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CRUISE



CRUISE





# WELCOME TO DOVER CRUISE PORT

Dover is the premier hub port for cruise lines in the South East of England; one of the busiest cruise ports in Britain and Northern Europe welcoming around 250,000 discerning cruise passengers every year. Located just 76 miles South East of London, Dover is England’s gateway to Europe.



 **250,000**  
DISCERNING CRUISE PASSENGERS  
WELCOMED EVERY YEAR

**25+**  PORT OF CHOICE FOR  
INDIVIDUAL CRUISE  
LINES

Driven by massive investment, Dover is one of the most modern and progressive cruise ports in the country, with highly trained personnel and award-winning customer service. Which is why it is the port of choice for over 25 individual cruise lines.

With two impressive state-of-the-art terminals, Dover has the capacity to accommodate three ships at once. It is also perfectly positioned for turnaround or port of call visits for Norway, the Baltic, round Britain, Iceland, Mediterranean, Canaries and the Caribbean, enabling you to offer a wide variety of itineraries, excellent pre and post cruise accommodation and historic attractions throughout the region.

And because we know that health, safety and security, as well as protecting the environment, are as important to you as they are to us, our terminals comply fully with the International Ship and Port Facilities Security Code (ISPS).





# TRAVEL CONNECTIONS

For most cruise clients their holiday experience begins the moment they leave home, so being able to reach their chosen cruise port with ease is essential. At Dover we make your cruise clients’ experience as seamless and effortless as possible.



Efficient travel connections – by air, car, coach, ferry or the High Speed rail – make it a straightforward and unrivalled destination: London to Dover is only 66 minutes on the High Speed train; two main motorways make it easy to reach by coach or car; and Gatwick, Stansted and Heathrow airports are all within close proximity.

Latitude: 51.1295° N      Longitude: 1.3089° E



Dover Cruise Port is only moments from the Channel shipping lanes so it’s perfectly placed for both turnaround and port of call visits for Norway, the Baltic, round Britain, Iceland, Mediterranean, Canaries and the Caribbean.





# DOVER CRUISE PORT

So, why is Dover one of the busiest cruise ports in Britain and Northern Europe and the perfect port for your clients?

- ✓ The hub port for cruise lines in the South East of England.
- ✓ Perfectly placed for turnaround or port of call visits for Norway, the Baltic, round Britain, Iceland, Mediterranean, Canaries and the Caribbean.
- ✓ Award-winning customer service.
- ✓ Welcomes around 250,000 cruise passengers every year.
- ✓ Two impressive state-of-the-art terminals that can accommodate three ships at once.
- ✓ The port of choice for over 25 individual cruise lines.
- ✓ Fast travel connections: London to Dover only 66 minutes on the High Speed train; two main motorways; Gatwick, Stansted and Heathrow airports within close proximity.
- ✓ Located in England's historical and oldest county, also known as the Garden of England – Kent offers excellent pre and post cruise visitor attractions and accommodation.
- ✓ Secure on-site parking for 1200 vehicles\*.
- ✓ Highly trained professionals and first-rate ship services.
- ✓ International Ship and Port Facilities Security Code (ISPS) compliant.

**3**   
**INTERNATIONAL AIRPORTS**  
ALL WITHIN CLOSE PROXIMITY

**1200\***   
SECURE PARKING PLACES

IDEAL FOR VISITS TO NORWAY, THE BALTIC,  
ROUND BRITAIN, ICELAND, MEDITERRANEAN,  
CANARIES AND THE CARIBBEAN



**3**   
**SHIPS CAN BE HANDLED AT ONCE**  
WITH TWO STATE-OF-THE-ART TERMINALS

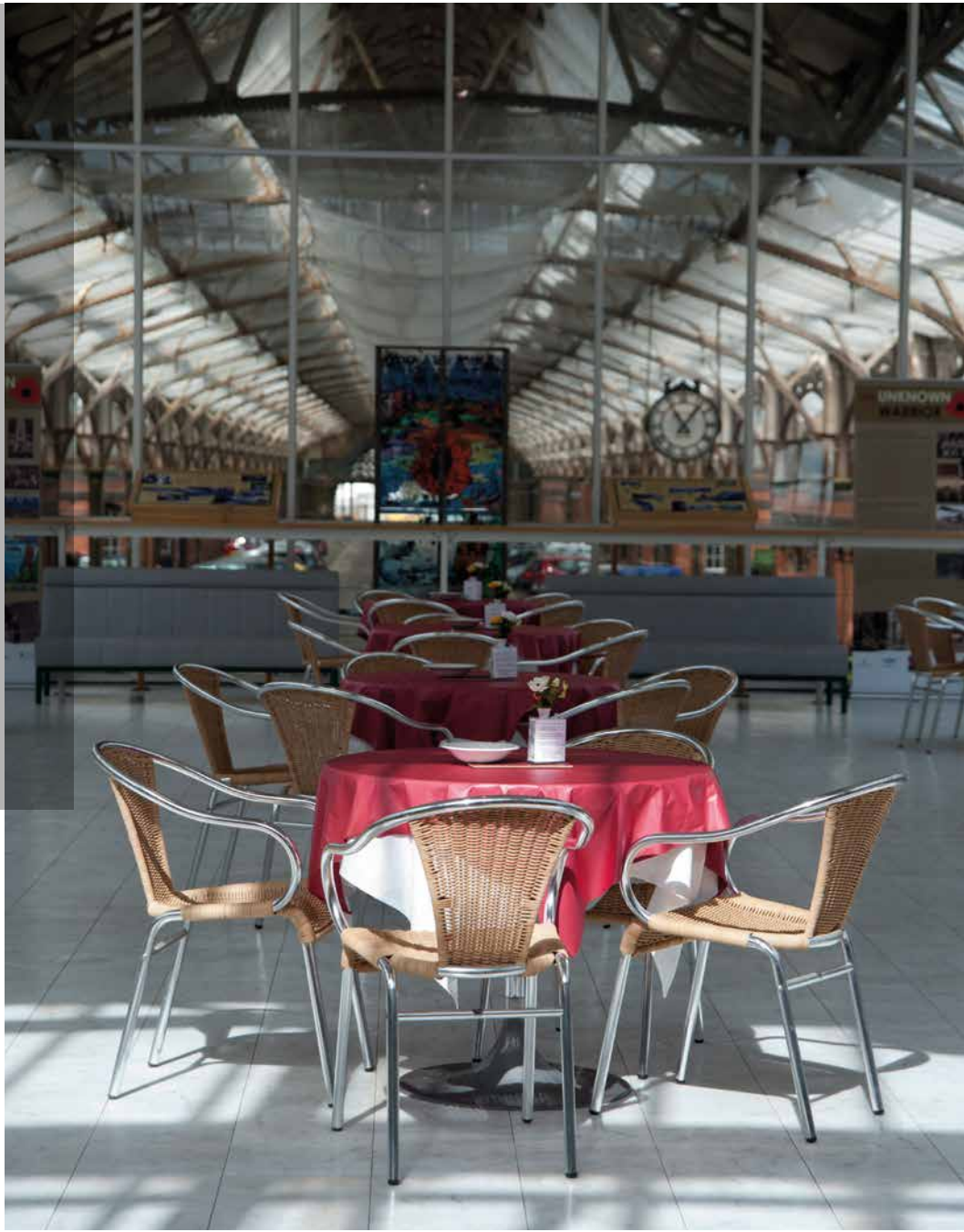
\*Dependent on season. Refer to [www.doverport.co.uk](http://www.doverport.co.uk) for more information.



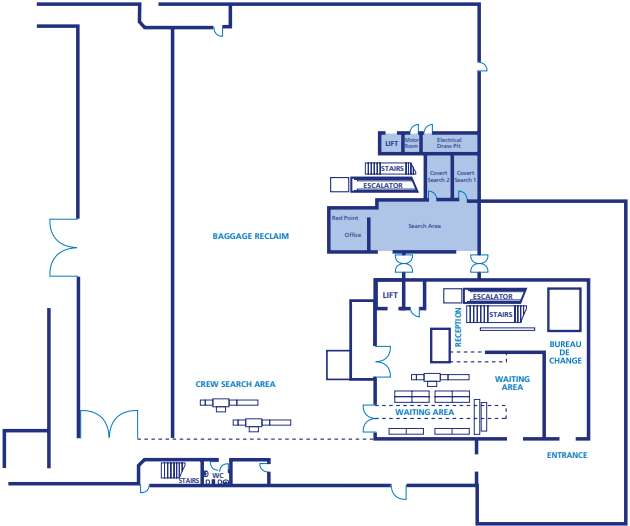
# CRUISE TERMINAL 1

In a former life, Cruise Terminal 1 was a classically constructed Victorian Railway Station. Today, it has been renovated to the highest standard as a state-of-the-art cruise terminal, but retaining the old station architecture for cruise clients to enjoy whilst relaxing in the stunning modern-day departure lounge.

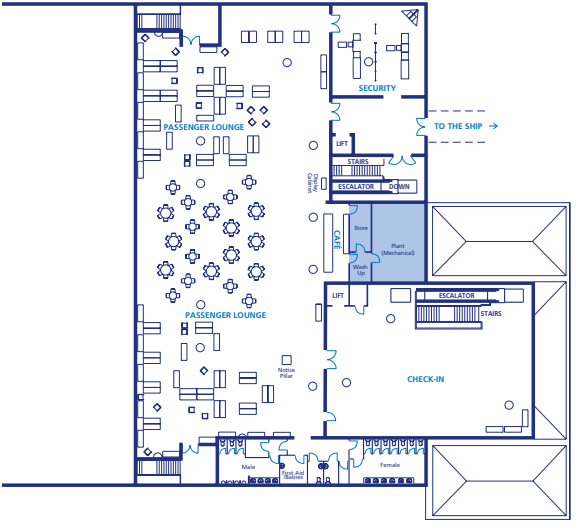
And for those interested in the history of the Port – also known as the Port of Kings, reflecting its heritage as a royal gateway over the centuries – information boards tell its fascinating story.



Ground Floor Plan



Upper Floor Plan



## GENERAL SERVICES

### PORTERS

Departing and arriving, cruise clients are helped with their luggage by experienced and friendly porters.

### BUREAU DE CHANGE

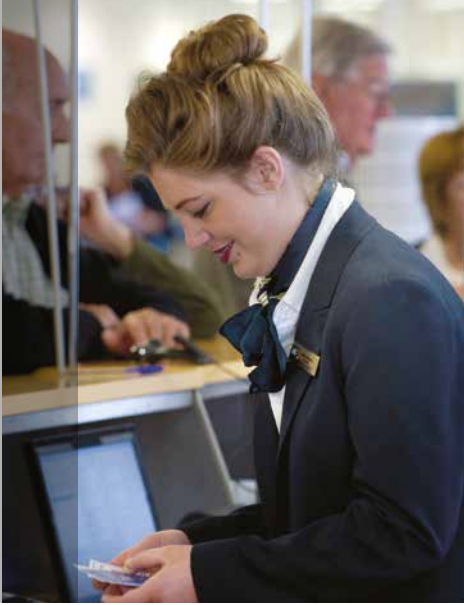
Cruise Terminal 1 has a dedicated currency exchange service for all ports of call and for selected turnaround cruises.

### CATERING FACILITIES

Unwinding in the stylish café, cruise clients can relax with a drink and light refreshment whilst enjoying the atmosphere of the building's iconic architecture.

### STATISTICS

BERTH LENGTH	340m
MAX VESSEL SIZE	251m
DEPTH	Maintained between 8-10m
QUAY HEIGHT	9.47m





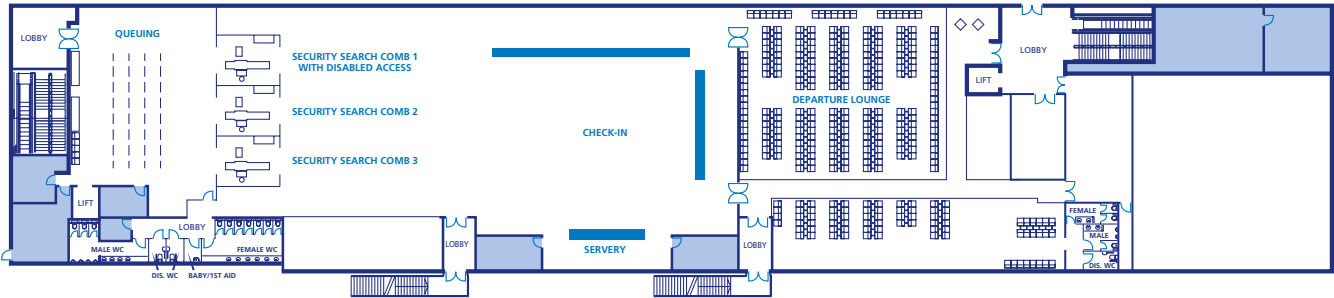
# CRUISE TERMINAL 2

The larger of the terminals is Cruise Terminal 2 – architecturally designed along the lines of an airport terminal and constructed in 2000, it is sleek and modern; every inch a 21st century cruise terminal.

From the first floor departure lounge cruise clients can experience unimpeded, spectacular views of the harbour, White Cliffs and Dover Castle.



Terminal 2 Ground Floor Plan



Terminal 2 Upper Floor Plan



## STATISTICS

BERTH LENGTH	340m
MAX VESSEL SIZE	320m
DEPTH	Maintained between 8-10m
QUAY HEIGHT	9.47m

## GENERAL SERVICES

### PORTERS

Departing and arriving, cruise clients are helped with their luggage by experienced and friendly porters.

### BUREAU DE CHANGE

Cruise Terminal 2 has a dedicated currency exchange service for all ports of call and for selected turnaround cruises.

### CATERING FACILITIES

Clients can relax with a drink and light refreshment in the modern café, located in the departure lounge with unparalleled views across the harbour.



# CRUISE TERMINAL 3

At the far end of Admiralty Pier, Cruise Terminal 3 provides berthing for cruise ships up to 180 metres in size and clients travelling out of this terminal check-in at a specially designed, dedicated marquee space.

## STATISTICS

BERTH LENGTH	240m
MAX VESSEL SIZE	180m
DEPTH	Maintained between 8-10m
QUAY HEIGHT	9.47m



# SHIP SERVICES

At the Port of Dover highly trained personnel provide 24-hour support to all ships.



# SECURITY, SERVICES & ENVIRONMENT

At the Port of Dover we follow strict guidelines and fully comply with the International Ship and Port Facilities Security (ISPS) Code, ensuring Dover Cruise Port is safe and reliable at all times. The Port has its own dedicated police force – security systems have been implemented throughout and security officers are trained to the highest national maritime standards. Additionally, a waterborne security patrol can be provided.



## TUGS

Two Azimuth Stern Drive (ASD) tugs – each with a bollard pull of 55 tonnes (3,600kW) – with their own 80mm towing ropes (Tow rope breaking strain is 180 tonnes). One tug is available at an hour’s notice, while the second tug is available at four hours notice. In adverse weather, tug notice periods may be reduced and we request that vessels give as much notice as possible when two tugs are required. Furthermore, we request you have at least two heaving lines of sufficient length to reach the tug, available forward and aft.

## MOORING

And when it comes to mooring at Dover, for vessels over 280 metres, the Harbour Patrol Launch can assist with running long head and stern lines as a mooring boat. Rocket launched heaving lines are only permissible with strict permission of the duty pilot, and then, only in adverse weather. Weighted heaving lines are prohibited.

## PILOTAGE

Pilotage services are available at Dover. Applicable charges are dependent on length of vessel.

## FENDERS

Yokohama fenders (6.5m x 3.3m each) stretch along the length of the quay at all cruise terminals.

## WALKWAYS

For cruise clients we have designated covered walkways at Cruise Terminals 1 and 2 and extra uncovered walkways are available in lengths up to 15 metres, should they be required.

## CRANES

A range of mobile cranes is available for your use, however these need to be arranged through the agent.

## PARKING, LUGGAGE AND DROP-OFF

Similarly, there is secure on-site, quayside, parking for 1200\* vehicles and car parks benefit from:

- ‘Park Mark’ security status.
- Dedicated police force.
- 24-hour security surveillance cameras.
- Regular security checks.
- Allocated coach drop-off bays.

Experienced and friendly baggage handlers are always available to assist clients with their luggage and disabled cruise clients requiring extra help can drop off their luggage close to the terminal before parking. Wheelchairs are available, if required. Taxi and car passengers can be dropped-off directly at terminal entrances.

## DISABLED SERVICES

At Dover Cruise Port every effort is made to ensure cruise clients with special needs have a pleasurable and hassle-free experience. We provide:

- Easy access car park.
- Wheelchair ramps and walkways (trained staff to assist).
- Washrooms with disabled facilities.
- Lifts to all floors.



## SUSTAINABILITY

Operations are focused on environmental responsibility and we are committed to delivering a sustainable port environment – for the benefit of this generation and generations to come. Every member of staff is encouraged and supported to promote a positive environmental approach, and to continuously help improve the Port’s environmental performance.

The effect other employers within the Port can have on operations is acknowledged and the Port of Dover management actively seeks their cooperation in achieving its environmental aims.

## SPECIAL EVENTS

Cruise Terminals 1 and 2 are available to hire for private or corporate events such as travel agent or staff training, conferences and exhibitions.

Moreover, variation in style of the Cruise Terminals gives the option of traditional or modern venues and both can be personalised to your needs.



\* Dependent on season. Refer to [www.doverport.co.uk](http://www.doverport.co.uk) for more information.



## AT A GLANCE

### ATTRACTIONS

- Canterbury Cathedral
- Dover Castle
- Hever Castle
- Howletts Zoo
- Leeds Castle
- Penshurst Place
- Port Lympne Wild Animal Park
- Romney, Hythe & Dymchurch Railway

### ACTIVITIES

- Chapel Down Vineyard
- North Downs Way
- Royal St George's and Prince's Golf Courses
- Shepherd Neame Brewery
- Viking Coastal Cycle Trail

### MUSEUMS

- Dickens World
- Dover Museum
- Powell-Cotton Museum
- The Canterbury Tales
- The Historic Dockyard Chatham
- Turner Contemporary Gallery

### SHOPPING

- Ashford Designer Outlet
- De Bradelei Wharf Dover

# ONSHORE OPPORTUNITIES



Dover Castle

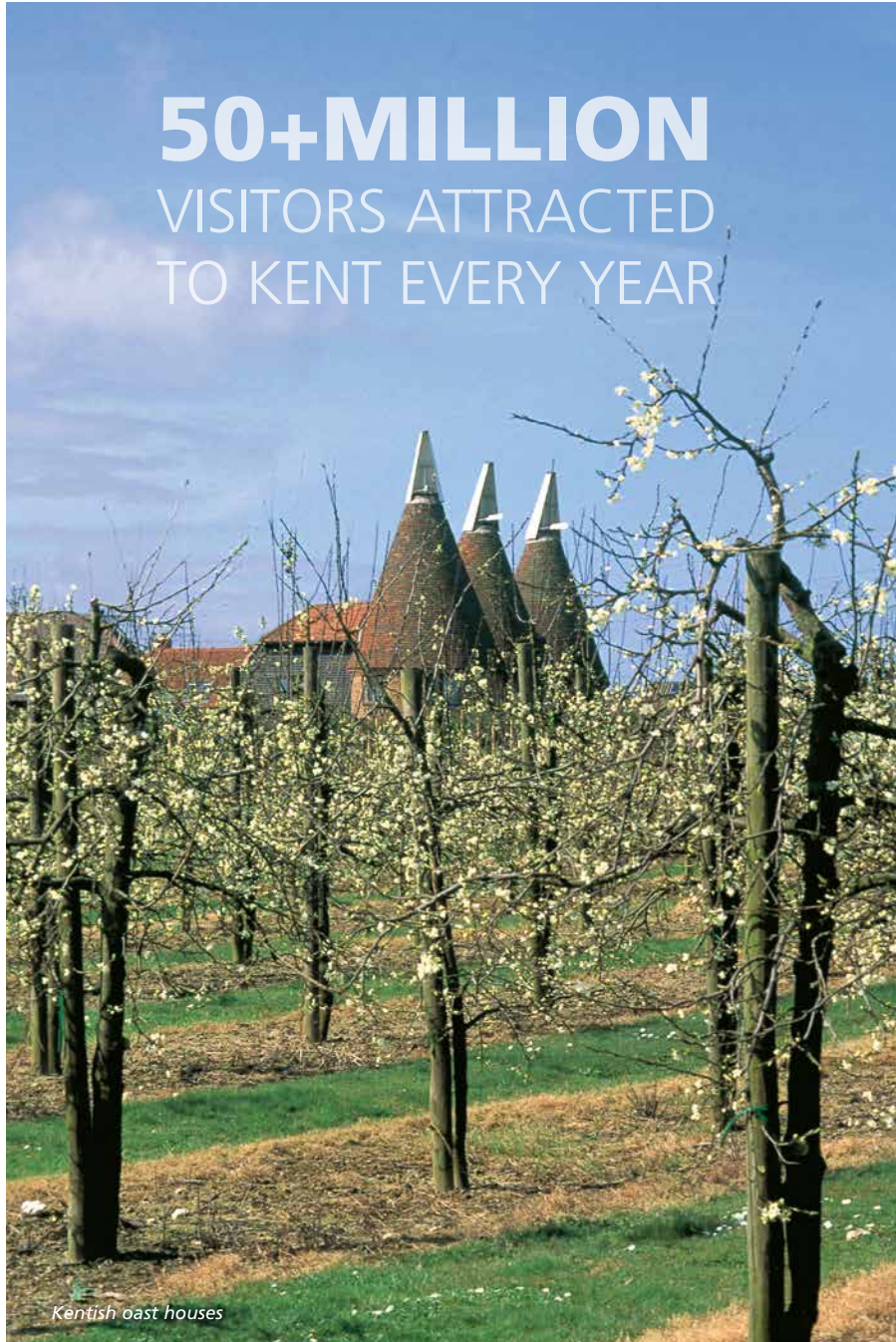
Discover Dover and your clients will also thank you for giving them the opportunity to explore England's oldest county. Kent is famed for its unique cathedrals, castles and country houses; in fact it's such a popular destination that, at the last count, Kent attracted more than fifty million visitors in a single year. Simply a perfect choice for pre and post cruise clients.

Over the millennia many ships have landed on the shores of Kent, bringing kings, saints, emperors as well as soldiers returning from war. And like these previous travellers, sailing into port your clients will be greeted by the amazing White Cliffs of Dover rising from the sea and high above, standing astride the cliffs, the powerful Dover Castle looking down. This bold castle has guarded England's shores from invasion for 2,000 years and now stands proud ready to welcome new visitors. At the heart of this great medieval fortress, created by King Henry II and his Plantagenet successors, stands the mighty Great Tower.

From the Castle it is easy to walk the cliff top. 'Amazing' is the word so often used to describe the experience. Or clients can travel deep beneath the White Cliffs in the Secret Wartime Tunnels where a new visitor experience recreates the drama and tension of the Dunkirk evacuation of May 1940.

# 50+MILLION

VISITORS ATTRACTED  
TO KENT EVERY YEAR



Kentish oast houses

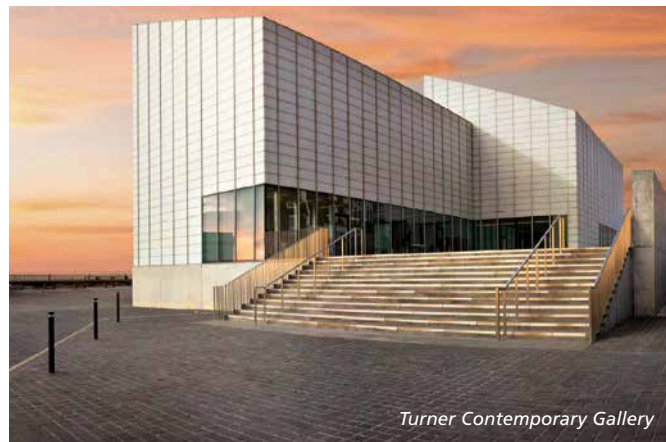


For those wishing to stay slightly closer to port, there is the option to venture instead into the town of Dover itself where attractions include Dover Museum which houses the impressive 3000-year-old Bronze Age Boat – the oldest seagoing boat in existence.

And that's just the beginning. There's Leeds Castle, only 35 minutes from Dover Cruise Port by road. Set in 500 acres of beautiful Kent parkland, Leeds Castle is described as 'the most beautiful castle in the world' and it is said that visitors never forget their first breathtaking vision of it rising from the moat. Exclusive tour options are available.

What's more, a mere 20 minutes away is the world-famous Canterbury Cathedral that has a long established tradition of welcoming visitors, reaching back to the time of medieval pilgrimages. Today, its awe-inspiring architecture, historical and religious significance continue to attract people from around the globe. There is no other place quite like it.

The Cathedral, ruins of St Augustine's Abbey situated just outside the city walls, and the ancient St. Martin's Church, together form a World Heritage Site.



Turner Contemporary Gallery



Canterbury Cathedral



Leeds Castle



Great cycle routes

And then, of course, in Kent is the new Turner Contemporary art gallery. Located at Margate, a short distance around the coast from Port of Dover, the Turner Contemporary is a modern arts space; its name reflecting J.M.W. Turner's association with the town. Turner went to school in Margate and visited throughout his life.

There's more:

- Some of Britain's finest ales and award-winning wines are produced in Kent.
- Equally renowned and award-winning restaurants and gastro pubs for your clients to discover in picturesque towns and villages.
- Dramatic coastline with character beach towns.
- Prestigious hotels and comfortable country inns.
- Great shopping – Whitefriars, Canterbury; De Bradelei Wharf, Dover; Westwood Cross, Thanet.
- Two championship links golf courses close by in Sandwich – Royal St. George's, host to The Open Championship 14 times; and Prince's.



The Historic Dockyard Chatham

For those cruising clients seeking memorable experiences while ashore there is so much to discover and so many opportunities for themed excursions.

Why? Because Kent is the county that has inspired great literature, from Chaucer and Charles Dickens to Mary Tourtel (creator of Rupert Bear) and Jane Austen; it is the county on whose shores kings and saints have arrived; and rightly deserves its reputation as the Garden of England. In other words, there are many opportunities for themed excursions: literary and film; pilgrims and kings; gardens; pubs and vineyards.

The Port of Dover is truly special; clients stepping ashore or en-route to and from the Port, will find some of the best attractions, food and drink, views and accommodation within easy reach.

And if that wasn't enough, the fabulous sights and sounds of London are only 66 minutes away on the High Speed train.

\* Images courtesy of Visit Kent and Shutterstock



Howletts Zoo



Tower Bridge, London





	TERMINAL 1	TERMINAL 2	TERMINAL 3
PORT INFORMATION			
Time zone	GMT	GMT	GMT
Normal operating hours	24hrs	24hrs	24hrs
VTS channel	74	74	74
Indoor area	1192m²	1992m²	n/a
Maximum ship length	251m	320m	180m
Berth length	340m	340m	240m
Depth	8-10m	8-10m	8-10m
Air draft restriction	none	none	none
Tidal restrictions	strong currents/6m	strong currents/6m	strong currents/6m
Distance from Gatwick airport	79 miles	79 miles	79 miles
Distance from Stansted airport	100 miles	100 miles	100 miles
Distance from Heathrow airport	105 miles	105 miles	105 miles
Distance from train station	1.2 miles	1.2 miles	1.2 miles
Distance from town centre	1.4 miles	1.4 miles	1.4 miles
Tourist information services	on site	on site	on site
GENERAL SERVICES			
Police/Immigration	✓	✓	✓
Metal detectors	✓	✓	-
X-Ray machines	✓	✓	-
Air conditioning	✓	✓	-
Passenger gangways	✓	✓	✓
Luggage conveyors	✓	✓	-
Luggage handling	✓	✓	✓
Public telephones	✓	✓	-
Foreign exchange	✓	✓	-
Bar/Restaurant	✓	✓	-
Wifi	✓	✓	-
VIP lounge	-	✓	-
Crew members room	✓	✓	-
Parking area for private transfers	✓	✓	✓
Shuttle bus to city centre	✓	✓	✓
Taxi rank	✓	✓	✓
Luggage delivery to final destination	✓	✓	✓
Mailbox	✓	✓	-
Seamless check-in	✓	✓	✓
SHIP SERVICES			
Fresh water supply	✓	✓	-
Waste and garbage disposal	✓	✓	✓
Sewage disposal	✓	✓	✓
Recycling	✓	✓	✓

