



Terms and Conditions

Port Otago Private 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 Private Tour how to guide for more information.**
 - a) Complete Port Otago's contractor pre-qual. For cruise this has been split into two categories outlined below. Please email cruise@portotago.co.nz to advise which category you fit into. You will then receive an email with a link to the appropriate pre-qual
 - i) Require access to the wharf in a vehicle
 - (1) You must choose this option even if you are only going to access the wharf for one ship of the season
 - ii) Do NOT require access to the wharf in a vehicle
 - (1) Be aware that you will not have vehicle access to the wharf at any time during the season but can park behind the cruise terminal and access the cruise terminal on foot.
 - 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) Each driver and tour guide's full name and identification number
 - 2) **All persons entering the port area must provide proof of identification**
 - a) A valid driver's licence or other approved government-issued ID
 - 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.
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3) **Pre-booked private 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 I-Site 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 Port Security before ship’s arrival and have the tour number clearly displayed on the vehicle(s).
- b) All drivers’/guides’ names must be provided to Port Otago Security 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 private 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 outside the Cruise Terminal in the designated 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 pick-ups for private tour operators will be from outside Door 2 of the Cruise Terminal on Beach Street (unless this changes for specific operational reasons or security staff direct otherwise).
- c) All passengers must be collected from inside the Cruise Terminal and safely guided to the private tour operator’s vehicle through Door 2.
- d) On return, the private tour operator must ensure passengers return safely back through Door 2 of the Cruise Terminal. All passengers must enter through Door 2, even if wanting to head up the street. This rule is in place for their safety.

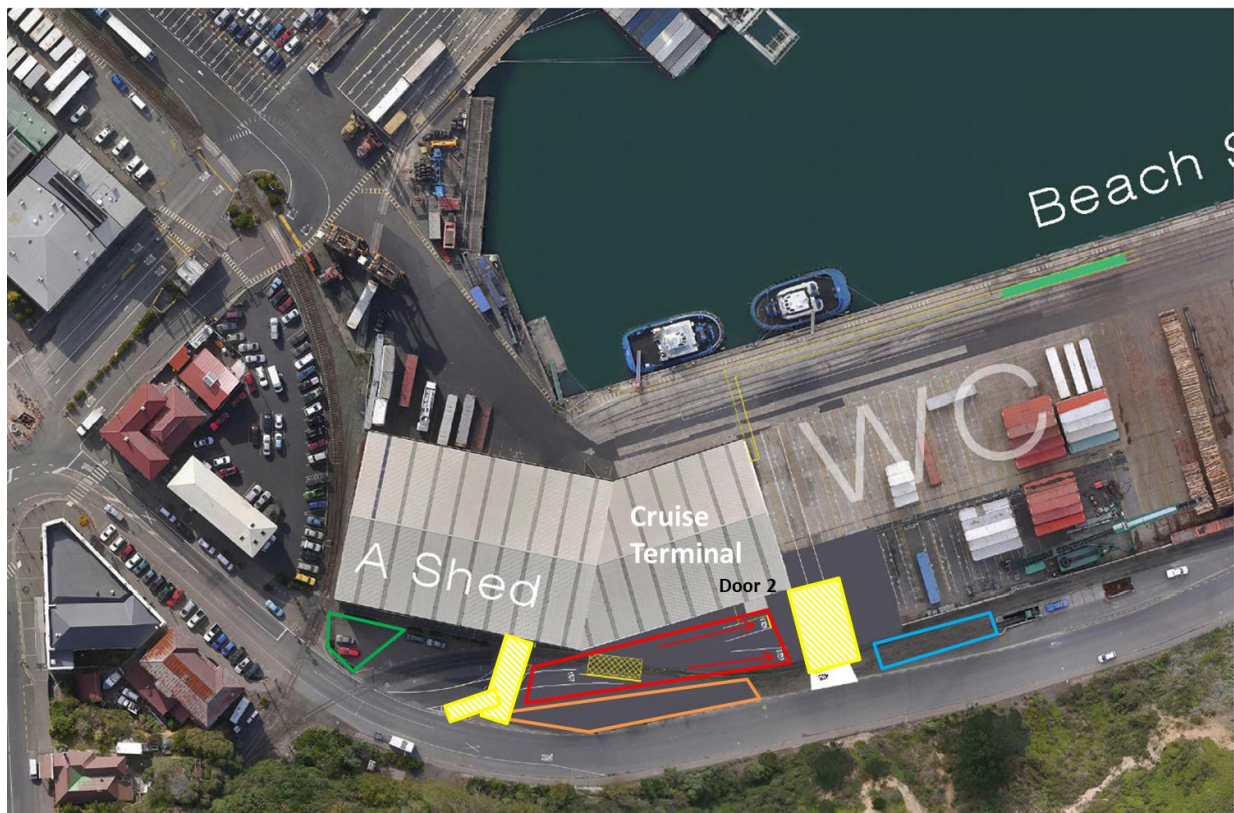
7) **Parking in designated area**

Private tour operators, taxis and other authorised vehicles parking outside the Cruise Terminal in the designated area must ensure they comply with the following rules:

- a) Must have a branded vehicle or a sign in window clearly displaying company name



- b) Vehicles must display authorised vehicle sticker provided by Port Otago
- c) Must abide by 5kmph speed limit
- d) Ensure the safety of their passengers at all times – watch out for other vehicles, passengers and trains moving in this area
- e) Vans and small buses must park in the painted carparks
- f) Buses parking in the designated bus area must have a driver remain in the bus at all times, so it can be moved if required
- g) Taxis can only park in the designated taxi area
- h) 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.
- i) No vehicles are to park blocking the area entering A Shed, where trucks move in and out.



- ▬ Taxis
- ▬ Buses
- ▭ Keep Clear at all times
- ▬ Vans/Small Buses
- ▬ Shipping Agents/Govt. Officials/IDNZ

8) Taxis

Only taxis authorised by Port Otago and the shipping agent will be allowed access to the wharf. No individual taxi 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

All operators entering the terminal should be mindful of appropriate standards of dress befitting the customer service nature of the role. *At no time is it permissible for any operator to wear orange coloured clothing.*

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) Port Otago Cruise contacts

Carolyn Bennett	Kerri McIvor	Cruise Coordinator
Sustainability & Cruise Manager	PFSO/Security Manager	021 947 984
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