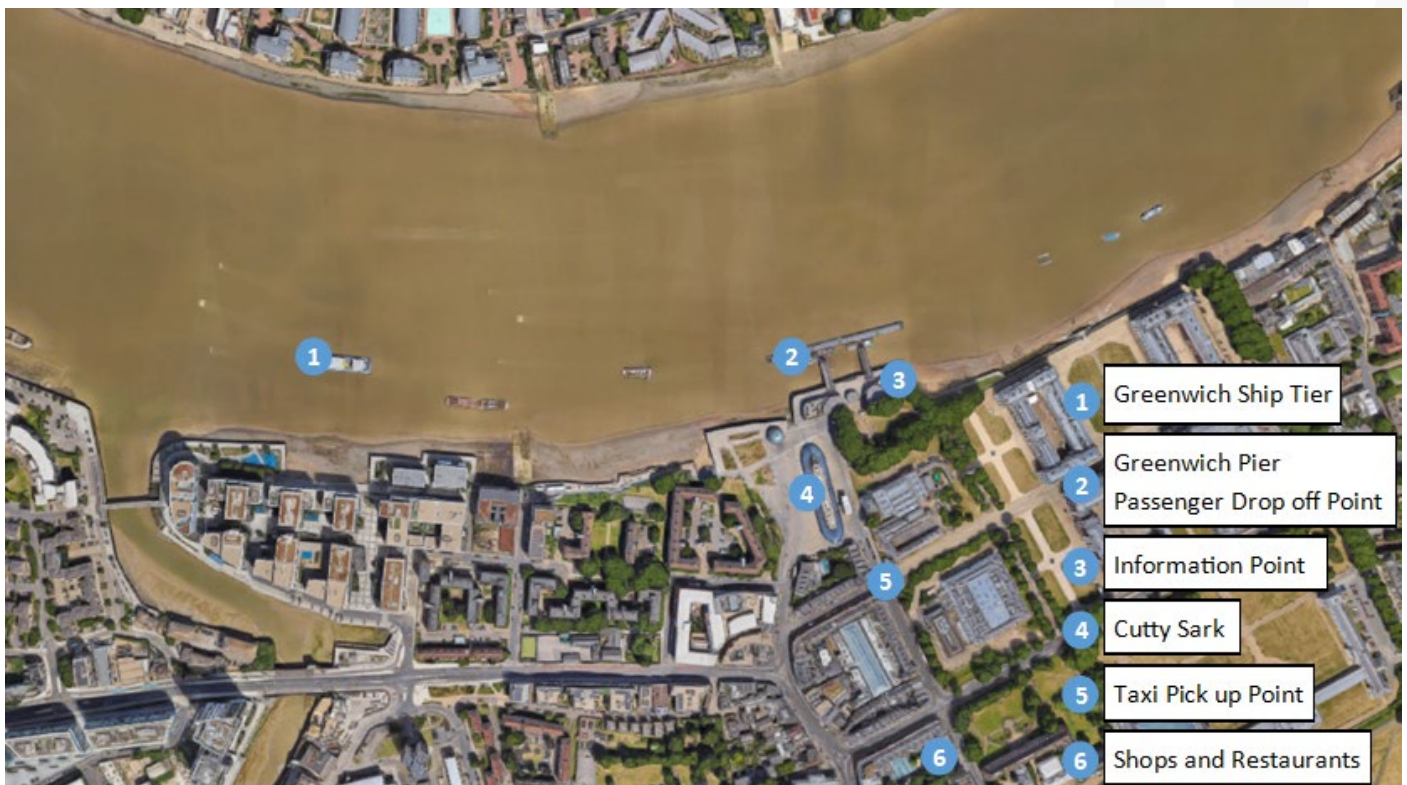
Zones(s)	One Day Anytime	One Day Off-peak	Monday to Sunday
Zone 1 only	£7.70	£7.70	£38.40
Zone 1 and 2	£7.70	£7.70	£38.40
Zone 1, 2 and 3	£9.00	£9.00	£45.20
Zone 1, 2, 3 and 4	£11.00	£11.00	£55.20
Zone 1, 2, 3, 4 and 5	£13.10	£13.10	£65.70
Zone 1, 2, 3, 4, 5 and 6	£14.10	£14.10	£70.30

River bus services are available directly from Tower Pier:

River Bus services

Pay as you go fares increased on all [Uber boats by Thames Clippers](#).

River Zones	Adult	Child
Central	£7.70	£3.85
East	£4.80	£2.40
West	£4.80	£2.40
Central and East	£8.70	£4.35
Central and West	£8.70	£4.35
West to East	£13.50	£6.75



Plymouth

ISS Southampton

Plymouth is Britain's Ocean city in Devon, southwest England. It's known for its maritime heritage and historic Barbican district with narrow, cobbled streets. For centuries has been a centre for shipping; first for trade and commercial shipping, and today as a base for the Royal Navy. Indeed, the city's Devonport Dockyard is the most extensive naval base in western Europe

Cruise Terminal: Millbay/West Wharf and Plymouth Landing Stage/The Barbican Dock

Vessels can berth alongside West Wharf at Millbay Docks for passengers to embark on coach tours or for cruise turnaround days.

OR

Anchor in Plymouth Sound and tender ashore to the historic Barbican, providing passengers the chance to explore Plymouth's Historic Waterfront and visit the city center and surrounding attractions.

Name of Port: Plymouth
Charts Required: Admiralty 30, 1967, 1900, 1901, 1902, 871, SC5602
Time Zone: GMT Winter and GMT + 1 Summer
Weather: South Westerly
Tide Range: 2.60m and 2.66m
Government Authorities: Plymouth City Council
Pilotage: Compulsory

Pilot Boarding Ground:

Tug Requirement:

Tug Mandatory Status: 2 Tugs (1 x 18T BP 1 x 20T BP) others available with 24hrs notice

Berth and Terminal Information:

Berth Name:	Roro Berth West Wharf	Trinity Pier	Outer Basin	Plymouth Sound Anchorage
Location:	50°21'53.00"N 004°09'21.70"W	50°21'52.06"N 004°09'09.11"W	50°21'38.46"N 004°09'07.41"W	50°20'36.95"N 004°08'44.24"W
Pier Length	170 m	150 m	Anchorage	300m
Port VHF:	14 - Longroom port control	14 - Longroom port control	14 - Longroom port control	14 - Longroom port control
Depth alongside:	9m	5.3m	Anchorage 8.5m	Anchorage 7.3
Max LOA Acceptable:	205 m	120 m	295 m	300m
Max Beam Acceptable:	n/a	n/a	n/a	n/a
Air draft Restrictions:	n/a	n/a	n/a	n/a
Under Keel Clearance:	1m	1m	1m	1m
Speed	5 Knots	5 Knots	5 Knots	10 knots

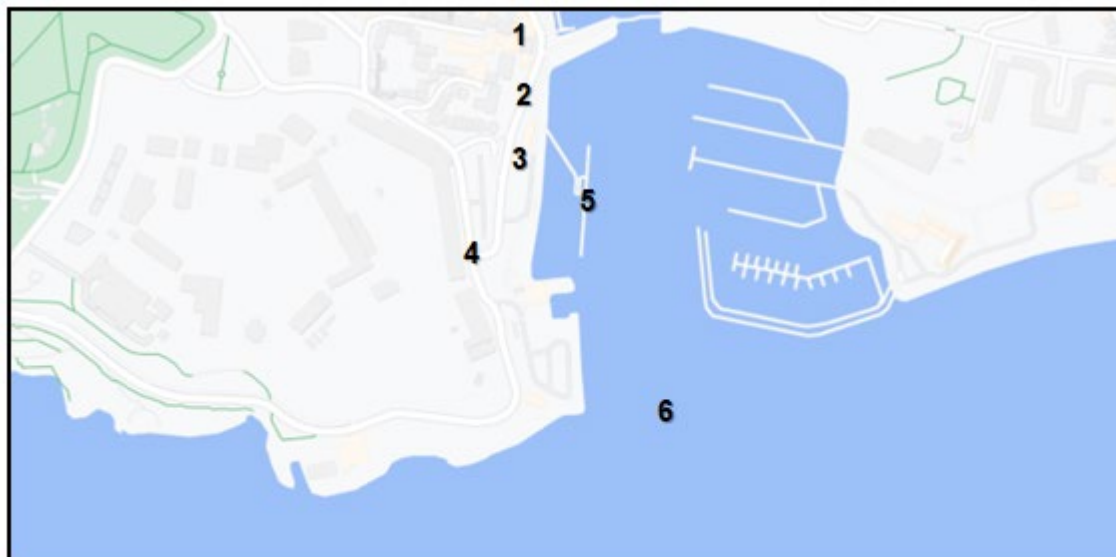
Fresh Water: Available on request
Fuel Supply: Available on request
Garbage: Available on request
Sludge: Available on request
Grey / Black Water: Available on request
Hot Work: Permitted but permit to work required from Port Office
Storing: Available on request
Shore Cranes: Available on request
Gangway requirements: Mobile Adjustable Shore Gangway POA

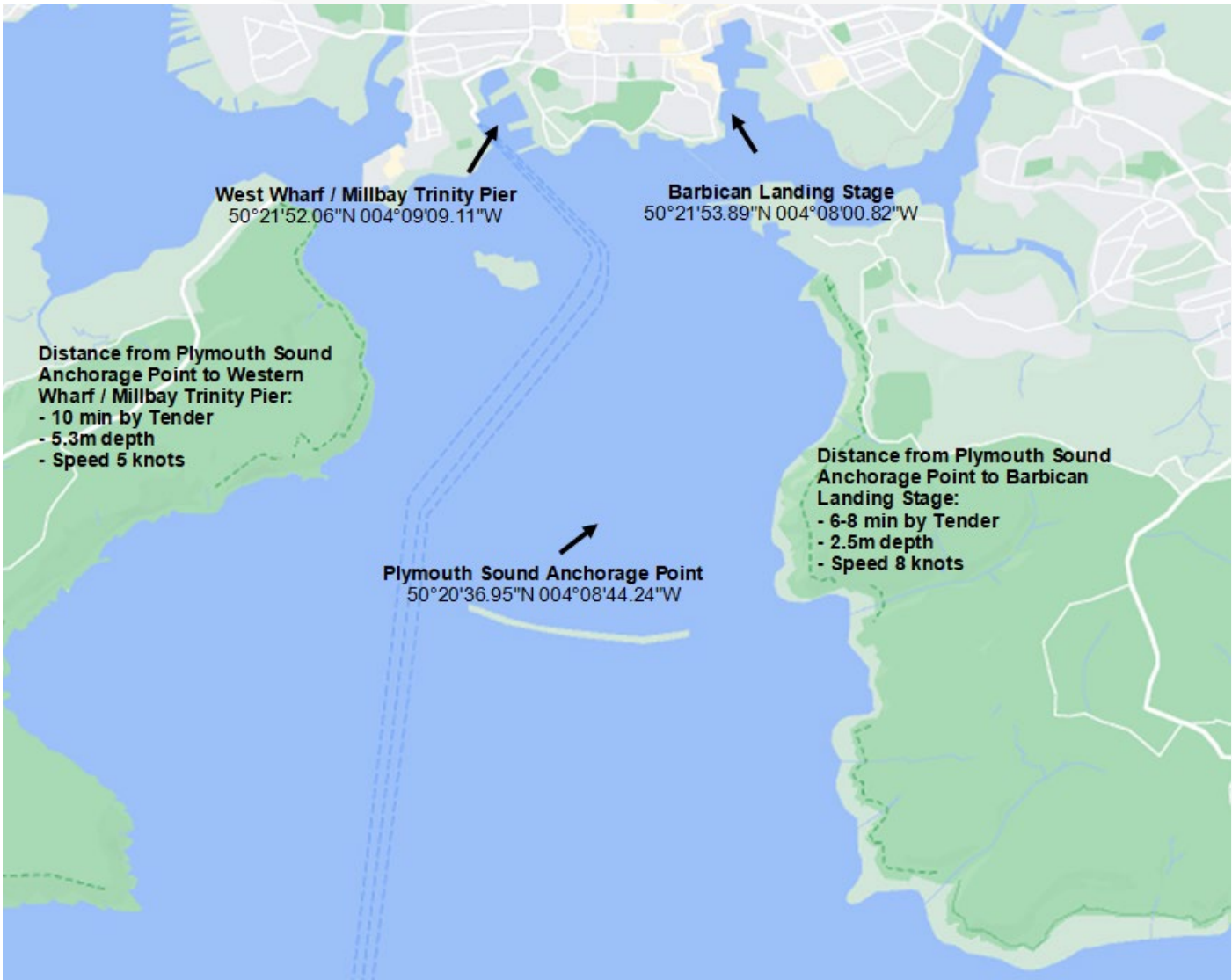
Terminal building:	Millbay Docks\Western Wharf	Barbican Landing Stage
Currency exchange:	Yes	Local volunteers welcome party/tent
City Centre:	Yes	300m from terminal
Tourist Information:	15 min walk	12 min walk
Internet access:	18 min walk - Advice in Terminal Building	1 min walk
Telephones:	Yes	No
Toilets:	Yes	No
Post Office:	800m from terminal	Yes
Taxi rank:	Yes	300m from terminal
Distance to railway station:	1.75 miles	Yes
Distance to airport:	48 miles	1.5 miles
Banks & ATMS:	In City Centre 1 mile from the terminal	47 miles
Restaurant / cafe:	Yes	In City Centre 1 mile from the landing stage
		Yes

West Wharf / Millbay Docks



Barbican Landing Stage





Fresh Water:	Available on request
Fuel Supply:	Available on request
Garbage:	Available on request
Sludge:	Available on request
Grey / Black Water:	Available on request
Hot Work:	Permitted but permit to work required from Port Office
Storing:	Available on request
Shore Cranes:	Available on request
Gangway requirements:	Mobile Adjustable Shore Gangway POA

Portland

ISS Southampton

Portland Harbour is located beside the Isle of Portland, Dorset, on the south coast of England. Construction of the harbour completed in 1872, its 520-hectare surface area made it the largest man-made harbour in the world and remains one of the largest in the world today.

Cruise Terminal:

Berth Name:	2 Piers: Outer Coaling Pier (OCP) and Deep-Water Berth.
Berth Name:	Portland Port
Location:	Latitude: Longitude:
Time Zone:	GMT Winter and GMT + 1 Summer
Berth Address:	Portland Port Ltd. Castletown Portland, Dorset, DT5 1PP
Tidal restrictions	None
Draft restrictions	11m for entering the inner harbour
Speed restrictions	No speed restriction on approach to the port limits
Currents on approach to the harbour	Maximum of 1.2 knots at the harbour entrance
Width of approach channel	200m
Depth of approach channel	13.8m reducing to 12.5m CD
Is approach buoyed	No but it has leading lights

Berth Length
Hardstanding quayside
Berth Depth
Height of Quay at CD
Height of Quay at MLWS
Height of Quay at MHWS
Maximum tidal range
Are sounding charts available
Type of Fenders
Fenders Size
Type of Bollards

Pier – Outer Coaling Pier:

360m overall
177.5m
Outer Coaling Pier 11m
Outer Coaling Pier 5.498m
Outer Coaling Pier 5.398m
Outer Coaling Pier 3.398m
Outer Coaling Pier 2.5m
Yes
Pneumatic fenders with tyre chain baskets.
3m wide x 9m long
50T – 150T (plan can be sent on request)

Pier – Deep Water Berth:

250m overall
150m
Deep Water Berth 11.6m
Deep Water Berth 5.452m
Deep Water Berth 5.352m
Deep Water Berth 3.352m
Deep Water Berth 2.5m
Yes
Pneumatic fenders with tyre chain baskets.
3m wide x 9m long
50T – 150T (plan can be sent on request)

Pilotage
Pilot boarding position
Pilot boarding speed
Pilot ladder height above water for pick up
Pilot station VHF channel
Distance from pilot station to berth/anchorage
How many tugs are available?
Tug power
Is advance notice required?
Are tugs compulsory?
Are linesmen compulsory?
Are shore gangways available?
Size and type of shore gangway?

Compulsory for all vessels over 50m and Passenger vessels over 20m
Portland Outer Pilot Station 50° 35.00' N 002° 22.30 W (BA Chart 2255)
5 - 6 knots
1.5m
74
Berthing with bow west allow 1 hour. With bow east allow up to 1 hour 30 minutes
Three
1 x ASD 55T bollard pull. 2 x ASD 50T bollard pull
12 hours for 2 tugs and 6 hours for 1 tug. 2 hours for cancellation
Not for cruise ships with adequate propulsion
Yes
Yes
12m, 15m, 20m and 29m, as well as an adjustable platform system that can be used in conjunction with 12m, 15m, and 29m gangways listed

Please contact 'Portland Harbour Radio' for permission on VHF CH74 before commencing ANY of the following:

Please ensure that nothing enter the water

Can lifeboats/life rafts be lowered while in port?	Yes
Is painting of the ship's hull/exterior allowed from the pier?	Yes. Please ensure that nothing enters the water
Is painting of the ship's hull/exterior allowed from a paint raft?	Yes. Weather dependent. Need to access water from ships side.
Is window washing allowed while in port?	Yes. With freshwater only
Is washing of the hull allowed while in port?	Yes. With freshwater only
Can hot work be carried out while in port?	Yes. A permission to work is needed

Please contact 'Portland Harbour Radio' for permission on VHF CH74 before commencing ANY of the above.

Please ensure that nothing enter the water

Offload waste:	Yes. Price on application
Offload regular dry waste:	Yes. Price on application
Offload regular wet (food) waste:	Yes. Price on application
Offload sludge/oily bilge:	Yes. Price on application
Offload oily wastewater:	Yes. Price on application

Offload black/ grey water:	Yes. Price on application
Offload hazardous or chemical waste:	Yes. Price on application
Offload ballast water?	Refer to Local Notices to Mariners No. 18/2017
Offload medical waste?	Yes. Price on application
Offload wooden pallets?	Yes. Price on application
Offload engine metal & desk waste:	Yes. Price on application
Fresh water available at the quay?	Yes. 2.5" BSRT Connection
Is bunkering of heavy fuel oil possible?	Yes, via Portland Bunkering UK Limited (PBUK)
Is there a cherry picker available?	Yes. 28m boom can be supplied upon request. Charges apply.
Is there a crane available?	Yes. 100T mobile crane can be supplied upon request. Charges apply.
Telehandler/forklift/flatbed available?	Can be supplied upon request. Charges apply.
Security zone around the vessel on the pier side	Yes, blocked from public access
Baggage screening available in the terminal?	Yes
Stores screened by the port facility.	Yes
Are explosive detection canines available?	On request

Upon arrival of every cruise ship, there is a Welcome Team on the quayside to help answer any questions that passengers may have, a tourist information point with complimentary leaflets for the area which includes a shuttle bus service map, showing the drop off locations and layout of Weymouth.

Is dockside landside security?	Yes
Security personnel at each point of access?	Yes
Available dockside security guards	5+ (as required) Access control gate and on the quay
Checked for guest/crew ID cards?	Yes
Metal detection and x-ray equipment?	Yes

Passengers and crew are subject to a hand- luggage search, conducted by local security before re-boarding the vessel on quay area, to ISPS level. We do not carry out 100% screening unless required under the ISPS code.

Is free wi-fi available in the port?	Yes, in the cruise terminal
What is the local currency?	British pounds (£)
Opening hours for the local shops?	9am – 5pm Monday to Saturday and 10am – 4pm Sunday (limited number will be open). Banks will be closed for all major national public holidays. Most local shops will be closed on Christmas Day and New Year's Day.

Nearest Convenience Store Less than a 5-minute walk from the entrance of the port.

Are bicycles allowed to be taken on shore? Yes. Prior approval needed as will need security escort.

Free Shuttle Buses provided by the Port? Yes

Shuttle Bus Capacity? 60 pax. The number buses will depend on guest/crew count.

The first stop:

The second stop:

The journey time:

Portland Castle, there are several scenic and historic attractions that can be easily walked to. The walking distance from Portland Castle to Weymouth town centre is 4.2 miles / 6.76 Km. Weymouth. Spring Road, which is short walk from Hope Square and Weymouth's Old Harbour. The walking distance from the Weymouth service drop, to the town centre is 0.5 miles / 0.8 Km. Approximately 15 minutes each way. The shuttle buses will continue for the length of the ships stay. Guests can expect shuttle buses every 30 minutes into the port.



