

CMP Cruise Terminal - Rules and Regulations Copenhagen Malmö Port

Effective from: June 1, 2025

1. Safety & Environmental Regulations

- Smoking is only allowed in designated areas.
- Quay operations should only use electric/hybrid machinery.
- Alternative diesel-powered machinery requires prior approval from CMP Cruise Planning.
- All quay-related work must be conducted by CMP personnel.
- **Painting Restriction:** Strictly prohibited during operational hours when personnel or guests are present.
- **Ship Washing:** Allowed only with fresh water, without chemicals, and must not cause inconvenience to guests or staff.

2. Guest Experience & Operational Standards

- **Professional Conduct:** All staff must act professionally and courteously at all times.
- **Cleanliness:** The quay and terminal areas must be kept clean to ensure a positive guest experience.
- **Communication:** The cruise line's designated representative (agent) is the primary point of contact for operational matters.

3. Waste Management & Responsibility

- Waste management procedures are detailed in the following document:
CMP Waste Management Plan 2025 (PDF): <https://www.cmport.com/wp-content/uploads/2025/06/DKCPH-Waste-Management-Plan.pdf>
- Responsible Authority: CMP Harbour Office
 - Email: cmp.havnekontor@cmport.com

4. Crew & Passenger Safety Protocols

- **Uniform Requirements:** Crew must wear official uniforms and/or visible official ID in terminal areas.
- **PPE for Crew:** Safety vests and safety shoes are mandatory in all operational zones.
- **Passenger Transfer:** Guests must be safely escorted to the terminal via designated walkways in cooperation with CMP staff and security.
- **Security Enforcement:** Debarkation is not permitted until security staff is in position.

5. CMP Contact Information

Operational Matters:

- Terminal 1: +45 3546 1201
- Terminal 2: +45 3546 1202
- Terminal 3: +45 3546 1203
- Harbour Office: +45 3546 1138
 - Email: cmp.havnekontor@cmport.com

Planning:

- Cruise Planning: +45 3546 1130
 - Email: cruise@cmport.com