



**Orkney Harbours**



# **CRUISE SHIP BOOKING AND CONFIRMATION POLICY**

As of 1<sup>st</sup> August 2023

## 1.0 Berthing Objective

The objective of the Cruise Ship Booking and Confirmation Policy is to provide well-defined, transparent, and non-discriminatory guidelines for the allocation of berths at Orkney Harbours, based on vessel prenotification, arrival and administrative compliances.

The Cruise Ship Booking and Confirmation Policy will be classed as applicable from the date of the final draft shown above and Orkney Harbours reserves the right to modify as required with further versions.

Accordingly, the policy below sets out the objective criteria upon which the cruise booking system will be administered.

## 2.0 Cruise Season

For sake of ease and good order it will be defined that a Cruise Season will run from 1<sup>st</sup> January until 31<sup>st</sup> December in any given calendar year.

## 3.0 Berth and Anchorage Booking Procedure

New reservation requests will be entered directly on our booking system by Port Agents or by Orkney Harbours designated staff.

Orkney Harbours will accept bookings on a First Come, First Served (FCFS) basis and will accept or reject a booking and assign a berth at the time of acceptance.

To ensure fairness, transparency and good business practices, Orkney Harbours will not tolerate or accept the practice of an individual cruise line making call requests for the same ship within a four-day period, on the same itinerary, unless with prior agreement and acceptance from Orkney Harbours. This only applies to Hatston Pier and Kirkwall Bay anchorage.

## 4.0 Berth and Anchorages Allocation Procedure

Berth allocations are made by Orkney Harbours based on nautical, operational, and commercial aspects. Cruise Lines do not have a right to claim a specific berth.

Orkney Harbours will be able to confirm berths to the following locations:

Hatston Pier	The main cruise berth with a total length of 385m
Hatston RoRo	The ferry berth available to acceptable vessels out with ferry operations
Kirkwall North Pier	Ideal for smaller vessels, close to town centre
Kirkwall Bay Anchorage	Vessels tender into Kirkwall Basin

Other locations under Orkney Harbours jurisdiction will be allocated on an individual basis.

Note: The size of each berth determines if a ship can be allocated to the berth.

## 5.0 Berthing Criteria

For the purposes of this policy the sizes of cruise liners calling at Orkney berths and anchorages have been categorised into 5 categories based on maximum passenger capacity as per below:

Category 1	Up to 500 passengers maximum capacity
Category 2	501 to 1,500 passengers maximum capacity
Category 3	1,501 to 2,500 passengers maximum capacity
Category 4	2,501 to 5,000 passengers maximum capacity
Category 5	Above 5,000 passengers maximum capacity

The below table covers the cruise bookings at Hatston Pier and RoRo, Kirkwall North Pier and Kirkwall Bay Anchorage. Hatston Pier is the primary berth allocation, and the category of vessel accepted there is the driver for what can be accepted at the other berths below.

The maximum TOTAL for Hatston Pier and Kirkwall Bay Anchorage should not exceed a category sum of 5.

Berth	Maximum Length of vessel	Category of Vessel	Category of Vessel	Category of Vessel	Category of Vessel	Category of Vessel
Hatston Pier	345m	5	4	3	2	1
Kirkwall Anchorage	N/A	0	1	2	3	3
Berths below excluded from Category Sum						
Kirkwall North Pier	124m	1	1	1	1	1
Hatston Pier RoRo	131m	0	1	1	1	1

## 6.0 Further Policies

6.1 On days on which special events are held within the islands (i.e., County Show) special rules may apply for the allocation of a specific berth and vessels may be denied a berth on these dates.

6.2 The Harbour Master may, for safety and security reasons, impose upon arrival, a berth other than the one assigned to a vessel, no claim from the cruise lines or ship agents regarding the final adjudication for berth assignment will be considered by the Harbour Master or Port.

6.3 The normal shoreside operation times for the cruise reception facilities will work between 0830hrs and 1800hrs on each cruise day. Bookings for vessels prior and after these times must be aware that some services will not be available.

6.4 Vessels already booked can only be substituted by another vessel of the same line with identical characteristics (LOA, Draft, Max PAX). If these differ by more than 5% then the booking will be regarded as a new request.

6.5 All laws and regulations in force at Orkney Harbours shall remain applicable for what is not specified in this policy.

## 7.0 Cancellation charges

Orkney Harbours reserves the right to apply cancellation charges in addition to those that are incurred for services supplied for cruise liners that have confirmed bookings at Hatston Pier and Kirkwall Anchorage. The maximum charges to be applied will be as below:

If a cancellation notice from a cruise liner is received within 24 hours of expected arrival date, then the cancellation charges will be 50% of the occupation charges for the vessel for the booked call.

If a cancellation notice from a cruise liner is received between 24 hours and 7 days of the expected arrival date, then the cancellation charge will be 20% of the occupation charges for the vessel for the booked call.

If a cancellation notice from a cruise liner is received between 7 and 30 days of the expected arrival date, then the cancellation charge will be 10% of the occupation charges for the vessel for the booked call.

Occupation charges will equal a share of the charges for berth occupancy and contracted services arranged by Orkney Harbours.

Cancellations or changes resulting from severe weather, acts of God, or force majeure will be considered on a case-by-case basis.