

Worldwide Cruise Terminals Service Pledges 2018

General

1. To accord safe and efficient terminal services to line personnel and their representatives, guests, crew and vendors.

Operation of the cruise terminal

For both turnaround and transit calls

2. To seek relevant parties, including government departments, cruise lines, travel agents and ground handlers, to ensure smooth passenger and vehicular flows within the cruise terminal.

3. To attach a passenger boarding bridge (PBB) to both the ship and the concourse for both transit and turnaround calls within 45 minutes (maiden call) and within 25 minutes (subsequent calls), once the ship is made fast and dependent upon favorable weather and mechanical conditions and good and safe accommodation between the PBB and the vessel.

For transit calls

4. Time for any individual disembarking transit call passenger to traverse the distance from concourse to kerbside within 20minutes >90% of the time, for calls on which immigration clearance is conducted at sea under normal operating conditions.

5. Time for any individual disembarking transit call passenger to traverse the distance from after immigration clearance to kerbside within 15minutes >90% of the time, for calls on which immigration clearance is conducted at terminal under normal operating conditions.

6. Time for any individual embarking transit call passenger to traverse the distance from kerbside to security within 25minutes >90% of the time based upon regular guest arrival patterns.

For turnaround calls

7. To coordinate with the cruise line, vessel and / or its port agent so that they have the ability to move a piece of luggage from the designated coach bay to x-ray screening in 5 minutes during turnaround calls.

8. To coordinate with the cruise line, vessel and / or its port agent so that they have the ability to move a luggage cage from the baggage through area after x-ray screening to the ship shell door (excluding screening process) within 15minutes during turnaround calls.

9. To coordinate with the cruise line, vessel and / or its port agent so that during turnaround calls, they have the ability to transport and place up to 2,000 pieces of baggage at the designated baggage hall per ship per hour, for collection by passengers during disembarkation after baggage discharge has commenced.

Health, Safety and Environmental

10. To maintain a safe facility and workplace, observe all relevant safety regulations, and strive for a safe and accident-free workplace.

11. To maintain a clean facility and workplace, observe all public health and environmental regulations.

12. To investigate and prepare an initial report for any incidents involving injury within one week of the incident being brought to WCT's attention, to be followed by a full report within one month. All reports to be maintained on file for at least three years.

Others

13. To engage the tourism trade and industry periodically with a view to continuously improve the service.

14. To acknowledge 95% of phone / fax / email enquiries within two working days of receipt.

15. The service pledges have been complied with in the year before.

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