

Copenhagen Malmö Port – Cruise Berthing Policy (External)

1. Purpose

This policy outlines the general principles and procedures governing cruise vessel berthing at Copenhagen Malmö Port (CMP) facilities in Copenhagen. The objective is to ensure safe, efficient, and sustainable cruise operations while delivering a high-quality passenger experience and making optimal use of port infrastructure.

The policy provides a transparent and non-discriminatory framework for berth requests, planning, and allocation. It applies to cruise vessels calling at the Port of Copenhagen and is intended as guidance for cruise lines and relevant stakeholders.

This policy enters into force on **1st May 2026**. CMP reserves the right to review and update the policy as required.

2. Scope

This policy applies to all cruise vessels requesting berthing at CMP facilities in Copenhagen, including:

- Nordre Toldbod - Langelinie - Ocean Quay.

3. Berth Request and Confirmation Process

- Berth requests must be submitted by the cruise line or appointed agent via email to **xbooking@cmpport.com**.
 - All requests are handled subject to berth availability and compliance with port requirements.
 - A confirmed port call does not guarantee a specific berth until CMP has published the final berth allocation.
 - ETA is defined as the vessel's estimated time of arrival at the pier and is used for planning and coordination of port and terminal operations.
 - For **transit calls**, the specific berth allocation will be communicated during **November** for the upcoming cruise season.
 - If Nordre Toldbod is requested, the arrival time should comply with the latest permitted arrival time stated in this policy, to increase the likelihood of being allocated Nordre Toldbod.
 - Calls on Nordre Toldbod should follow the 'Procedure for Cruise Operation on Nordre Toldbod' outlined on CMP's webpage.
 - For **turnaround (TA) calls** at all three piers, a quay will be specified at the time of confirmation.
 - When multiple vessels arrive within the same time window, delays to shore-side connections (such as shore power, water, or sewage) may occur. Connections can normally be expected within approximately one hour of arrival. Agents are responsible for communicating this to the vessel.
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4. General Berthing Principles

Berth allocation is based on the following principles:

- **First received, first allocated**, subject to compliance with this policy.
- **Safety first**: All berthing decisions prioritize passengers, crew, safe mooring arrangements and operational safety.
- **Operational efficiency**: Berths are allocated to minimize congestion, traffic impact, and operational conflicts.
- **Adhere to instructions**: Vessels are to follow the instructions given by the Port Office and docking master during mooring operations.

CMP retains the right to make final berth allocation decisions in the interest of safety and efficient port operations, regardless of prior confirmations.

5. Berthing Information – Nordre Toldbod

Nordre Toldbod is a centrally located cruise berth suitable for smaller cruise vessels.

- **Number of piers**: 1
- **Total length of berth**: 200 m
- **Total length within ISPS area**: approx. 160m
- **Depth**: 7.4 m. This requires reversing either in or out and turning off at the southern part of Langelinie. If turning eastwards from Toldboden, the maximum draught is 6.7 m.
- **Maximum draft**: The pilots recommend 30cm UKC
- **Permitted operations**: Transit and turnaround

Turnaround operations

The external party operating on the quay and responsible for the setup, including any subcontractors, is fully responsible for ensuring that the setup is lawful and complies with all applicable regulations and authority requirements set by the municipality of Copenhagen. This responsibility also includes determining whether a building permit is required for tents and, if so, applying for and obtaining the necessary permit.

As a result, only vessels whose operations comply with the above requirements may request Nordre Toldbod.

Restrictions

- All morning operations, such as embarkation and/or departure of tour excursions must be completed no later than **09:00**, and all vehicles must have vacated By & Havn's area.
- Consequently, the latest accepted ETA is therefore **07:00 am**.
- The total allowed provision vehicles for one call at Nordre Toldbod is two.
- A Traffic Official must be on site from 09:00am until 30 min prior departure. For late departures or overnight calls, specific timings will be defined based on the planned

operation. The Traffic Official is responsible for regulating all inbound and outbound traffic to and from quay 176, including both vehicle and pedestrian movements.

This requirement is **mandatory**, and the associated costs will be covered by the cruise line.

- **Overnight stays:** Permitted
 - **Traffic restrictions:** as per the standard operating procedure for Nordre Toldbod
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6. Berthing Information – Langelinie

Langelinie is a multi-berth cruise facility suitable for transit and turnaround operations.

- **Number of piers:** 2
- **Total quay length:** 710 m
- **Length restrictions:** 320m. This is in accordance with pilot recommendations and represents the maximum vessel length they will assist alongside the pier.
- **Depth:** Between 9.1m and 10m
- **Maximum draft:** 8,8m
- **Permitted operations:** Transit and turnaround

Overnight stays

- Overnight stays are permitted for **one vessel per day only**.
- Overnight vessels will always be positioned at C197.

Shore power

- Vessels connecting to shore power (OPS) will be prioritized.

Passenger capacity restrictions

- Due to infrastructure limitations, the maximum number of passengers per single vessel is **3,500**, based on the vessel's certified maximum passenger capacity. When two vessels are calling, the preferred combined limit is **4,500** passengers per day. Any requests exceeding these levels will be carefully evaluated by CMP before approval.
- Exceptions may apply for a single vessel: once berth allocations have been published, a larger vessel may request relocation to Langelinie, provided no other vessels are scheduled at the quay.

Turnaround operations

- Only one turnaround operation is permitted per day to ensure efficient operations. Two smaller turnarounds may be possible, depending on the overall operation, and such requests will be evaluated on a case-by-case basis.

Operational guidelines

- A **buffer on minimum 30 min** between arrivals and departures at Langelinie should be maintained to reduce traffic congestion and ensure sufficient mooring resource allocation across all piers and arrivals.

- As much provisions as possible should be arranged through agents.
 - Provisioning may begin **three hours after the vessel's arrival, but not earlier than 11:00 am**. This timing helps reduce congestion and ensures that excursions can depart first.
 - The noise restrictions outlined must be adhered to in order to respect nearby residential areas.
Non-compliance may result in the vessel no longer being eligible to berth at Langelinie.
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7. Berthing Information – Ocean Quay

Ocean Quay is CMP's primary cruise facility for larger vessels, Turn arounds and other high-volume operations.

- **Number of piers:** 3
- **C331 + C332:** 350m each
- **C333:** 400m
- **Depth:** 10.3–10.5 m
- **Maximum draft:** According to Pilots advice, 0,3m UKC
- **Permitted operations:** Transit and turnaround

Operational guidelines

- A 30-minute interval, minimum, between arrivals and departures at OQ should be maintained when more than one vessel is arriving, to ensure sufficient allocation of mooring resources.

Restrictions

- Maximum total length of vessels is 905m, including safe mooring distances.
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8. Vessel Substitution

Any vessel substitution must be communicated to **xbooking@cmport.com** as soon as possible.

Berth allocation will be reviewed based on the substituted vessel's characteristics. CMP reserves the right to adjust the berth assignment if required to maintain safe and efficient operations.

9. Exceptional Circumstances

CMP reserves the right to amend, delay, or reassign berth allocations in the event of adverse weather, safety concerns, emergency situations, or other circumstances beyond the port's reasonable control. In such cases, safety and operational integrity will take precedence over previously communicated plans.

10. Others

For charter operations, it is the responsibility of the cruise line to ensure that all necessary information - including any pier-specific operational procedures - is communicated to the charter party. The charter party is then responsible for passing this information on to their chosen operators to ensure that all outlined procedures and guidelines are followed.