



FAQ CRUISES

Version 2.0

Antwerp City Port – City of Antwerp
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<https://www.antwerpen.be/en>

LOCATION

At which location is the assigned berth?

The assigned berth is at the **Antwerp Cruise Pontoon** located close to the Antwerp Cruise Terminal with:

- Address: Steenplein 1, 2000 Antwerp
- GPS coordinates: 51.2239N, 4.3972E
- IMO code: BEANR-0514

Ships will dock at a floating pontoon with the following characteristics:

- LOA: 360,00m
- BOA: 9,00m
- Freeboard: 1,00m
- Fendering: 21 Trelleborg fenders with 1,50m horizontal distance between ship and quay
- Bollards: 21 bollards with a maximum of 80 ton bollard pull.

At which location can supplies approach the terminal?

The pontoon is accessible to vehicles with a weight of less than 3,5mt via the northern bridge at Jordaenskaai 27, 2000 Antwerp. Trucks or any other vehicles (incl. trailers and containers) heavier than 3,5mt can park in front of the entrance to this bridge to unload.

A logistic area will be provided for this purpose (see annex). To gain access to the pontoon itself, there is a height restriction of 2,90m for all vehicles. All these restrictions are signaled at the pontoon.

Is parking provided for cruise-related coaches?

There is parking for coaches just outside of the terminal, with a capacity for approximately 10 excursion coaches (hop-on- hop-off). Direct access from the ship to the parking area has been arranged for passengers through the north gate. Bus parking is on site: Jordaenskaai 27, 2000 Antwerp.

An overview plan with all the different locations is available in the annex.

NAUTICAL

What are the maximum characteristics of seagoing and inland vessels calling at the Antwerp Cruise Pontoon?

From a nautical point of view, we distinguish 3 types of vessels that can be granted a berth alongside the Cruise Pontoon.

Sea cruises – Seagoing vessels

The maximum characteristics of a seagoing vessel is restricted by the joint nautical authority on the river Scheldt (VTS-Scheldt: www.vts-scheldt.net). The following restrictions apply:

- Maximum length over all: approximately 240,00m
Exception length over all see the joint nautical authority characteristics.
- Maximum beam over all: 35,00m
- Maximum draught: 8,00 m

Only one sea cruise will be berthed on the pontoon each time, during which the terminal will also be used as passenger terminal including security in accordance with ISPS-guidelines.

River cruises – Inland shipping

River cruises can be assigned a berth at the Cruise Pontoon with following nautical characteristics.

- Maximum length over all: 135,00m
- Maximum beam over all: 25,00 m
- Maximum number of berths on the cruise pontoon for river cruises: 4 but a maximum of 2 ships moored side by side.

Super yachts, Navy and Tall Ships

For navy and tall ships, the maximum parameters imposed by the joint nautical authority must be taken into account. For super yachts the minimum length over all has to be 40 meter, for a safe berthing alongside the pontoon. The number of vessels allocated a berth at the Cruise Pontoon depends on the length of the vessels and the ISPS-guidelines.

Are tug boats compulsory/available?

Depending on the LOA of the ship, tug boats are compulsory. Please refer to the announcement (Dutch: "[Gezamenlijke bekendmaking 02-2023](#)") of the joint nautical authority (VTS-Scheldt: www.vts-scheldt.net).

SECURITY

When will the Cruise Terminal be in operation?

Depending on the type of shipping, ISPS-regulations are applied as laid down by the International Maritime Organisation (IMO).

For seagoing cruise ships, the terminal will be used in the context of passenger control in accordance with the legislation of ISPS and maritime security. Specific information regarding port security equipment and measures can be requested at the PFSO and can be obtained via the ISPS-information sheet.

Is the access to the terminal restricted?

Yes, access is restricted. Passengers and crew of sea cruises can access the terminal with their ship ID. Any visitor to the ship or terminal must complete an online registration form via [Preatn Alfapass](#) at least 24 hours in advance, after which your request will be assessed and the reason for visit validated.

Registration can be done using an identity card, passport or Alfapass.

Is a turnaround possible in Antwerp?

The terminal is built to receive sea cruises in transit. Request for semi- or full-turnaround should be sent to security (beveiliging_stadshaven@antwerpen.be) together with the berth request so that we can take it under further consideration to jointly look into the possibilities.

Will there be immigration control and customs?

Passengers and luggage may need to go through border and immigration control depending on the decision of customs and immigration personnel. Moreover, it is a legal requirement to carry a valid passport or a European ID card.

Is there a possibility of taking photographs at the port facility?

Filming, drone flights and photography during a stay of a sea cruise vessel without permission city of Antwerp and the ship's office is not allowed in accordance with security and other regulations.

Is there camera surveillance provided on site?

CCTV cameras are provided for 24/7 surveillance within the terminal building and on the cruise pontoon. This is in accordance with the camera legislation of 21 March 2007 and PFSP certification.

SAFETY

Are there safety zones on the Cruise Pontoon?

On the Cruise Pontoon, we distinguish different safety zones:



The Cruise Pontoon is located on the tidal river Scheldt so there is a **safety zone** provided along the water's edge and marked by yellow shading. It is forbidden to enter this area.

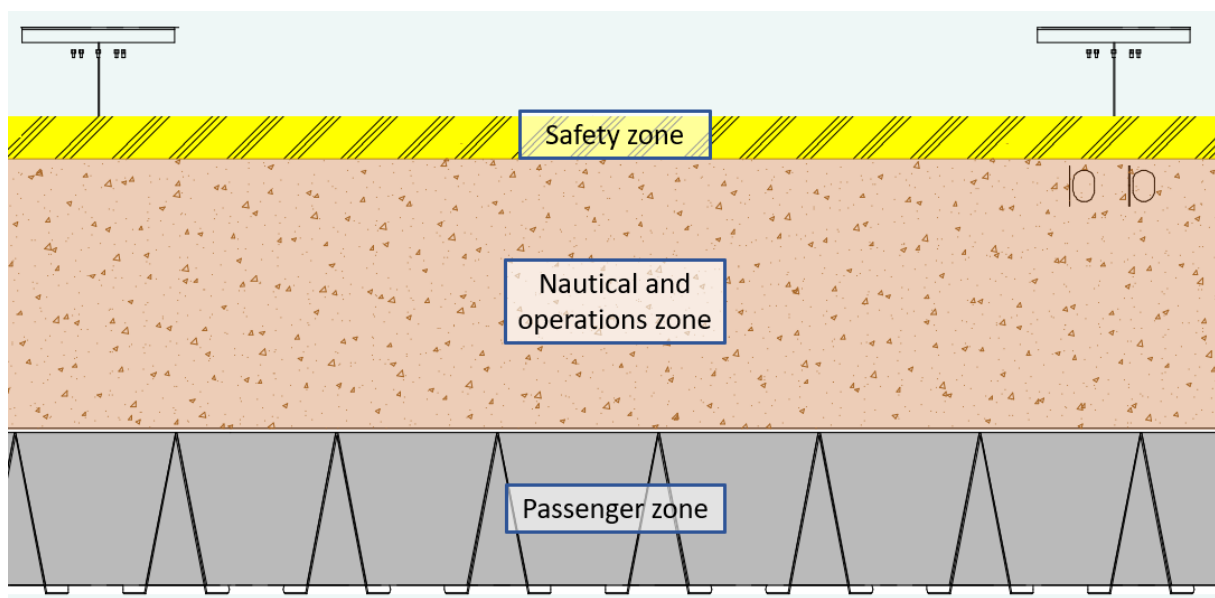


During the mooring and unmooring of the vessel an **extra safety zone** is provided for nautical personnel and operations. During nautical operations this zone can only be entered by nautical personnel subject to wearing personal protective equipment.

During the regular stay of the vessel, when the ship is all fast and lined up, this area can be used for **activities and operations** around the ship. Notwithstanding that we ask that this zone be kept maximally obstacle-free given that this is an evacuation route. On the other hand, if there are no operations, **passengers** can also use this area.



Under the canopy, you will be in the **passenger zone** and at a **safe distance from the ship and water's edge**. We advise passengers or other persons related to the cruise organization to walk in this zone towards the ship's gangway, the City of Antwerp or bus parking, this for your own safety.



Are there safety rules for nautical personnel?

A maximum of 2 lines can be placed per bollard for safety reasons and the mooring configuration will make sure that this is possible. Exceptions to this rule for any reason can only be made by the nautical supervisor Antwerp City Port, present during mooring and unmooring.

From a security and safety point of view, the cruise pontoon is closed with 2 speed gates which close automatically. Please be careful and do not stand still (with a vehicle) between these gates or prevent them from closing and locking.

Which safety rules should I keep in mind?

For the Cruise pontoon, 2 evacuation points are provided. At the main entrance of the terminal building and one at the bus parking. Please keep evacuation routes and lifesaving equipment obstacle-free. Please notify also emergency services on **112** in case of evacuation or emergency.

During the stay of a sea cruise, trained security personnel are present 24/7 who will be mobilized for a correct and smooth evacuation. A first aid post is provided at the terminal with an AED that can be operated by security.

FACILITY

Is there a possibility to bunker at the berth?

Yes, fuel bunkering is allowed by barge **ship to ship**, under specific conditions. This in accordance with the terms of the police regulations for the '[Beneden Zeeschelde](#)', more specifically the chapter on the 'Scheldekaaien zone stad' Art. 43/21 and following of 'Section IV Bunkering'.

For seagoing vessels, only **one vessel is allowed alongside** for bunkering or other operations whereby for bunkering a prior notification must be submitted by the bunker company to Antwerp City Port as Port Authority.

- send by mail (stadshaven@antwerpen.be).

The bunker company hereby communicates the following minimum information:

- identification of the company;
- approval number as a bunkering company;
- name of the bunkering vessel;
- date and time of (de)bunkering;
- name and location of receiving vessel;
- product;
- customs code;
- sulphur content.

Prior to each bunkering, the **bunker checklist** should be completed!

Bunkering activities or other activities from the land side, pontoon are not possible unless exceptional approval is obtained via the harbor master of the city of Antwerp after due justification.

What are the garbage collection facilities?

Garbage can be collected ship-to-ship or by vans/other (max 3,5mt and height of 2,90m) as containers and heavy load cranes are not allowed on the pontoon.

A logistics area (on public domain) is located near the quay area at the northern bridge and will be available during garbage collection. As the Cruise Terminal is located in the city center, waste cannot be stored temporarily and must be disposed of immediately.

What are the loading/unloading parameters?

No crane is available along the Cruise Terminal for loading/unloading the ship. As a result, all operations take place via the northern bridge with maximum parameters of 3,5mt and 2,90m height. A crane can be placed on the quay area subject to permit application through your agent for [intake of public domain](#).

Access to the cruise pontoon can be obtained through a code that can be found on the [mooring plan of the Antwerp City Port](#). **The access code is not valid during ISPS** as security personnel is present during the stay of seagoing cruise vessels. Access to the secured area will be organised by security during which necessary inspections will be carried out.

What are the freshwater facilities?

Fixed connection points are provided on the pontoon for freshwater connection managed by Water-Link (24/7). Water bunkering must be requested in advance by phone. We are happy to provide the link to the [information brochure and fees](#).

What are the gangway regulations?

The pontoon is built to create optimal conditions for vessels mooring at this location. As there are no tidal influences, it is compulsory to use the vessel's own gangway during the stay, taking into account the ship's safety regulations.

Please bear in mind to position the gangway so that there is sufficient space for passengers and services on the pontoon.

Is shore power provided on the cruise pontoon?

There is currently a project in progress for inland vessels (river cruises) to install shore power on the pontoon up to 800A. No shore power is currently provided for seagoing vessels.

Is the terminal accessible to people with a physical disability?

Yes, the terminal is fully accessible to people with a physical disability (e.g. people with a wheelchair). Please note that the access bridge to the pontoon can have a maximum gradient of 10°.

MAINTANCE OF THE SHIP

Which maintenance works can I carry out at my berth on the Cruise pontoon?

Depending on the type of works, an application is required which will be assessed by the city port authority.

Without permission possible for maintaining the ship/vessel:

- Washing your vessel with fresh water or MARPOL-approved environment friendly products.
- For conducting security or safety exercises (SOLAS), we kindly ask you to use a silent alarm so no nuisance will be caused to nearby residents (terminal close to the city center). If need for an exception for a full safety exercise, please contact the PFSO for further agreements and permission.

With permission:



- Lower lifeboats above the waterline. Complete the following [form](#) to apply for an official permit



- Hot work must be [applied](#) using the form where location of the work must be clearly specified



- Diving operations must be [applied](#) using the form where location of the diving operations must be clearly specified

Not permitted:

- Discharge of any kind, including processed wastewater into the river or at the pontoon.

CONTACT

Nautical – Port Authority

Antwerp City Port

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+32 3 338 93 14

antwerpcityport@antwerpen.be

Safety and Security – Port Facility Security Officer

+32 3 338 95 51

beveiliging_stadshaven@antwerpen.be

Emergency services

Fire department / police forces / ambulance

112

For more information

<https://www.antwerpen.be/stadshaven-scheldekaaien-zone-stad>

Liability:

Against the City of Antwerp and its appointees, no recourse can be exercised for accidents, loss or damage howsoever sustained at the terminal, to persons, vehicles and/or other goods, even if they are at the terminal for professional reasons. By entering and/or driving onto the terminal, each person renounces any claims whatsoever against the City of Antwerp and accepts all applicable local regulations and instructions.