

## FAQ Antwerp Cruise Terminal Version 1.1

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### General

#### What is the assigned berth?

The assigned berth is the **Antwerp Cruise Terminal** (BEANR-0514).

Gps position: 51.2239N, 4.3972E

There is only 1 berth, as cruise ships are received only one at a time.

#### What are the characteristics of the mooring facility?

The passenger terminal is partly integrated within the oldest building in Antwerp.

Ships are moored on a purpose built floating pontoon with a connection to the main terminal building. The mooring pontoon has following characteristics:

- **Height above the water:** 1.00m
- **BOA:** 9.00m
- **LOA:** 360.00m
- **Fendering:** 21 Trelleborg fenders (1.50m horizontal distance between ship and Quay).
- **Bollards:** 21 bollards with a maximum of **80 ton per bollard**, 2 mooring lines per bollard.

An overview plan will be available on our website: [www.antwerpcityport.be](http://www.antwerpcityport.be)

#### What are the maximum characteristics of vessels calling at the Antwerp Cruise Terminal?

Due to restrictions set by the joint nautical authority on the river Scheldt (VTS-Scheldt: <https://www.vts-scheldt.net/>) following restrictions apply:

- **Maximum vessel length:** 265.0m
- **Maximum vessel beam:** 35.0m
- **Maximum draft:** 8.0m

### Security - ISPS

#### Is the access to the terminal restricted?

Yes, the access is restricted.

Passengers and crew can access the terminal using their ships id.

Any visitor to the ship or terminal (ship's agent, service engineers, friends and family, deliveries etc.) must fill in an online registration form at least 48hrs in advance

<https://eloket.antwerpen.be/nl/aanvraag/vooraanmelding-cruiseterminal-antwerpen>

Without a valid registration, access to the terminal and ship will be denied.

#### What will be the inclination of the access bridges, at high/low tide?

The inclination of the access bridges will reach a maximum of 10°.

The Cruise Terminal is fully accessible to persons with restricted mobility.

#### Are tug boats compulsory/available?

Depending on the LOA of the cruiseship, tug boats are compulsory. Please refer to the joint announcement of the joint nautical authority (VTS-Scheldt: <https://www.vts-scheldt.net/>) "*Gezamenlijke Bekendmaking 01-2017*".

#### Is the pontoon accessible by cherry pickers/forklift/truck/...?

All vehicles accessing the pontoon must have a **weight below 3.5mt**.

Trucks weighing more than 3.5mt can go only until the entrance of the northern bridge.

To access the pontoon itself, there is a height restriction of 2.90m to any vehicles.

### Facilities

#### What are the loading/unloading facilities?

The maximum load on the pontoon is **3.5mt**.

No cranes are present at the cruise terminal. Special requests for cranes must be made by your agent, as a public domain permit will be necessary.

#### What are the garbage collection facilities?

Garbage can be collected by van (max 3.5mt) as containers cannot be brought by the ships side.

As the cruise terminal lies in the city center; garbage cannot be stored temporarily on the pontoon and needs to be removed directly.

Garbage barge can be organised by the ships agent.

#### What are the freshwater facilities?

There is 1 freshwater connection (standpipe) on the pontoon, managed by 'Water-link'.

The minimum guaranteed flow rate is 12m<sup>3</sup>/h.

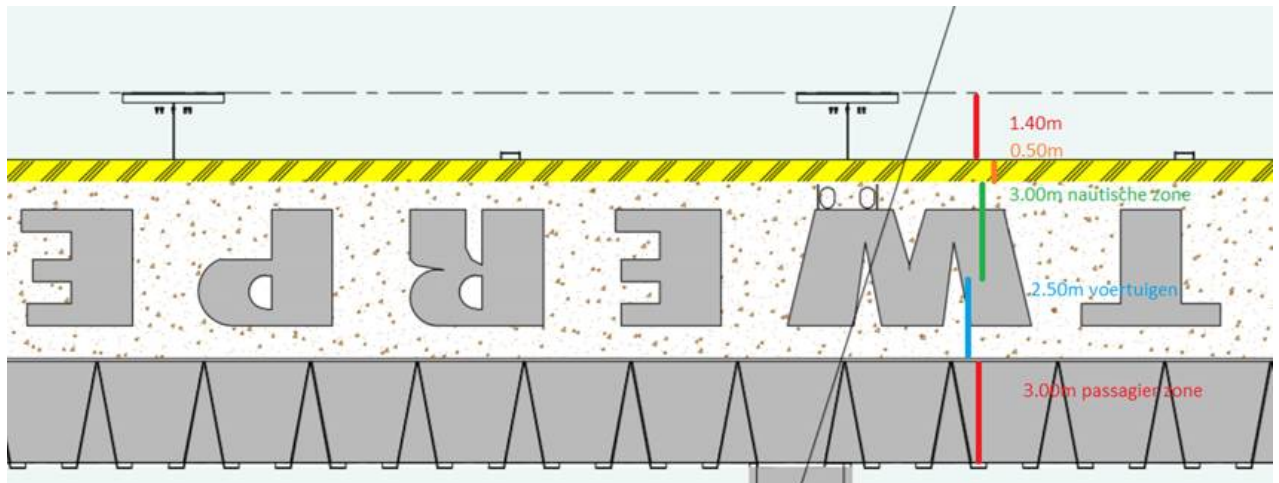
#### Is there a shore side gangway available?

The floating pontoon has been built to allow ships to use their own gangway in optimal conditions. There is **no shore side gangway** available.

The ships gangway must be landed within 3.0m of the extremity of the pontoon, as parallel as practical with the ship's side, to allow for sufficient space for passengers and services on the pontoon.

#### Stadshaven Antwerpen

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### What are the fuel bunkering facilities?

Fuel bunkering is permitted by barge only.

## Maintenance of the ship

### What are the permissions for maintenance on and around the ship while moored?

Please note however that the competence for issuing permissions is at the 'Vlaamse Waterweg nv'.

- **Lowering of lifeboats:** allowed above the waterline. Please fill in the form in order to make an official request : <https://eloket.antwerpen.be/nl/aanvraag/permission-request-for-lifeboat-testing>
- **Window and hull washing:** fresh water rinsing only. There are no exceptions for environmentally friendly products or chemicals.
- **Hot work:** External hot work is forbidden. Permissions for internal hot work are to be requested via this form: <https://eloket.antwerpen.be/nl/aanvraag/onderhouds-en-herstellingswerken-stadshaven>. **At this moment however, the city has no competence for issuing permissions on this matter. For this reason, no permissions for hot work will be issued.**
- **Drills:** Drills are to be notified via this form: <https://eloket.antwerpen.be/nl/aanvraag/notice-for-drills-and-exercises>
- **Paint raft:** forbidden.
- **Discharge of any kind, including processed wastewater (permeate):** forbidden.

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## Passenger related

### Can the passengers move freely on and around the pontoon?

No, there is a designated and roofed walking zone on the pontoon.

### Will there be immigration control and customs?

Passengers and luggage may need to go through the border and immigration control, meaning they will need to be in possession of their Passports or European Ideas.

Moreover, it is a legal requirement to carry a valid ID in Belgium, being either a passport or a European ID card.

### How/where can passenger luggage be stored? (Turnarounds only)

A weatherproof luggage handling zone is accommodated, under the hangar.

### What are the facilities for excursion busses?

There is parking for busses just outside of the terminal, with a capacity for 8 buses. A bypass (directly from the ship to the parking) is arranged for passengers.

Nevertheless, when returning to the ship, all passengers must go through the terminal to pass the security area.

## Other questions

### Is there also an extra fee for a turnaround call?

Yes there is a turnaround fee, to cover for the extra expenses (mobile scanning devices, extra security, logistics, etc).

### What are the (emergency) contact phone numbers?

- Terminal (PFSO): +32 3 338 95 51
- Emergency services (fire/police/ambulance): 112
- Port Authority: Antwerp City Port on VHF 23 or +32 3 338 93 14
- For any other relevant information, please visit:  
<https://www.antwerpen.be/nl/overzicht/stadshaven>

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## COVID-19

### What are the special measures in place regarding COVID-19?

The Antwerp Cruise Terminal follows the advice from the federal government. For the current measures that are in place in Belgium, please visit <https://www.info-coronavirus.be/en/> where you will find the latest updates.

Social distancing is mandatory within the terminal and disinfectant dispensers are available at strategic locations.

Most of the terminal has a one way circulation and security guards will manage crowds at the entrance.

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