PORT OTAGO

Terms and Conditions

Port Otago Independent Tours: Rules and Regulations

The New Zealand Maritime Security Act 2004 and associated regulations require all those entering ports that service international shipping to work within set rules.

Cruise ship access requirements for Port Otago facilities at **Port Chalmers and Dunedin** are outlined below.

We all value a smooth and efficient pick-up/drop-off of passengers, so please read the following carefully to ensure a successful cruise season.

1) **All operators seeking access into the cruise terminals and wharves for the cruise season must complete a two-stage registration process. Taxi companies who do not require access to the cruise terminals are exempt from this process. Refer to Independent Tour how to guide for more information.**
   a) Complete the Port Otago Online Induction System
      i) To sign up to the system you must access the enrolment key application through the Port Otago website. If you have an enrolment key from last season **you do not have to register for a new enrolment key,** you will be able to log in through the same access to complete the new inductions.
      ii) All employees accessing Port Otago's sites must then undertake all appropriate site inductions in the system.
      iii) At least one member of any new organisation for the 26/27 season must attend an annual site visit – please contact cruise@portotago.co.nz for dates.
   b) Register using Port Otago's Tour Operators' Booking System.
      Registration requires:
      i) Company name, trading name, contact details (phone numbers and email address)
      ii) Tour operator type and product offered
      iii) Proof of appropriate licences
      iv) Copy of public liability insurance
      v) Copy of motor vehicle insurance (if applicable)
      vi) Signed copy of the Cruise Joint Operating Plan
      vii) Each driver and tour guide's full given name and identification number

2) **All persons entering the port area must provide proof of identification**
   a) A valid Port Otago ID card, driver's licence or passport
      - All IDs must be tamper-proof
   b) Temporary driver's licences/expired IDs are NOT acceptable

c) Persons not within the Tour Operators' Booking System, Authorised Access List or Ship's Visitors List will not be permitted entry.

3) **Pre-booked independent tours**

For each pre-booked tour, a "pick-up booking" must be advised to Port Otago via the Tour Operators' Booking System. Information required for each pick-up booking includes: the drivers' and guides' names, tour group number, pick-up time and (if possible) passenger names.

a) Port Security must be advised via the booking system – by 0500 day of ship arrival.
b) Receipt of above information outside these times may result in port entry being denied.

4) **Private operators without pre-arranged tours/customers**

You will not be allowed into the Cruise Terminal, unless arranged through the isite and the condition of arrival of Clause 1 is complied with. Operators waiting for notification from I-Site are not permitted to park on Port Otago property.

5) **Official cruise ship contracted vehicles**

Only vehicles contracted to the cruise ship and its representatives are allowed onto the wharf 30 minutes prior to uplift and set down of passengers or crew.

a) All such tours must be notified to cruise staff before ship's arrival and have the tour number clearly displayed on the vehicle(s).
b) All drivers'/guides' names must be provided to cruise staff as per Clause 1.
c) Drivers must abide by Port Otago traffic management rules, including sticking to the 20kmph speed limit and stopping at all compulsory stops.

6) **Arrival/departure times for independent operators**

Buses/tour operators' vehicles arriving to pick up passengers at a scheduled departure time should not be earlier than 15 minutes before scheduled pick-up time. All operators' vehicles should wait in the designated independent tour area.

a) All operators must depart the designated area once they have picked up their assigned customers, or at their time of agreed departure.
b) All passengers must be collected from inside the Cruise Terminal and safely guided to the independent tour operator's vehicle.
c) On return, the independent tour operator must ensure passengers return safely inside the Cruise Terminal. If passengers wish to visit Port Chalmers shops, we recommend you drop them at the top of the main street.
d) Operators must not have any other passengers in their vehicles other than authorised and inducted staff e.g. family members or tourists outside of cruise passengers.

7) Parking in designated areas

Independent tour operators, taxis and other authorised vehicles parking outside the Cruise Terminal, in A-Shed or in any designated areas must ensure they comply with the following rules:

a) Must have a branded vehicle or a sign in window clearly displaying company name
b) Must have a Port Otago authorised vehicle sticker (excluding taxis and ubers)
c) Must abide by 5kmph speed limit
d) Always ensure the safety of passengers – watch out for other vehicles, passengers and trains moving in this area
e) Taxis can only park in the designated taxi area
f) Rental cars – there is no designated area for rental cars to be parked outside the Cruise Terminal area. However, with permission from the Cruise Manager, one authorised vehicle may park in the taxi area and shuttle passengers to the rental car park.

8) **Taxis/Ubers**

Only taxis authorised by Port Otago, and the shipping agent will be allowed access to the wharf. No individual taxi/uber driver requests will be accepted. Access onto the wharf to drop off passengers will only be allowed if they have completed the appropriate access requirements and are on the Authorised Access List.

9) **All drivers**

Must stop at all stop signs and flashing lights, both inside and outside the port area.

10) Dress code & behaviour

All operators entering the terminal should be mindful of appropriate standards of dress befitting the customer service nature of the role.

High Visibility clothing must be always worn while operating in the vehicle parking areas or the terminal. Orange high vis is designated to Port Otago staff only and cannot be worn by any tour operator or contractor.

All operators must adhere to the standards that our kaimahi uphold, always treating each other with respect. Failure to do so will result in exclusion from site.

11) Searching of bags and vehicles

As a condition of entry to Port Otago wharf areas, your vehicle or any bags you are carrying may be subject to a random search by security staff. Failure to comply with this request will result in entry being denied.

12) Active private retailing is not permitted on Port Otago property

a) Operators without authorisation found retailing on Port Otago property will have their entry rights revoked for that day. Repeat offenders may be issued trespass orders and banned for the remainder of the season.
b) All operators must conduct the business as advised to security as reason for entry to the port (i.e. taxi, private operator, tour agent, etc.) You cannot change from one business operation to another.

13) Legislative enforcement

a) Port Otago gives New Zealand Transport Authority (NZTA) and New Zealand Police access to site to complete vehicle and licencing checks at random.
b) All operators are obliged to follow instruction from NZTA and NZ Police at all times.
c) Port Otago provides a list of operators to NZTA annually for the purpose of compliance.
d) Port Otago has the right to share information with regulatory agencies if requested as part of an investigation.

14) Port Otago Cruise contacts

Carolyn Bennett Sustainability & Cruise Manager 021 913 035	Kerri McIvor PFSO/Security Manager 021 706 417	Cruise Coordinator 021 947 984