

1.0 Purpose:

The purpose of this document is to ensure effective processes are in place for the timely co-ordination of bookings for vessels seeking to interface with the Nassau Cruise Port facility.

2.0 Responsibility:

The Operations Manager is responsible for ensuring that the following procedures are complied with.

3.0 Procedures:

➤ Cruise Liner Bookings:

- Cruise lines or cruise agents are required to send cruise liner calls requests up to 24 months in advance to the Operations Department (Operations) via email.
- Cruise lines or cruise agents can request cruise liner calls up to 5 years in advance by utilizing a Minimum Revenue Guarantee (MRG) specified in the Nassau Cruise Port Cruise Berthing Policy.
- Operations must check the berth availability for each request sent in the Operations Cruise Call Calendar; priority will be given to requests made under the MRG agreement.
- Operations must respond via email to the cruise line or cruise agent.
- If the berth is available for booking, Operations must request the cruise line or agent for confirmation.
- If the berth is unavailable for booking, Operations must provide alternative dates near the requested date.
- Cruise line or agent will confirm the call or reject the booking.
- If confirmed, the call is inputted in the Operations Cruise Call Calendar and an email confirmation is sent to the cruise line and agent.

➤ Yacht Bookings:

- Yacht captains or yacht agents are required to send docking requests in advance to Operations via email.

- Operations must notify the captain or agent via email of the operational rules for utilizing the facility. These include:
 - Access restrictions
 - Dock specifications
 - Yacht cancelation policy
 - Upon the yacht captain or agents' agreement with all the operational rules, Operations must check dockage availability based on the yacht specifications.
 - If dockage is available, Operations must request the captain or agent for confirmation.
 - If dockage is unavailable, Operations must provide alternative dates near the requested date.
 - Captain or agent will confirm the visit or reject the booking.
 - If confirmed, the visit is inputted in the Operations Yacht Booking Calendar and an email confirmation is sent to the yacht captain and/or agent.
- **Tour Boat Bookings:**
- Tour companies are required to send their water tour schedules bi-weekly to the Operations team via email.
 - Operations gathers the proposed schedules and inputs the schedules into the Master Tour Schedule.
 - If there are amendments needed to be made to tour times, Operations must notify the tour companies and cruise lines via email.
 - In the event of changes to planned water tours, tour companies are required to notify Operations at the earliest.
 - Operations must circulate the Master Tour Schedule to all cruise lines, tour companies and NCPL Security.