

Ship's Crew Shuttle Service

Terms of Use

1. Ordering Procedure

- 1.1 Prior notice is required to order the Shuttle Service. Every endeavour will be made to respond to the request within 15 minutes. On occasions a longer wait time may be experienced due to operational requirements.
- 1.2 Requests for crew pickups shall be made via:
 - VHF CH12 radio to "**New Plymouth Harbour Radio**"
 - Using Port supplied landline phone dial "**889**"
 - Any other phone **(+64) (06) 7599740**
 - Main Gate Intercom. **Press Button Once** and await instructions

Every effort is to be made by the Ship to coordinate the crew and have a "group" pickup at the gangway and at the main gate.

**** Crew are to remain on board until the shuttle van arrives. ****

2. Ships' Crew Responsibilities

- 2.1 Crew members who are intoxicated and/or aggressive/abusive will not be transported by this service and therefore will have their access to the Port and Shuttle Service denied.
- 2.2 Their ship's Master or Duty Officer will be notified and will be responsible for returning the crew members safely back to the ship.
- 2.3 It is accepted that it is at the Shuttle Driver's sole discretion as to whether or not a person falls within the categories described in 2.1
- 2.4 Hand held luggage is acceptable. Any other items are at the sole discretion of the Shuttle Driver.
- 2.5 Recovery of costs will be sought from individuals who damage or soil the vehicle.

