

Management of Cruise Calls

Requirements:

Ship:

- Passengers and Crew are vaccinated with a vaccine that is approved by the WHO and are in compliance with Cayman's Public Health guidelines as agreed between them and the cruise lines. <https://www.explore.gov.ky/government-covid19-policies>
- Ship to submit its Pre-Arrival Notice and Maritime Declaration of Health by email after leaving the Port prior to its call to the Cayman Islands. If there are any changes to the information sent on the Manifest, or Maritime Declaration of Health between when it was first sent and the vessel's actual arrival in Cayman, those changes must be notified via email to the Ship's Agent and the Cayman Authorities. The following are the three email addresses: boddenshipping@BoddenHoldings.com , pfso@caymanport.com , icm@gov.ky and derrick.williams@gov.ky (Public Health). This will enable the granting of pre-clearance by Customs and Border Control and the ship can commence transferring passengers ashore on its arrival. Formal clearance will occur at CBC's office on the terminal.
- Submit via email to cruise@caymanport.com, a list of the shore excursions booked, the numbers of guests booked for each excursion, the operators those excursions are booked with, the scheduled time of departure for each excursion, the number of passengers with internet bookings, the time of the excursion and with which operator.
- Organize the pre-booked guests by tour and time of departure time on the vessel and dispatch them together on the tender to the pier. This will enable to smooth flow of traffic on the terminal.
- Cruise ships may load two tenders simultaneously shipside as we have pier space for both at the terminal.
- For the return of passengers to the vessel, we ask that you load two tenders at the pier simultaneously as this will assist in keeping the crowds on the terminal to a minimum and the queues moving.
- Once the vast majority of the guests with pre-booked and internet bookings have been dispatched on tenders to shore, you may dispatch the remaining guests; those guests who wish to purchase excursions onshore and those who just wish to explore the shops and the town. Please have your Shore Excursion Manager on the Terminal notify the Taxi Dispatch Supervisor, PFSO, or other PACI staff member that one of them has assigned as the Shore Excursion Manager's Liaison, when you have commenced the dispatch of the non-prebooked guests.
- Guests to be informed that they are required to wear face masks whilst on the terminal, in public transportation and at enclosed venues as per Public Health Regulations.
- We ask the cruise lines security to load two tenders simultaneously rather than one tender at a time for the return journey to the ships in the afternoons when the volumes are high.

Terminal:

- PACI will seek to control the number of guests tendered to the Royal Watler Pier to around a maximum of 1000 persons at a time. All other Piers are a maximum of 500 persons at a time.
- Guests must wear masks whilst on the terminal.
- PACI's staff must be vaccinated or perform a Lateral Flow Test (LFT) each Monday morning in the presence of a Supervisor or Manager prior to cruise operations until further notice. Staff will wear masks and practice safe hygiene policies. Hand sanitizers are available around all facilities.
- PACI will continuously disinfect the restrooms on the facility.
- Hand sanitizers are available throughout the terminal.
- PACI's staff and contracted staff will wear face masks and follow Cayman Public Health Regulations.
- Shops on the terminal are responsible for their own covid protocols and disinfecting of their premises.
- PACI will have one person posted as a liaison with the Ships Shore Excursion Manager. This person will also act as an information officer to assist guests with queries and providing them with directions.
- Only excursion dispatchers for the companies offering excursions will be allowed on the terminal to meet guests. Public Transport Operators will remain with their vehicles in the parking lot.
- Security conducting Access Control functions and Taxi Dispatchers will be provided with the list of Excursion Dispatchers where such list is available. Where a person serves dual roles, their IDs should be updated to reflect that they conduct Dispatching as well, as only Dispatchers will be allowed into the terminal.
- The Excursion Dispatchers will be required to show Security the listing of their tours and the times in order to be allowed access to the terminal to meet the cruise guests to escort them to the respective transportation operators. Excursion companies are encouraged to email the list of tours and the names of their Excursion Dispatchers to cruise@caymanport.com before hand in order to reduce processing time. Excursion Dispatchers and Transportation Operators are required to have valid Port IDs.
- Independent Taxi and Tour Operators Association may have two Customer Service Representatives and the Stingray City Rotation Operators may have four Customer Service Representatives to transact their business on the terminal and escort any customers to the operators in the parking lot. Customer Service Representatives will be allowed onto the terminal when the cruise ship informs Security that they are dispatching guests to tender to the pier who are not Pre-booked, or holding Internet Bookings. The Customer Service Reps for the Independent Taxi and Tour Operators must comply with any and all directions from PACI's Taxi Dispatchers and both groups must conform to all directions given by Port Security. All Customer Service Representatives must have valid Port IDs.
- PACI will organize the returning passengers in the queues on the terminal in an effort to maintain safety distancing and to efficiently move them to the tenders for the return journey to the vessel. We ask the cruise lines to load two tenders simultaneously rather than one tender at a time.

Tender Operators:

- Operators should have their own Covid-19 Policy detailing the steps they have taken to ensure the safety and wellbeing of their guests and the measures they have put in place to maintain such.
- Operators should inform their customers of their policy and hygiene practices and protocols during the safety briefing prior to the commencement of each movement.
- Operator should comply with current Public Health Regulations Please check the latest policy updates at <https://www.explore.gov.ky/government-covid19-policies> and <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>
- Operators must have a valid Port ID.

Excursion Operators:

- Operators to comply with Public Health Regulations relating to COVID. These are posted on <https://www.explore.gov.ky/government-covid19-policies> <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>
- Operators should have their own Covid-19 Policy detailing the steps they have taken to ensure the safety and wellbeing of their guests and the measures they have put in place to maintain such.
- Operators should inform their customers of their policy and hygiene practices and protocols during the briefing prior to the commencement of the excursion.
- Operators should ensure that their vehicles/vessels are disinfected at the conclusion of each excursion.
- Operators must have current Public Transport Licenses.
- Operators and their Drivers must have a valid Port ID.
- Only Excursion Dispatchers for the companies offering excursions will be allowed on the terminal to meet guests. Public Transport Operators Drivers will remain with their vehicles in the parking lot.
- The Excursion Dispatchers will be required to show Security/Taxi Dispatchers the listing of their tours and the times in order to be allowed access to the terminal to meet the cruise guests to escort them to the respective transportation operators. Excursion companies are encouraged to email the list of tours and the names of their excursion dispatchers to cruise@caymanport.com before hand in order to reduce processing time. Excursion Dispatchers and Transportation Operators are required to have valid Port IDs.
- Excursion Dispatchers and Operators must comply with all directions given by PACI's Security and Taxi Dispatchers on the Terminal.
- Vessels and vehicles must be insured for third party liability and carrying all life saving equipment required by Law.

Independent Taxi & Tour & Stingray City Rotation Operators:

- Operators must comply with Public Health Regulations and policies relating to COVID. These are posted on <https://www.explore.gov.ky/government-covid19-policies> and <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>
- Operators should have their own Covid-19 Policy detailing the steps they have taken to ensure the safety and wellbeing of their guests and the measures they have put in place to maintain such.
- Operators should inform their customers of their policy and hygiene practices and protocols during the briefing prior to the commencement of the excursion.
- Operators should ensure that their vehicles/vessels are disinfected at the conclusion of each excursion.
- Independent Taxi and Tour Operators Association may have two Customer Service Representatives and the Stingray City Rotation Operators may have four Customer Service Representatives to transact their business on the terminal and escort any customers to the operators in the parking lot. Customer Service Representatives will be allowed onto the terminal when the cruise ship informs Security that they are dispatching guests to tender to the pier who are not Pre-booked, or holding Internet Bookings. The Customer Service Reps for the Independent Taxi and Tour Operators must comply with any and all directions from PACI's Taxi Dispatchers and both groups must conform to all directions given by Port Security.
- All Customer Service Representatives must have valid Port IDs.
- Operators/Drivers must have current Public Transport Licenses.
- Operators must have a valid Port ID.
- Independent Tour and Taxi Operators and Stingray City Operators and their customer Service Representatives on the Terminal must comply with all directions given by PACI's Security and Taxi Dispatchers.
- Vessels and vehicles must be insured for third party liability and carrying all lifesaving equipment required by Law.
- Independent Taxi & Tour Operators will report to the Taxi Dispatch Centre by 6am on each day there is cruise operations, to draw their numbers for the order of their dispatch on that day. Those arriving thereafter will be added to the back of the line.
- Independent Taxi & Tour Operators will be dispatched from TDC to RWT by PACI's Dispatchers. At the RWT, they will remain with their vehicles and will not be allowed into the terminal. Customers will be brought to them as per their order in the line. The Stingray City Operators will follow similar rules and only their Customer Service Representatives and a Supervisor will be allowed into the terminal to escort customers to the respective operators whose turn it is.

COVID related policies will be changed as government's regulations change.

Port Authority of the Cayman Islands

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