



**PORT AGENT & DESTINATION EXPERIENCES AGENT
SERVICES
ISLES OF SCILLY**

Standard services

- Inward and Outward Clearance of the Vessel,
- Booking Anchorage,
- Booking Pilots,
- Arranging launches to transfer passengers and crew to islands,

This includes:

Making all necessary pre-arrival preparations, including sending pre-arrival information to the Master, the Client and to all relevant and appropriate third parties including shore authorities, the port and port service contractors.

Regularly updating the Master and Client on any changes to pre-arrival information in relation to the vessel concerned and any other vessels that may be competing for the same berth / anchorage or facility.

Maintaining regular contact with the Master and Client to ensure they are fully advised of any changes to the vessel's expected arrival, berthing, and sailing programme so that they can take informed decisions based thereon and, if appropriate, suggesting other options to ensure an efficient port call.

Ensuring that the Master and Client are fully aware of all the information required prior to, during and after the port call, the timelines for the provision of that information and, where appropriate contact details for recipients of any information sent directly by the vessel. So far as he is able, the Agent will also monitor the accuracy of information received from the vessel and notify the Master and Client of any perceived inaccuracies. The Agent will monitor despatch of the information to the appropriate recipient and ensure that all reporting deadlines are maintained.

Ensuring that all relevant information required by the vessel from shore authorities, port service providers is received in good time and accurate and is provided to the Master and Client in a timely manner.

Other services

- Tours and excursions as per SMC Destination Experiences Catalogue
- Organising stores
- Victuals and other provisions (including local produce such as lobster and crab)
- Arranging for Crew to visit health care providers
- Assisting with Crew changes (logistics and travel)
- Organising local entertainers to visit the vessel

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PORT AGENTS

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- Pre-ordering and delivering newspapers
 - Assisting Master and Crew with technical support
 - Sourcing spare parts and supplies
 - Arranging contractors' or service engineers' attendance and travel
 - Receiving and forwarding ship's mail
 - Superyacht charter support
 - Private plane and helicopter charter
 - Organising attendance of engineers, surveyors or similar as required
 - Assist with emergency situations

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