

PORT CALL (LOCODE): St Mary's (HWZ) / Tresco (TSO)
DATE OF CALL: <insert date of call>

1 INTRODUCTION

This document provides essential information for cruises ships visiting the Isles of Scilly and incorporates responses to questions commonly raised by visiting ships.

Where more authoritative information is needed, such as current visa and immigration requirements, links are provided to the relevant, up-to-date sources.

2 PORT NAME & ADDRESS / BERTH ALLOCATION FOR THE SHIP'S CALL		
a.	Port name (LOCODE)	St Mary's (HWZ) or Tresco (TSO) Note: Vessel will be at anchor during visit.
b.	Port address	Isles of Scilly, United Kingdom
c.	Berth allocation and berth name for our vessel / or anchor position	St Mary's anchorages. Ship will anchor either in St Mary's Roads or Crow Sound depending on weather, and to be determined by the local pilot.
d.	Port Harbour Master radio	Call Sign: "St Mary's Harbour" VHF Channel 14

3 PORT AGENCY SERVICES		
a.	Names and direct telephone numbers of emergency contacts	SMC Ports Agents Tom Jackman +44 (0) 7877 295330
b.	Give names and titles of Agency's Representatives who usually board the ship on arrival.	Thomas Jackman, Port Agent admin@scillonianmarine.co.uk Mob: +44 (0)78772953
c.	Mailing address, email and phone numbers of Scilly port agent.	SMC Port Agents Maritime House Hugh Street St Mary's, Isles of Scilly UK TR21 0NA Telephone: +44 (0) 1720 422124 Email: Admin@scillonianmarine.co.uk
d.	Port Agency radio	Call Sign: "Port Agent" VHF Channel 74

4 PORT SHIPPING SERVICES				
4.1 PILOTAGE				
a.	Is pilotage compulsory?	Yes		
b.	Location of boarding station (GPS)	There are three pilot stations (Harbour Authority Guidance to be supplied)		
c.	Pilot boarding station disk to dock	See Harbour Authority guidance		
d.	Minimum depth in approaches	See Harbour Authority guidance		
e.	Duration of pilotage operations (Average)	30 min		
PILOTAGE STATION CONTACT				
Service	VHF	Tel. Direct	Mobile	E-mail
	Channel 14			
4.2 VESSELS AT ANCHOR – TENDERING SERVICES				
a.	Is there a tendering service for passengers?	Yes		
b.	Are there restrictions on use of ship's own tenders	Yes		
c.	Tender Company Information:	Arranged through SMC Port Agents		
4.3 TOWING				
a.	Is towing compulsory?	No		
4.4 GARBAGE DISPOSAL				
a.	Does port have garbage service?	No		
4.5 FRESH WATER				
a.	Is fresh water available from the pier or barge?	No services at anchor		
4.6 SEWAGE, SLUDGE, BILGE DISPOSAL				
a.	To the pier connection, Truck, Tanker or Barge	No services at anchor		
4.7 BUNKER				
a.	Is diesel fuel available?	No bunkering services		
b.	Is petrol available? (For tenders)	Yes (Fuel berth at St Mary's harbour quay)		
SUPPLIER INFORMATION (if not ordered by agent)				
Company	VHF	Tel. Direct	Mobile	Hours
Sibley's Fuel & Marine Services	Call Sign: 'Sibleys' VHF Channel 12	01720 422431		Mon-Fri: 0800-1700 Sat: 0800-1200
5 PORT HEALTH				
a.	Is there any Port Health Officer that will board the vessel on arrival? Alongside or at Pilot Station?	No		
b.	Is a Maritime Declaration of Health required?	Yes		

5 PORT HEALTH		
c.	Is the Yellow Fever Vaccination certificate compulsory for PASSENGERS?	No
d.	Is the Yellow Fever Vaccination certificate compulsory for CREW?	Yes
e.	Must Passengers or Crew members be inspected by Quarantine Doctors?	No
f.	Must crew vaccination certificates (yellow fever) be shown, or will a list of vaccination be sufficient? If yes, collectively or individually?	No
g.	Are there any other health requirements or regulations?	No
h.	Are there any food products that are restricted to be taken ashore by our crew or passengers?	No
i.	Are we allowed to take ashore lunch boxes?	Yes

6 CUSTOMS		
a.	Where will the Customs Officer embark the vessel (<i>At Pilot Station / once the ship is alongside / at anchorage</i>)?	Once anchored
b.	Will Customs Officials fly to previous port and process the formalities enroute?	No
c.	Are there any customs clearance special forms to be completed by passengers or crew for - in transit and/or disembarking crew or passengers?	(As per Common Travel Area rules)
d.	Are the following locations sealed on arrival? <ul style="list-style-type: none"> • Provision Bonded Stores • Duty Free Shop 	Yes
e.	Are there particular regulations or requirements regarding selling and serving of Liquor and Spirits onboard the vessel?	Yes
f.	Will the bars be able to remain open for the sale of Liquor (<i>by glasses</i>) and Tobacco (<i>by 20pcs packs</i>) to passengers without being assessed to local excise taxes and duties? (<i>NO duty-free selling from Bonded Store</i>)	Yes
g.	Please detail any other Customs requirements and Regulations	(As per Common Travel Area rules) Check visa requirements on UK Government website (https://www.gov.uk/check-uk-visa)
h.	For the Crew Effects Declaration is it sufficient the IMO Crew Effects Report without crew signature?	
i.	If we are at anchor / tendering, is it allowed to set our tent ashore and serve to our PAX refreshment drinks (free of charge / non-alcoholic drinks)?	Yes
j.	Does the Customs Representatives need to see & inspect the luggage of disembarking Crew or Pax?	As per UK Border Force discretion on the day

7 IMMIGRATION		
a.	Where will the Immigration Officer(s) board the vessel? <ul style="list-style-type: none"> At anchor 	At anchor
7.1 PASSENGERS		
b.	Are Visas required for: <ul style="list-style-type: none"> Transit passengers / for which nationalities? Disembarking passengers? 	Yes (as per Common Travel Area rules) Check visa requirements at UK Government website https://www.gov.uk/check-uk-visa
c.	Are all passengers' passports stamped on arrival and / or departure?	No
d.	Should all passports be kept onboard, collectively, by the Chief Purser?	At ship's discretion
e.	Do passengers in transit need an Arrival / Departure Card?	(As per Common Travel Area rules)
f.	Do passengers in transit need a Landing Card / Shore pass to go ashore?	(As per Common Travel Area rules)
g.	Do passengers that disembark need to complete any special form or arrival card?	(As per Common Travel Area rules)
h.	Are there any restrictions for certain nationalities to disembark (passengers)?	(As per Common Travel Area rules)
i.	Is the Ship's ID Card (with picture) sufficient for Passengers to go ashore?	Yes
7.2 CREW MEMBERS		
j.	Is Transit Crew allowed to go ashore Only with Ship's ID (with picture)?	Yes
k.	Does Transit Crew need Landing Cards/ Shore Passes to go ashore? If yes, can we have to prepare these cards onboard?	No
l.	Does Transit Crew need Arrival / Departure Cards? If yes, does the ship has to prepare these cards?)	(As per Common Travel Area rules)
m.	Do the ship have to prepare prior arrival in the port any arrival/departure cards?	No
n.	Are all crew passports stamped on arrival and/or departure?	No
o.	May the ship keep crew passports onboard collectively?	Yes
p.	Where ships have multinational crew, does Transit Crew need a visa? Will any nationality be denied shore leave?	(As per Common Travel Area rules) Check visa requirements on UK Government website https://www.gov.uk/check-uk-visa

7 IMMIGRATION		
q.	Does Disembarking Crew need a visa? If so, can we get the visa on arrival? Are there any other Immigration requirements?	(As per Common Travel Area rules) Check visa requirements on UK Government website https://www.gov.uk/check-uk-visa

8 OTHER GOVERNMENT AGENCIES		
a.	Are any other Government agencies, for example Harbor Master or Coast Guard, boarding the vessel on arrival?	Not normally
b.	If so, list any required certificates or other documents needed.	

9 PORT PASSENGER SERVICES		
9.1 GENERAL SERVICES		
	• Baggage Handlers / Porters: (Compulsory? Cost?)	Not applicable
	• Terminal Cruise Seaport (YES/NO)?	No
	• Local Currency	GBP
	• Money Exchange at Port / Pier?	No
	• Banks ATM Available?	No banks; ATM available in St Mary's
	• EURO / USD Accepted?	No
	• Shopping at port area (YES / NO)?	Yes
	• Bar / Cafe at pier?	Yes
	• Tourist Information Desk at pier?	5 min walk local Tourist Information Centre
	• Post Office	3 min walk
	• Telephone and Internet Service	Limited
	• Pier Buse Shuttles	Not applicable
	• Shuttle Bus Needed	No
9.2 PASSENGER / CREW ACCESS		
a.	Is it allowed to walk inside the Port area to reach the Port Exit? Or is the use of a shuttle bus service compulsory?	Passengers may walk from local quays into town.
b.	If yes, is the shuttle bus provided by Local Port Authority for free from the berth to the Port Exit or until the city centre?	
c.	Access to Town: What is the distance from the anchorage to the Port entrance? What is the distance to the town centre?	Boat transfers: <ul style="list-style-type: none"> • St Mary's Roads anchorage to St Mary's harbour quay / Tresco (5-10 min) • Crow Sound anchorage to St Mary's Harbour quay / Tresco (20-25 min) 0.5 mile (0.8 km) to main street in St Mary's
d.	How much is the distance and costs to: a. International Airport b. City Centre	No international airport. Regional airport with scheduled flights to Land's End, Newquay, Penzance and Exeter. Town Centre: Hugh Street 0.5 mile (800m)

9 PORT PASSENGER SERVICES		
e.	Is it permitted for our Crew and Pax to take bicycles ashore or are there any restrictions?	No
f.	Taxis, are they allowed into the Port next to the shipside? Where will the nearest taxis be available? Will they accept EUR / USD / GBP / Credit Cards?	Airport shuttle bus available for persons using St Mary's Airport (£6 one way) Local taxi firm Toot's Taxis (Tel. 01720 422142) accepts GBP.
9.3 PASSENGER / CREW SAFETY		
a.	Is it safe for passengers and crew to go to the town alone?	Yes
b.	Are there any risks of robbery or criminal confrontation and physical harm?	No
9.4 OTHER INFORMATION		
a.	Which other Cruise Ships are calling the port in the same day and what are their assigned berths?	To be advised.
b.	Are we allowed to fly a drone on board / above the ship? (e.g. for sales of ship and landscape images to Passengers on board / for company promotional material)	Due to the proximity of the local airport on St Mary's and the heliport on Tresco, Drone flying is restricted. For more details see local government guidance at: Small Unmanned Aircraft (Drones) Council of the ISLES OF SCILLY.

10 VESSEL CLEARANCE – DOCUMENTS REQUIRED FOR CLEARANCE		
1	Pre-arrival requested documents and information & how long in advance	Documents required 24 hours prior to port visit.
2	Paperwork to be prepared on arrival.	<ul style="list-style-type: none"> • CERS3 Workbook • FAL 5/6 (Passenger and crew details) • Maritime Declaration of Health • International Tonnage Certificate • International Oil Pollution Certificate • International Sewage Pollution Prevention Certificate
3	How many persons from the port authorities and agents we will expect to board the vessel for clearance?	<p>a. Port agent will greet the ship once at anchor.</p> <p>b. 2-3 UK Border Force personnel will board vessel for immigration processing (for vessels arriving from outside the Common Travel Area).</p>

11 GENERAL INFORMATION

11.1 BEST SHOPPING LOCATIONS (Precise duty Free, Credi Cards accepted)					
Name	Address	Opening days and hours	Best to buy	Distance	TAXI cost

11 GENERAL INFORMATION					
11.2 MUSEUM, SITE TO VISIT					
Name	Address	Opening days and hours	Entrance fee	Distance	TAXI cost
Isles of Scilly Museum	Hugh Town, St Mary's				
Valhalla Ships Figurehead	Tresco				
Tresco Abbey Gardens	Tresco				
11.3 PLACES OF WORSHIP					
Type	Address	Opening days and hours	Entrance fee	Distance	TAXI cost
Catholic					
Protestant					
Jewish					
Muslim					
Other					
11.4 CAFES & BISTROS RECOMMENDED					
Name	Address, Telephone, Website	Type of bar	CC Accepted (Y/N)	Distance	TAXI cost
11.5 PUBS					
Name	Address, Telephone, Website	Type of entertainment	CC Accepted (Y/N)	Distance	TAXI cost
11.6 LOCAL FOOD AND BEVERAGE COULD BE SUPPLIED TO THE SHIP					
Name	Address, Telephone, Website	Type of	CC Accepted (Y/N)	Distance	TAXI cost
Contact Port Agent	See above	Local fish, lobsters			
11.7 LOCAL EVENT, FESTIVAL, SPECIAL ACTIVITIES					
Name	Address, Telephone, Website	Type of event	Date	Distance	TAXI cost
World Pilot Gig Championships	St Mary's Roads	Rowing regatta	First weekend of May		
11.8 NATIONAL, PUBLIC BANK HOLIDAYS					
Date	Name				
01-May-23	May Day Bank Holiday				
29-May-23	Spring Bank Holiday				
28-Aug-23	Summer Bank Holiday				