



Cruise Gate Hamburg GmbH: Cruise Ship Berthing Booking and Confirmation Process

Preparation date: Jan, 01st 2019

Berthing Objective

The objective of the Berthing Booking and Confirmation Process for Cruise vessels is to provide well-defined, transparent and non-discriminatory guidelines for the allocation of berths at the Port of Hamburg, based on vessel prenotification, arrival and administrative compliances. The Berthing Policy is applicable since 2015; Cruise Gate Hamburg reserves itself the right to modify it each year.

A first amendment has been introduced by January 2019 regarding the preferential berthing rights, as described below.

Berth Booking Procedure:

New reservation requests must be sent by email to operations@cgh.hamburg.de two calendar years in advance by each cruise line /or port agent.

All call requests will be confirmed (without allocating a specific berth) after availability of a free berth has been checked and a detailed schedule has been arranged.

The allocation of the specific berth will be announced only by April 30th for the following year.

Berth Allocation Procedure:

Cruise Gate Hamburg can confirm a berth to the following facilities

- **Cruise Center HafenCity**
best suitable for smaller and medium sized ships, in transit and partial turnaround
- **Cruise Center Altona**
medium sized ships best suitable for transit and turn-around and ships that may take shore power
- **Cruise Center Steinwerder**
no limit in ship size, best suitable for turn-around
- **Überseebrücke and commercial piers**
used for very small ships or special occasions if all other berths are occupied.

Note: The size of each berth determines if a ship can be allocated to the berth or not. However, the preference of the type of call for each berth is a preference only and represents no general restriction.

Berth allocation is made by Cruise Gate Hamburg based on nautical, operational and commercial aspects. Cruise Lines do not have a right to claim a specific berth.

¹ Please note the dates regarding the booking procedure are still subject to discussion.



Berthing Criteria:

In case of multiple booking for the same date and berth in Hamburg, priority will be given according to the following criteria:

- Vessel size and maximum passenger capacity (registered lower berth capacity)
- Frequency of calls of the specific vessel
- Number of passengers in turnaround

In instances where there is uncertainty due to two or more vessels from the same categories calling on the same day, the ships with better environment-friendly settings (according to the ESI- Environmental Ship Index values, see <http://www.environmentalshipindex.org>) shall encounter preferential treatment.

Preferential berth privileges:

Preferential Berth Privileges shall mean a first right and preference for vessels of a cruise line over any other vessel requesting berthing rights for a specific day at one of the terminals.

Berthing preferences are clearly defined within the framework of a long-term agreement contract between Cruise Lines and Cruise Gate Hamburg.

Within a long-term agreement of at least 5 years, berthing preferences will be linked to annually guaranteed passenger movements.

All other requests will be served according to the usual guidelines as stated in the Berthing Policy.

Further Policies:

- If a ship already confirmed is substituted by another ship of the same cruise line but of different characteristic (i.e. less GRT, less passengers or weakening in deployment type), the reservation is still valid, but the specific berth may be changed.
- On special events i.e. Hamburg Hafengeburtstag (port anniversary), Hamburg Cruise Days etc. special rules may apply for the allocation of a specific berth.
- To ensure fairness, transparency and good business practices, Cruise Gate Hamburg will not tolerate or accept the practice of an individual cruise line making call requests simultaneously to two or more ports for the same ship for the same date.
- Depending on weather conditions and / or traffic regulations, the Harbormaster may, for safety and security reasons, impose to the cruise ship, upon arrival, another berth or a berth at dolphins than the one assigned and where it is not ensured that passengers can leave the cruise vessel. Under these circumstances, no claim from the cruise lines or ship agents regarding the final adjudication for pier assignment will be considered by the Harbormaster and Cruise Gate Hamburg.
- All laws and regulations in force at Port of Hamburg shall remain applicable for that is not specified in this regulation.