

South Bank Corporation Procedure

Marketing

SUBJECT: Mooring Facility Reservations
DATE CREATED: October 2006
REVIEW DATE: Annual

Policy

The Visitor Information Centre staff will ensure that all mooring reservations for the River Lookout Cruise Terminal are handled efficiently and accurately with greatest ease to the cruise operator. The Events Manager and South Bank Corporation reserve the right to bar both River Lookout Cruise Terminal and Central pontoons from bookings and moorings at their discretion due to major events and river focused activities e.g. fireworks.

Procedure

All large commercial operations picking up or setting down passengers should use the River Lookout Cruise Terminal. Private and casual users are to be encouraged to use these Central Pontoons, but with a maximum stay of 3 hours. The approximate depth of water at low tide is 5 to 6 m at pontoon.

Large vessels are not to use the area between Central Pontoons and should be directed to the River Lookout Cruise Terminal in all cases. All members of the Executive Management Team can waive charges if appropriate, depending on availability, with the Manager Marketing the first point of contact. Queries may be directed to the Visitor Centre.

There is one permanent user of the terminal: River City Cruises. Their times are entered into the "River Lookout" calendar in Outlook.

- Casual users wishing to book for the River Lookout Terminal should request their booking by fax on our "River Lookout Cruise Terminal Booking Form and Hire Agreement". All vessel operators should have a supply of these forms – if not please fax them a copy.
- Advise them:
 - To complete the booking form;
 - that on receipt of their fax we will confirm the booking and fax a copy back to them with a "CONFIRMATION" stamp on it. This is to be done on the same day;
 - Should there be any problems, phone them; and
 - Advise operator that there is a fee of \$27.50 (including G.S.T.) per passenger pick-up and set-down or one-off berthing – max. ½ hour docking. Also advise that a tax invoice will be forwarded to them at the end of any month in which they use the River Lookout Terminal. (ie: if they are picking up at 6pm and then dropping off again at 11pm - the total charge is \$27.50).
- On receipt of the faxed booking form:
 - Check availability on the "Calendar – River Lookout" - which can be found in "Outlook" on the computer;
 - Enter the details into the "Calendar – River Lookout" ; and

- Complete the bottom section of the form – ie your signature, and tick the box to indicate that you have entered the details.
- Ask your co-worker to double check the entry. They must check the following:
 - That the correct calendar has been used;
 - Times;
 - Dates – double check day, date and month;
 - Vessel Name; and
 - Then they must clearly write their initials at the bottom right hand corner of the page.
- Stamp “Confirmation” on the original and fax it to the operator.
- Stamp “faxed” onto the original.
- File the signed booking form in STRICT DATE ORDER in the ‘RIVER LOOKOUT FOLDER’.

Incoming cheques and cash

- Should a cheque come in the mail from an operator – please leave it in the Customer Service Co-ordinator’s in-tray.
- If an operator calls in to the Visitor Information Centre and pays in cash – issue a receipt – note payment on booking form and leave details in the Customer Service Co-ordinator’s in-tray. (BARCODE 90)

Weekly task

- Each Thursday, a cross-check should be made between the River Lookout Folder’s booking forms and the entries made into the “Calendar – River Lookout” to ensure that all bookings are in place.
- Any discrepancies should be corrected and discussed with the Customer Service Co-ordinator.

Cancellations: What to do in the event of a cancellation

- Write ‘CANCELLED’ across the booking form and RE-FILE in the back of the folder.
- Delete the booking from the River Lookout Calendar.

Bookings from SBC staff

- Enter the details into the River Lookout Calendar – noting the event name and name of the South Bank staff member.
- In the details section – add any extra information available.
- Print and file in the River Lookout Folder – in date order.

Monthly invoicing

- At the beginning of each month, the Customer Service Co-ordinator should e-mail the Accounts Department with details of any operators who used the mooring facility during the previous month.
- Accounts will issue an invoice, copy it to the Visitor Information Centre and forward it to the operator for payment within 14 days.
- The Customer Service Co-ordinator is to follow-up any unpaid accounts and has the authority to exclude any operator who has unpaid accounts.