

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

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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 will be applicable from 2015 on; Cruise Gate Hamburg reserves itself the right to modify it each year.

Berth Booking Procedure:

1. New reservation requests must be sent by email to operations@cgh.hamburg.de two calendar years in advance by each cruise line /or ship agent and received by Cruise Gate Hamburg by November 30th the latest.¹
2. 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.
3. The allocation of the specific berth will be announced by April 30th for the following year.
4. Call requests received after the deadline will be considered and processed by the Cruise Gate Hamburg, if a suitable berth is available. However they will be confirmed (or denied) only **AFTER** the reservations for ships received before the deadline have been processed (confirmed or denied) based on the berthing criteria detailed below.

Berth Allocation Procedure:

Cruise Gate Hamburg can confirm a berth to the following facilities:

- **CCI – Hafencity: best suitable for transit and partial turnaround passengers**
Grasbrook East: max. draught 9.40m (at any time), up to 11,50m (depending on tide)
Grasbrook West: max. draught 9.40m (at any time), 11.50m (depending on tide)
- **CCII - Altona: best suitable for transit and turn-around passengers – mainly up to 2,500 passengers capacity**
max. length 300 m, max. width: 32.30 m, max. draught 10.00m (at any time)
- **CCIII – Kronprinzenkai: best suitable for turn-around passengers – mainly starting from 2,500 passengers capacity per ship call**
max. length 350 m, max. width: not limited, max. draught 12.10m (at any time), 13.00m (depending on tide)

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.

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 2 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.

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, 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.
- All laws and regulations in force at Port of Hamburg shall remain applicable for that is not specified in this regulation.

Loyalty Berthing Clause:

Berthing preference consisting in the booking possibility for a certain day for the duration of 3 (three) years will be awarded to ships based upon historical deployment/utilization at the Port of Hamburg, provided that they fulfill following conditions:

- Deployments of current 7 day turnaround voyages,
- A number of at least 40 calls per ship p.a.,
- Average capacity of more than 3,000 passengers per call

Note: the preferred berthing shall be granted to single ships complying with the stipulated conditions and not the entire fleet of the tenant brand.