



# Proposed Cruise Liner Passenger Arrangements

## Frequently Asked Questions



## WHY AND WHAT ARE THE CHANGES?

### What are the reasons behind the relocation of the cruise liner disembarkation/embarkation point?

The cruise liner industry has been a significant success story for Guernsey, with disembarking passengers growing from 39,000 in 2009 to over 107,000 in 2014, creating an industry worth an estimated £4.8 million of passenger spend in the Guernsey economy. This growth combined with other operational demands around the disembarkation area at the White Rock and interisland quay has resulted in a need to make alternative arrangements to manage capacity requirements and safety risks, both sea and shore based, for all cruise passengers and the remaining operations in the White Rock and inter-island quay area. If we do not make these changes, Guernsey will need to limit the number of cruise ships visiting the Island which would send out a negative message to the cruise industry.

### How does Guernsey benefit from the cruise liner industry?

The growth of the cruise liner industry over recent years is providing income for numerous local businesses, mainly in the retail and hospitality sectors, who cater for the needs of the passengers, as well as the longer stay visitor economy (currently 2% - 3% of all cruise liner visitors return for a longer stay).

The total economic value of the cruise liner industry is estimated to be £6 million (based on an estimated £4.8 million as a result of an industry average £45 spend per passenger, plus a potential £1.2m in additional value generated by approximately 2.5% of passengers returning for a short break or holiday). By continually improving the visitor experience, the States of Guernsey is confident that the cruise liner industry can contribute even more to the Island and help further strengthen and diversify our economy.

### What are the changes?

The tender disembarkation point will relocate from the White Rock to a purpose built pontoon at the end of the Albert Pier. A temporary pontoon will be used until permanent arrangements are in place. The facility will be a dedicated cruise liner pontoon which will be tidally accessible at all times and will include the walk ashore facility, with separation for more than one cruise liner to operate at a time. On shore changes will be made to manage access on and off the disembarkation point and assist pedestrian flows, this will include:

- the creation of a dedicated pedestrian muster area and a small private vehicle and taxi collection and drop off area on the Albert Pier;
- new signage to direct pedestrians to town with tourist information; and
- a new coach disembarkation point behind the bus terminus.

The current visitor marina facilities, including toilets on the Albert Pier, will also be made available for use by cruise liner passengers and the greeting marquee currently provided at the inter-island quay will be moved to the muster area to provide weather protection. The changes can be seen at the back of this booklet.

### How have these arrangements been developed?

Multiple options were considered for the provision of on-shore services and particular focus was given to ensuring:

- the safe and efficient landing of cruise passengers;
- minimal disruption to existing parking arrangements;
- pedestrian safety in all areas;
- the best possible gateway into Guernsey;
- that St Peter Port remains an attractive destination; and
- that local businesses are able to capitalise on the cruise liner industry.

Around 60% of the cruise liner passengers who come ashore choose to take a coach tour. Therefore new arrangements have been put in place to enable the safe and efficient boarding of coach passengers at the bus terminus area. Further work to enhance the arrangements and manage pedestrian flow is taking place and a detailed study of pedestrian flow in the area has informed the final design.

### When will the facility be ready for use?

Cruise liner tenders will begin during the 2015 season using the new disembarkation point at the Albert Pier from 31 March. However, it is unlikely that everything will be in place in time for this and so some temporary structures may remain in place for a short period.

### How will the sea tendering operation work following the changes?

Cruise ship tenders, as well as local passenger vessels, will continue to be used to transfer passengers between ship and shore. The pontoon at the end of Albert Pier will be extended to accommodate up to four tenders at one time which will allow simultaneous operations from different cruise liners. Guernsey Harbours' staff will assist and direct vessels via the fairway channel leading to the Albert Pier, which will greatly assist with the water-based traffic flow within St Peter Port harbour.

### What changes are being made to the Albert Pier?

Space is being made on the Albert Pier for a pedestrian muster area and a collection point for small vehicles, such as taxis, picking up passengers. Signage and other direction markings will be installed to direct cruise liner passengers on two exit routes, via the existing walkways, to and from either Town or the coach boarding area at the bus terminus.

**Route 1** - Cruise liner passengers booked on coach tours will be directed down the Albert Marina side of the pier and across the road to the coach park where they will be able to depart for their tour.



**Route 2** – All other passengers, typically “independent” cruise liner passengers or crew with no tour booked, will generally be directed to exit on the Victoria Marina side of the pier and signage will then direct them down to the Victoria (Crown) Pier crossing to access Town and the tourist information centre. Other foot passengers may make their own way south to Castle Cornet and Havelet Bay.

Cruise liner passengers who have booked private vehicle tours, pre-booked taxis, walking tours and cycle tours will be met by their guides in the muster area and will exit the pier with their guides.

### **How will cruise liner pedestrian movements be separated from vehicle movements on the Albert Pier?**

Larger planters will clearly separate the walkway and car areas, reducing the possibility of pedestrians straying into traffic areas. Once planted, they will also enhance the appearance of the area.

A pedestrian (zebra) crossing will be installed at the top of the Albert Pier so that pedestrians can cross and depart the pier on the Victoria Marina (North) side.

### **How will these changes affect car parking in Town?**

The necessary changes to the bus terminus area and to the Albert Pier require some car parking to be relocated to other areas around the harbour. Overall, this will mean around seven fewer public parking spaces will be available in total. However the intention is that short term parking at the rear of the bus terminus and some spaces on the Albert Pier will only be closed temporarily when cruise liners are docked in St Peter Port. Therefore, on non-cruise liner days there will actually be a net increase in the number of publically available car parking in St Peter Port. Temporary signage will be in place to advise car drivers of the availability of those areas.

### **How will the pedestrian crossing to the coach area be managed?**

The pedestrian area from the south west corner of Albert Pier and leading to the adjacent crossing will be enlarged. This will be clearly separated from traffic using large planters, which once planted, will enhance the area further.

In addition, the crossing will be widened by up to 1 metre to allow for a larger number of passengers to cross safely. Technical assessments are also being carried out to determine whether the timings of the lights need to be adjusted to allow for a greater volume of pedestrians to cross.

### **How will you cope with unexpected visits from cruise liners or higher than expected levels of pedestrian flow on any given day?**

A full inventory of visiting cruise liner passenger numbers is kept by the States Of Guernsey. If unexpected visits occur, additional

resources will be made available to provide support. ‘Meet and Greet’ staff, contracted by Visit Guernsey, will be available on the days when cruise liner are scheduled and they will be able to provide directions and support in addition to the new signage.

### **Can smaller cruise liners still berth alongside in the White Rock area?**

Guernsey Harbours are delighted to work with visiting cruise liners should they require this. Existing commitments and berth availability will be considered prior to taking a booking. The shore based logistics will remain in the vicinity of the Albert Pier and their location should be taken into consideration by the cruise liner and excursion agents prior to requesting alongside berths.

### **Will passenger vessels such as Bumblebee and Rib Voyages still be able to operate from Albert Pier?**

Yes.

### **What plans are there for future re-development?**

The relocation of the cruise liner operations to the Albert Pier offers the opportunity to further develop and improve the area and the visitor experience, both in terms of enhanced facilities and increased capacity. The States of Guernsey remains committed to supporting and enhancing this to enable the island to continue to benefit from the visiting cruise passenger community.

Several ideas are being explored including covered walkways, shaded areas and refurbished vessel and cruise liner facilities. Through engagement with a wide range of stakeholders, we hope to gather more ideas and work with all of those involved in this valued industry in order to bring these to fruition.

Further to this, the States of Guernsey is committed to improving the area for Guernsey residents and businesses and will work with the community to develop these plans.

The draft Island Development Plan identifies the whole of St Peter Port Harbour as a “Harbour Action Area”. If this plan is agreed by the States of Deliberation it will establish a policy framework for the preparation of a plan for comprehensive development of the harbour area. This will be done in full consultation with the public and could identify opportunities for retail development, housing, industry and car parking. Please see [www.gov.gg/planninginquiry](http://www.gov.gg/planninginquiry) for details on the draft Island Development Plan.

### **Why is the lane between Crown Pier and Albert Pier being closed?**

The Environment Department, as part of a larger plan to revamp the Quayside, is currently implementing plans to remove one lane of traffic between the Crown Pier and the Albert Pier.



By removing the lane, it will enable a wider 3.5 metre carriageway to be installed in both directions, together with a 3.0 metre wide un-loading bay on the landside and a 2.6 metre wide central refuge opposite the Town Church to assist pedestrians using the informal crossing point. These plans have been developed as part of the larger plan to improve the area for locals and visitors. This is a proposal which has been developed separately from the changes to facilitate the cruise liner passenger arrangements but which complement one another. A period of testing will take place before permanent structures are put in place.

### **On how many days are cruise liners expected to dock?**

Current expectations are that cruise liners will visit Guernsey on approximately 80 days (between March and September). The number of cruise liner visitors setting foot on Guernsey is expected to reach 130,000.

### **Will the proposed new arrangements be tested and reviewed?**

Yes. The States of Guernsey will continuously review the new arrangements from the beginning of the season and will act quickly if revisions are required. In addition a public consultation will take place at the end of this summer season which will be used to review the arrangements and to identify the requirement for potential revisions or new procedures.

### **I have a café, shop, restaurant or other business in the vicinity of the new cruise liner passenger facilities, what can I expect?**

The main cruise liner industry starts on March and runs to October with the majority arriving in the core summer months

between June to September. The numbers arriving on each ship range from a few hundred up to our largest vessel booked this year, the Britannia, which holds around 4,000 passengers. The Britannia will visit the Island on 6 occasions this summer. This is an exciting prospect for Guernsey and it is hoped that by welcoming this ship to our waters, passengers will be enticed to return for a longer stay in the future.

The majority of passengers (around 75%) will choose to come ashore to explore. Whilst it is well known that most cruises are inclusive of meals, evidence confirms on-island spend in both food and drink establishments as well as retail outlets. In addition, ship crews disembark and may be hungry for access to fast Wi-Fi and a place to relax so there is an opportunity for businesses to tap into this market. Most cruise liners call for the day with the majority of passengers coming ashore in the morning and returning mid to late afternoon. Multiple tours of all types (coach, cycling and walking) are operated throughout the day.

## **THE CRUISE LINER PASSENGER EXPERIENCE**

### **Will there be segregation on the pontoon to allow for more than one cruise liner to access and use the cruise liner disembarkation facility?**

Yes, the pontoon facility allows up to four tenders at one time which will allow simultaneous operations from different cruise liners and there is room for the facility to expand if required in future.





### How will security arrangements be managed?

The port and the cruise liners must comply with international security standards. The cruise liner, prior to disembarkation from Guernsey will manage their security check at the pontoon, as has been the case to date.

### How will passengers access coach tours?

Passengers will come ashore by tender to the pontoon area at the Albert Pier, walk up the gangway to the end of the Albert Pier and be directed down the walkway on the Marina (South) side and over the crossing to the coach boarding area at the bus terminus. Coach tour companies may station 'meet and greet' personnel at the muster area and display tour information where each tour coach is parked. Guests with mobility issues, by prior arrangement with the cruise liner operators, will be able to arrange transport (free of charge) from the top of the gangway to the coach boarding area.

### Where will passengers access private hire vehicle tours and pre-booked taxis?

An area at the end of the Albert Pier will be available throughout the cruise liner season. If there is significant demand, additional areas could be made available as and when required. This will be determined on a case by case basis taking into account other considerations including, importantly, the impact on parking.

### How will passengers access walking tours?

Walking tour guides will meet and greet passengers booked on their tour at the pedestrian muster area.

### How will passengers access cycling tours?

Cycle tour guides will meet and greet passengers booked on these tours and transit to the cycle tours. Vehicles for transit will be located at the pick-up area on the Albert Pier.

### How will passengers access Herm and Sark tours?

Guernsey Harbours will accept tenders with passengers for Herm or Sark tours directly to the inter-island quay at the White Rock. Passengers will either transfer direct to the ferries there or will disembark at the Albert Pier and they will transfer by foot or vehicle, by prior arrangement, to the Herm and Sark disembarkation points. Similarly, for return to the liner, Guernsey Harbours will accept tender pick up from the interisland quay (White Rock) or the cruise liner disembarkation point (Albert Pier).

This allows for different excursion operators and cruises to determine their preferred method based on the operational and security procedures of the cruise liner and the excursion and tour operators plans.

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**There are opportunities available, if you would like to advertise your business to the cruise liner industry, on the Visit Guernsey web page for visiting cruise liner passengers - [www.visitguernsey.com/guernsey-by-cruise](http://www.visitguernsey.com/guernsey-by-cruise)**

**Further, the intention is to provide umbrellas for protection from rain or sunshine and sponsorship of these umbrellas will be available. Please contact Sally Diamond on 01481 720229.**

↑  
CREATION OF  
CAR PARKING  
10 HOUR BAY



UNLOADING BAY TO BECOME  
COACH BAY ON CRUISE LINER DAYS

2 SPACES DESIGNATED  
AS UN/LOADING BAY

SOUTH ESPLANADE

CRUISE PASSENGER COACH BOARDING / SHORT TERM PARKING

RE-PHASED  
LIGHTS

WIDENED  
CROSSING

PEDESTRIAN AREA WIDENED

WIDENED  
CORNER

MOTORCYCLE PARKING

ALBERT PIER

PEDESTRIAN WALKWAY

40 SPACES REZONED AS  
2 HOUR PARKING BETWEEN  
MARCH AND OCTOBER  
ALONG HAVELET



# ALBERT PIER AND SOUTH ESPLANADE



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