Portland Port & Portland Harbour Authority

EXCURSION POLICY - 2026 CRUISE SEASON

At the end of every cruise season Portland Port undertakes a review of its policies and procedures to continually improve its service to cruise ships and their passengers.

It is intended that this policy will remain in force until 31st December 2026.

Portland Port, reserves the right to add to, vary, or alter, its policies at any time and will advise Ground Tour Operators by providing an updated policy document.

IMPORTANT OPERATIONAL NOTICE:

- Vehicle movements within the port are controlled by Portland Port Police, with health and safety as the primary consideration.
  All drivers must follow instructions issued by Portland Port Police and the Port Security Team at all times.

All private roads within the port estate fall under the scope of the Road Traffic Act; therefore, all drivers must comply with applicable road traffic laws and regulations at all times.

QUAYSIDE CAPACITY AND EXCURSION TIMINGS

To ensure the smooth flow of vehicles, it is important that excursion departure times are staggered, and the quayside vehicle capacity is taken into consideration.

Deep Water Berth (DWB) is Portland Port's main cruise berth and is used by excursion vehicles and shuttle buses when cruise ships are docked on DWB, Outer Coaling Pier (OCP) or both.

Cruise line official excursions will be prioritised for quayside positioning. Where possible, independent excursion vehicles will be parked in a separate designated area. Due to vastly different vehicle sizes, it is not possible to give a maximum number of vehicles for independent tour company vehicles, therefore this will be planned for and controlled by Portland Port Police in the lead-up to and on every cruise call.
The more notice the port receives for vehicles requesting access to the quayside allows for more detailed planning.

IMPORTANT

- Drivers must not proceed to the berth unless instructed to do so by Portland Port Police.
- Vehicles arriving at the berth entrance without prior clearance will be sent back to New Quay. Depending on vehicle size, this may require reversing all the way down Dock Road and can cause significant delays.

Once released, sufficient time must be allowed for:

- Driving to the berth and gaining access to the quayside
- Parking on the quayside
- The standard ca. 30-minute waiting/loading period prior to tour departure
- Exiting the port

Please also consider that when vehicles are driving on and off the berth, the security gates must be opened each time, and the flow of traffic must be managed by Portland Port Police; this may take several minutes during busy periods.

Departure, meeting, or "due on berth" times must not be scheduled as the ship's arrival time.

Portland Port is happy to work with excursion companies to ensure that cruise ships and their passengers have the best possible experience of the port, local area, and excursion company.

OVERVIEW OF OPERATIONAL AREAS



VEHICLE SECURITY PROCEDURES

SECURITY ARRIVAL REQUIREMENT:

All excursion vehicles **must arrive at the port a minimum of 1 hour before the scheduled tour departure time**.

Vehicle security screening may take up to one hour. Only vehicles that have successfully completed all security checks will be released to proceed to the cruise berth.

1. PARKING
   All vehicles presenting themselves for restricted area security checks will be directed by the Passenger Transit Team (PTT) to park in an allocated location on New Quay.

2. CHECK-IN
   Drivers must report to the PTT Supervisor (wearing a high-vis vest marked “PTT Supervisor”) located near the entrance onto New Quay to:
   - Present photo ID
   - Collect relevant passes and paperwork



3. VEHICLE SCREENING AND SEARCHES
   All vehicles will undergo security screening, including K9 inspection.
   - A K9 unit will check the vehicle interior.
   - A member of the PTT will only board a vehicle if the K9 identifies an issue.
   - Any PTT member boarding a vehicle will wear appropriate PPE.
   - To ensure efficiency, vehicle checks will take place with or without the driver present.

   Under international agreement and UK legislation, **all persons entering a Temporary Restricted Area (TRA) are liable to search.** Refusal will result in denial of access to the TRA.

A written pass for vehicle search and K9 search will be placed on the inside of each windscreen to show that a vehicle has been checked and given the all-clear. The pass must be returned to the security team along with the TRA passes, upon departure from the cruise berth.

4. PTT RELEASE VEHICLE TO PROCEED TO BERTH
   Vehicles **must not proceed to the cruise berth before being formally released** by a member of the PTT.

5. VEHICLE SCREENING UPON RETURN
   All vehicles entering the TRA will be subject to a search. This would now apply to tour coaches returning from excursions; each coach will be required to undergo an external search before re-entering the cruise berth.

TOUR GUIDE PROCEDURES

Arrival requirement
All tour guides are required to undergo security checks and are therefore advised to arrive at the port a **minimum of 1 hour prior to the excursion departure** time, at the same time as their assigned excursion vehicle (vehicle security checks may take up to one hour, only once cleared will a vehicle be allowed to drive to the cruise berth).

1. PARKING FOR TOUR GUIDES
   Tour guides are to park in the port's visitor car park, which is located a short walk from New Quay.
   When approaching the port entrance, please use the right-hand lane outside the security barriers. The security officer in the gatehouse will issue a parking permit, which needs to be displayed clearly visible in the windscreen of the car.
   The visitor car park is located on the right-hand side just past the gatehouse.
   From the car park the guides are asked to use the designated pedestrian crossing and follow the pavement to New Quay.

   Tour guides arriving by bicycle should also use the right-hand lane outside the security barriers.
   There is a bike stand for tour guides to lock up their bikes for the day, located opposite the visitor car park to the left of the port's main reception building.

2. CHECK-IN
   Guides are required to present themselves to the PTT supervisor (wearing high-vis vest with "PTT Supervisor" on the back) who will be stationed near the corner of the fence on New Quay outside the Britannia Terminal. The guides will have their photo ID checked, and TRA passes issued by the PTT Supervisor. After this, guides are asked to wait in/next to their excursion bus for the day.



3. SECURITY SEARCHES
   Under international agreement and UK legislation, all persons entering a TRA are liable to search; refusal to submit to search will result in that person being denied access to the TRA.

4. MOVEMENTS ON NEW QUAY
   Tour Guides are asked to wait near the PTT Supervisor who will be stationed near the corner of the fence on New Quay outside the entrance to the Britannia Terminal until their coach is ready to board. Movements across New Quay are to be limited due to high vehicle activity.

5. TRANSFER TO QUAYSIDE – MISSED RELEASE
   Once a tour bus has undergone its security checks and the quayside is ready to receive it, the bus will be released from New Quay. If a tour guide has not completed security checks when their coach is released to the quayside, the coach will not wait, and the guide will be required to transfer on the next available vehicle.

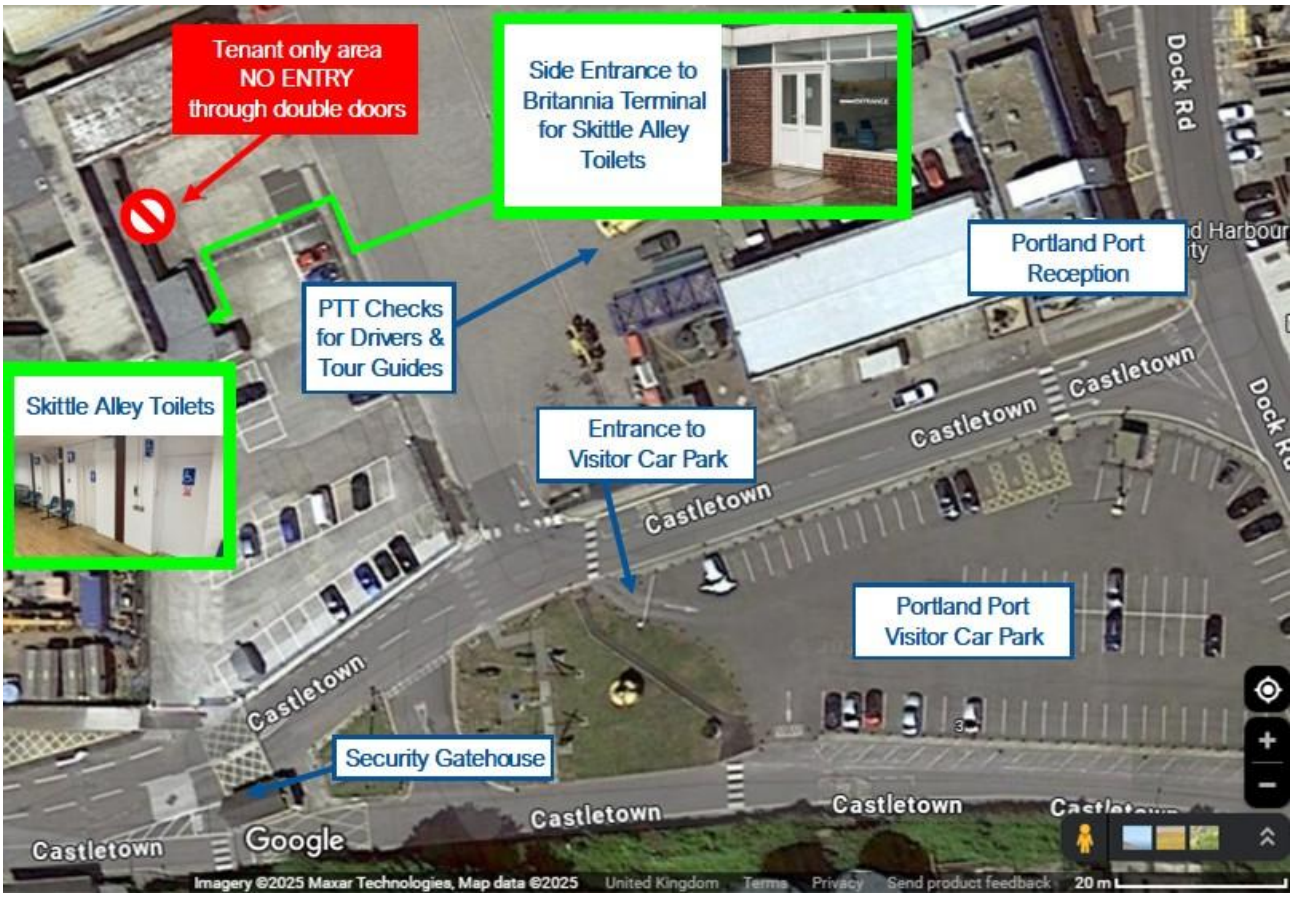
6. TOILETS
   Toilets are available for tour guides to use in the Britannia Terminal and in the Cruise Terminal on DWB/OCP.
   Toilets available on New Quay are subject to change dependent on the port's requirements.

   During PTT inspections, the nearest available toilets are located in the skittle alley within the Britannia Terminal.
   Tour guides wishing to use these facilities will be required to follow the directional signage through the old bar area and into the skittle alley.

Once the PTT finishes, which depends on the vessel's arrival time and number of excursions, the skittle alley toilets in the Britannia Terminal are no longer accessible.

However, there are alternative toilets available for tour guides to use in the main Port Reception (open Mon-Fri 08:00-17:00) and in the Cruise Terminal on DWB/OCP (open during cruise operations, including weekends and after 17:00).

Please note that the main double doors lead to an area of the Britannia Terminal which is reserved exclusively for tenant use and are not to be used. Access to the toilets is via the side entrance on the left, leading through the old bar and lounge area into the skittle alley.



Waiting areas

Tour guides are expected to be ready and waiting on the assigned coach at the earliest opportunity.
The **Britannia Terminal is a multipurpose area and is therefore not a designated waiting area,** except during wet weather, when tour guides are allowed to shelter inside the side entrance to the Britannia Terminal until they are able to board their bus.

IMPORTANT: Please do not leave any belongings unattended on port premises, in any of the terminals or on the quayside. Unattended items can be considered to be a security risk, and, therefore, any belongings left unattended, even for a short period of time, can trigger a security alert.

INDEPENDENT EXCURSIONS

1. NOTIFICATION
   It is Portland Port's policy that independent excursion vehicles will be permitted quayside access only where advance notification (minimum 48 hours) has been received and they undergo the relevant security checks.

   Notifications must be sent to cruise@portland-port.co.uk and include the following information:
   - Vehicle registration number(s) of vehicle(s) being used to collect passengers
   - Driver name(s) – this must match their photo ID
   - Tour guide name(s) – if applicable
   - Time when the tour is due to depart

- Number of passengers to collect
- Name of lead passenger
- Name of ship (important if there is more than one cruise ship in)

Should you receive a last-minute booking for a private excursion later than 48 hours before a cruise date, please do still contact the port where the cruise team will be able to advise on the necessary procedures a case-by-case basis.

Please keep Portland Port informed of any changes to the independent excursion by emailing cruise@portland-port.co.uk.

2. VEHICLE SCREENING AND SEARCHES
   Any vehicle gaining access to the quayside must undergo a security inspection. We understand that tour vehicles will want to be quayside before their departure time, so please ensure that adequate time is allowed for the security checks. We would advise arriving a minimum of 1 hour prior to tour departure time.

   Whilst undergoing the security checks on New Quay we would ask that independent excursion companies display a notice in their windscreen with the client/tour name, as this allows them to be clearly identified by port staff.

3. QUAYSIDE
   Independent excursion company vehicles will, where possible, be parked in a separate area on the quay as the cruise line's official excursions will take priority in terms of location on the quayside.

   Vehicle movements on the quayside are controlled by Portland Port Police, with health and safety being their primary concern. Therefore, larger vehicles will be allowed on to the quayside first, so they can park, before smaller vehicles are permitted entry.

4. COLLECTING PASSENGERS
   Once on the cruise berth, we would also ask that the driver/tour guide take their sign with the client/tour name and wait at the bottom of the gangway so that passengers can easily find their tour and can be escorted to the waiting vehicle by their driver/tour guide.
   Please be mindful to not interfere with the flow of passengers off the gangway and use the dedicated pedestrian walkways when crossing the quayside with your customers.

5. VEHICLE SCREENING UPON RETURN
   All vehicles entering the TRA will be subject to a search. This would now apply to independent excursions returning to the port; each vehicle will be required to undergo an external search before re-entering the cruise berth.

PLEASE NOTE: Authorisation for a vehicle to be on the port estate is granted specifically for the independent excursion. Once the excursion has ended and passengers have disembarked to return to the ship, the authorisation is no longer valid. Independent excursion vehicles must leave the port estate after completing their tours and are not permitted to remain unless granted further authorisation by a port representative.

TOILETS

Toilets are available for guides and tour vehicle drivers to use in the Britannia Terminal and in the Cruise Terminal on DWB/OCP.
Toilets available on New Quay are subject to change dependent on the port's requirements.

During PTT inspections, the nearest available toilets are located in the skittle alley within the Britannia Terminal. Guides and tour vehicle drivers wishing to use these facilities will be required to follow the directional signage through the old bar area and into the skittle alley.

Please note that the main double doors lead to an area of the Britannia Terminal which is reserved exclusively for tenant use and are not to be used. Access to the toilets is via the side entrance on the left, leading through the old bar and lounge area into the skittle alley.

Once the PTT finishes, which depends on the vessel's arrival time and number of excursions, the skittle alley toilets in the Britannia Terminal are no longer accessible.

However, there are alternative toilets available for guides and drivers to use in the main Port Reception (open Mon-Fri 08:00-17:00) and in the Cruise Terminal on DWB/OCP (open during cruise operations, including weekends and after 17:00).

IMPORTANT: Please do not leave any belongings unattended on port premises, in any of the terminals or on the quayside. Unattended items can be considered to be a security risk, and, therefore, any belongings left unattended, even for a short period of time, can trigger a security alert.

PHOTOGRAPHY, FILMING & SOCIAL MEDIA

Due to security and operational restrictions, drivers, tour guides, and any representative from the excursion companies must not take photographs or record footage on any device whilst in the port, without prior permission from the Cruise & Marketing Manager.

Please email media@portland-port.co.uk to request permission; the email should include where, if at all, any images or footage allowed would be posted along with the wording that would be used.

All staff and contractors must avoid making any social media communications that could damage Portland Port Ltd. and, or Portland Harbour Authority Ltd. business interests or reputation, even indirectly.

SHUTTLE BUS SERVICE

IMPORTANT: Portland Port is a commercial Port, therefore for health and safety, **cruise passengers and visitors are not permitted to walk freely through the Port estate**.

PLEASE NOTE: Shuttle buses will not pick up or drop off at the port entrance.

Portland Port organises and provides a shuttle bus service to take cruise passengers from the quayside to Portland Castle, Weymouth and vice versa. The number of buses provided is planned, according to the number of passengers on board each cruise ship.

Security requirements

Anyone boarding a shuttle bus from locations outside of Portland Port must provide valid proof of their status as a cruise passenger or crew member before being allowed to get on the bus. Those unable to present valid identification, may not be allowed on to the shuttle bus and will have to find an alternative way of getting back to the port.

If there are eight or fewer shuttle buses in operation during a cruise call, all buses will be stopped at the entrance to the cruise berth to allow a security officer to board and check the identification of everyone on the bus. Anyone without valid identification (e.g., visitor or contractor) will be asked to disembark and directed to cruise reception in the cruise terminal where visitor passes can be issued, or the cruise ship can be contacted if necessary.

If there are nine or more shuttle buses in operation, staff will be positioned at each stop to check identification before allowing passengers/crew to board. Anyone unable to present valid identification may not be allowed on to the shuttle bus.

Double days

If two cruise ships are in port on the same day (e.g., one on DWB and one on OCP), the number of shuttle buses will depend on the combined passenger numbers.
The details how the shuttle bus service will operate when two cruise ships are in port at the same time, can vary, therefore, please send a request for specific dates to cruise@portland-port.co.uk.

SMOKE AND VAPE FREE POLICY

It is Portland Port's policy, that all our workplaces are smoke and vape free, and all employees have a right to work in a smoke and vape free environment. This policy applies to all employees, consultants, contractors, customers, and visitors.

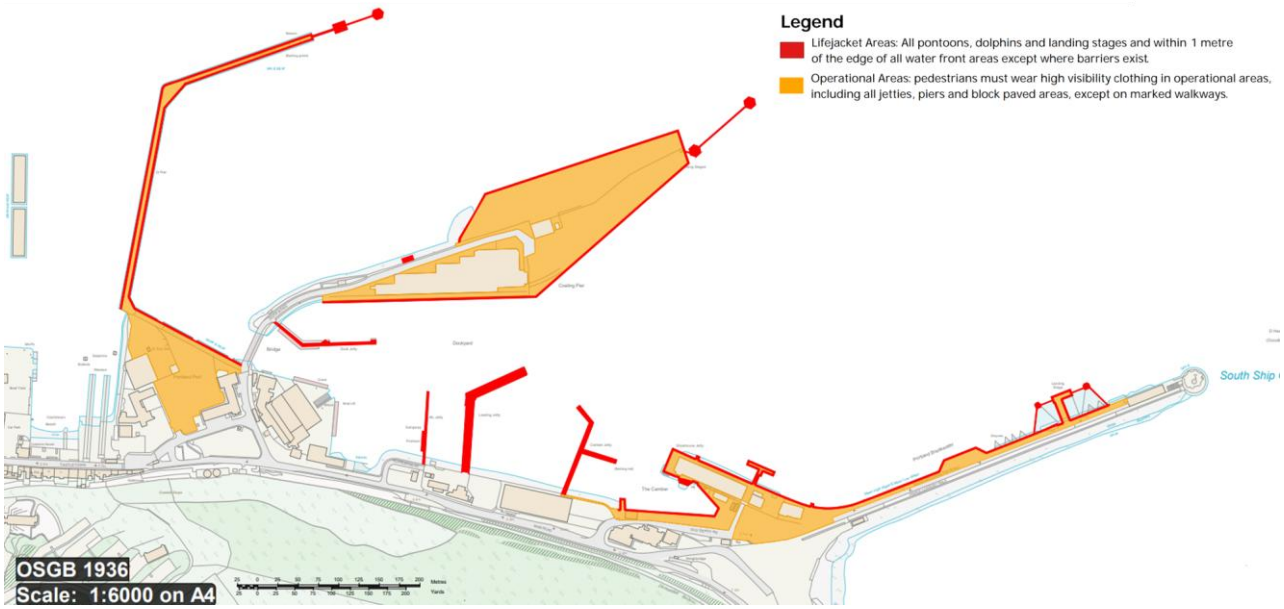
Smoking and vaping are not permitted in the Company's premises except in certain designated outside areas.

Smokers must dispose of cigarette butts and other smoking waste in the bins provided by the Company. The prohibition applies to all forms of smoking, including pipes, cigars, herbal cigarettes, electronic cigarettes, and personal vaporizers.

LIFEJACKETS AND HIGH-VISIBILITY CLOTHING

Lifejackets are mandatory for any person standing within 1 metre of the edge of all waterfront areas.

Lifejackets are also required within the areas marked in red on the Port map (e.g. all pontoons, dolphins, and landing stages).



CONDITIONS OF ENTRY

- No dogs or other pets are permitted on the port estate, except for trained service animals and authorised K-9 units.
  The relevant paperwork for the service animal is to be shown to the Duty Security Officer in the port gatehouse, and it must remain on a leash and under control at all times whilst on the port estate.
- No alcohol and no illegal drugs on port premises