

## Procedure for cruise operation on Nordre Toldbod

This procedure outlines the access and operational guidelines for all stakeholders involved in the cruise operation at Nordre Toldbod and enters into force on 01.03.2026. CMP reserves the right to review and update the policy as required.

### 1. Operations Before 09:00 AM

- There are no restrictions on the number of buses, taxis, limousines, or other vehicles accessing Quay 176 before 09:00 AM. All vehicles may enter as needed to complete passenger and service operations efficiently. However, all operations must be carried out with due consideration for the traffic flow and operational activities of other businesses operating in the area.
- All morning operations, such as disembarkation and dispatch of tour excursions, must be completed by 09:00 AM, with all vehicles having vacated Quay 176 by that time. Provisioning and sewage vehicles are exempt from this time requirement but may not use Quay 176 as a waiting area and must wait outside By & Havn's area until their operation is due to commence.

### 2. Embarkation, return of shore excursions and other afternoon operations

- A maximum of two buses, provisioning, sewage and other larger vehicles, may access Quay 176 simultaneously\*. Any additional buses or large vehicles must wait outside By & Havn's area until space becomes available. The responsibility for coordinating this rests with the party that has booked/coordinated the service(s)
- \*During weekends, buses returning with guests must drop off in front of By & Havn by the pavilions instead of proceeding to Quay 176. A maximum of two buses may operate simultaneously. This does not apply to turnaround calls, where buses carrying embarking guests and luggage may proceed to Quay 176. For weekend overnight calls with evening excursions, guest pick-up must also take place in front of By & Havn.
- Limousine operations remain subject to local parking regulations, and vehicles must wait in a suitable parking lot if a waiting position is required. Limousines may access Quay 176 to drop off embarking guests with luggage, as long as they do so with respect for the number of other vehicles operating at the pier.

### 3. Exception for 2026 Season

- For the 2026 season, an exemption allows morning operations to continue until 10:00 AM due to unchangeable arrival times. However, it is strongly encouraged that as much of the operation as possible is completed before 09:00 AM to minimize the impact on other traffic.
- For calls with arrivals after 10:00 AM, please follow the above guidelines for 'Embarkation, return of shore excursions and other afternoon operations'.

### 4. Additional Requirements

- A Traffic Official must be present from 09:00 am until 30 min prior departure to coordinate inbound and outbound traffic in relation to other vehicle movements and pedestrian flow. For late departures and overnight calls, specific timings will be defined based on the planned operation. The cost is DKK 175 per hour, with a minimum of 5 hours, and is to be covered by the cruise lines.
- License plate numbers for all vehicles accessing Quay 176 or dropping off during weekends in front of By & Havn must be submitted to **[parkering@byoghavn.dk](mailto:parkering@byoghavn.dk)** and **[cruise@cmport.com](mailto:cruise@cmport.com)** no later than 10:00 AM on the day prior to the call.  
For weekend calls, the information must be submitted by Friday at 12:00 PM.  
This requirement applies to all vehicles, including provisioning.  
Submission is the responsibility of the tour operator and/or port agent.  
Failure to provide this information may result in fines.
- Vehicles waiting in a holding position must not idle.