



"Framework for the Management of International Cruise Ship Arrival Requests at the Port of Rhodes"

The Municipal Port Fund of South Dodecanese, taking into consideration the significant increase in international cruise ship arrivals at the island of Rhodes and the subsequent requirement for improving the submission and processing of arrival requests, has proceeded with the customization of the **e.Berth** platform according to the requirements of the Port of Rhodes and the gradual differentiation of these procedures, which have now been digitalized to a large extent.

Through this differentiation of procedures, the Municipal Port Fund of South Dodecanese aims to improve the following parameters:

- The method of **recording and processing** cruise ship arrival/departure requests.
- The method of **allocating available berthing positions** at the "Tourist" and "Passenger" Port piers, taking into account the combination of each vessel's technical characteristics and each berthing position.
- The **prioritization of requests** based on objective criteria and the implementation of "best practices" from other ports with similar traffic to that of the Port of Rhodes.
- The consolidation of the above data into an **editable database**, facilitating the extraction of detailed statistical data (forecasts and reports).
- Increasing the **level of transparency** regarding the registration of schedules and vessels, and the connection of shipping agencies-vessels within a common database.
- The gradual **reduction of required resources** for managing cruise ship arrival/departure requests, and the gradual inclusion of other vessel categories into the system.
- The ability to extract **detailed statistical data** to be utilized by the Port Fund's specialized partners for the operational improvement of the Port of Rhodes.



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To achieve all the above, the Municipal Port Fund of South Dodecanese, through the "Framework for the Management of International Cruise Ship Arrival Requests," aims to define the operational framework of the Port of Rhodes regarding International Cruise Ships. Once approved by the Board of Directors of the Municipal Port Fund of South Dodecanese, this framework will be posted on the Port Fund's website and emailed to all stakeholders.

Specifically:

1. **Berth Allocation Coverage Areas:** The implementation shall apply to the "Tourist" and "Passenger" Port piers.
2. **Definition of Cruise Ship Berthing Positions:** The berthing positions for International Cruise Ships are presented in the table below:

S/N	Quay Wall Name	Main Berthing Function
1	Akromolio	International Cruise Ship Services
2	140	International Cruise Ship Services
3	Myloi	International Cruise Ship Services ¹
4	Prometheus	International Cruise Ship Services ¹
5	Gamma	Service of Tenders and Port Service Vessels
6	Colossus	Coastal Shipping, Commercial & Cruise Ship Services

Table 1_Ship-Shore Interface Position

- 2.1. It is noted that the designation '**Primary Berth Function**' indicates the vessels that have **priority** for service at a specific berth and does not imply exclusive use by a specific category of vessels.
 - 2.2. Vessels serving **State Purposes**, such as Coast Guard and Naval vessels, as well as vessels of International Organizations, shall berth at the available berths following **consultation** between the Central Port Authority of Rhodes and the Managing Director of the Municipal Port Fund of South Dodecanese."
3. **Submission of Departure/Arrival Requests for International Cruise Ships**
 - 3.1. **Where requests are submitted:** Requests shall be submitted through the **e.Berth digital platform** of the Municipal Port Fund of South Dodecanese, in accordance with the platform's user manual. Each request will receive a **unique identification number**, which shall be considered the '**Request Protocol Number**' and will serve as evidence should it be necessary to establish the chronological order



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of submission between two or more requests. It is noted that no other Arrival/Departure request, other than those registered on the platform, shall be considered valid by the service.

3.2. **Eligibility for Submission:** All shipping agents representing cruise lines that call at or are scheduled to call at the Port of Rhodes have the right to submit requests, provided they first obtain approval to use the platform from the Rhodes Port Manager.

3.3. **Access Credentials Issuance Procedure:** Those interested in the issuance of platform user credentials must send an e-mail to the Port Manager, which shall also be carbon copied (CC'd) to the following e-mail addresses:

- limenik@yahoo.gr (Municipal Port Fund of South Dodecanese).
- ispslimena@gmail.com (Office of the Berth Processing and Allocation Officer).
- (The company supporting the platform's operation).

The request must mandatory include the following details:

- Shipping Agency/Company Trade Name (in Latin characters).
- User First and Last Name (in Latin characters).
- Mobile contact number.
- Shipping Companies/Vessels currently under the management of the applicant.

3.4. **Replacement of Shipping Agent:** In cases of shipping agent replacement and in order to update the representation of companies within the platform, either a representative of the Shipping Company or the Shipping Agent assuming the ship agency services must send an e-mail to the Municipal Port Fund of South Dodecanese. This e-mail shall be carbon copied (CC'd) to the Port Manager and the company currently supporting the operation of the **Berth Allocation** application, and must mandatory include the following:

- Company/Companies and Vessels for which they are assuming agency.
- Agency Commencement Date.



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- 3.5. **Termination of Agency:** In the event that a Shipping Agent, for any reason, terminates the agency of Shipping Companies, they must send an information notice to the Municipal Port Fund of South Dodecanese, CC'ing the recipients mentioned in the previous paragraph, explicitly stating the **agency termination date**.
 - 3.6. **Termination of Agency without Replacement:** In the event of agency termination without replacement by a new shipping agent, the Arrival/Departure requests already registered in the application shall remain valid for **ten (10) calendar days** from the termination date. On the eleventh (11th) day, they shall be automatically considered **cancelled**."
4. **Time Periods for Submission of Arrival/Departure Requests:** The time periods for submitting Arrival/Departure requests are defined as follows:
- 4.1. During the period between **March 1st and June 30th** of each year, the Cruise Ship Arrival-Departure schedules for the **year after next** shall be submitted.
 - 4.2. On **July 1st**, the request management **algorithm** will be activated. This algorithm will verify the number of arrival/departure requests in conjunction with the technical specifications of the vessels and the berths of the Tourist Port (which includes the '**Colossus**' berth) and will proceed with the initial proposed allocation of vessels.
 - 4.3. In cases where it is determined that the number of arrival requests, combined with the technical specifications of the vessels and the quays, exceeds the available berths, priority will be given to those requests that best meet the requirements of the Municipal Port Fund of South Dodecanese, as expressed through the following factors:

S/N

Factor

Weight %



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1	Utilization of Rhodes Port as a Cruise Homeport	30%
2	Total number of vessel passengers.	25%
3	Number of company arrivals during the current request submission period.	20%
4	Number of company arrivals during the "low demand" period ² .	11%
5	Total number of company arrivals during previous years ³ .	06%
6	Total number of company cancellations during the previous three years ⁴ .	05%
7	Total berthing duration for each individual request ⁵ .	03%

Table 2_Weighting Factors for Berth Allocation

The structure of the request evaluation algorithm is as follows:

$$R \text{ Score} = \left(\frac{H \times w_H}{\max(H)} + \frac{T \times w_T}{\max(T)} + \frac{L \times w_L}{\max(L)} + \frac{A \times w_A}{\max(A)} + \left(1 - \frac{C}{\max(C)} \right) \times w_C \right) \times \frac{100}{\text{count of factors}}$$

Subsequently, the **Rhodes Port Manager** will process the requests for the initial formation of the schedule.

- 4.4. Any arrival requests that cannot be accommodated at the berths listed in Table 1 will initially be allocated to the **Rhodes Port anchorage**. This position may only be altered if the overall arrival schedule of the port allows for service at a different berth.
- 4.5. The **berth allocation plan** may be modified by the Port Manager in cases where the smooth operation of the Port of Rhodes might be disrupted.
- 4.6. The arrival/departure schedule, as formed during the first allocation, will be announced by the **Municipal Port Fund of South Dodecanese by July 31st of each year** and will be accessible via the digital platform.
- 4.7. In the event of requests that cannot be serviced by either the available berths or the anchorage, these will be designated as '**Overlimit**' and their details may be amended until September 15th of each year. It is noted that these specific requests will take **priority** over those submitted from July 1st onwards.



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- 4.8. From July 1st until the end of the period, with the exception of the case in paragraph 4.4, all registered requests will be examined according to the '**First Come - First Served**' rule.
- 4.9. During the vessel allocation process at berths by the Port Manager, **Safety & Security** regulations for both the Port and the Vessels must always be taken into account.
- 4.10. Once finalized by the Municipal Port Fund of South Dodecanese, the schedule will also be posted on the Port Fund's **official website**. Furthermore, the final **daily berthing plans** will be exported via the platform. In addition to Shipping Agents, the following user groups will have access to these plans, in accordance with the procedure in paragraph 3.3:
- Representatives of the **Central Port Authority of Rhodes**, the Port Guard Post, and the **Pilot Service**.
 - Representatives of the **Rhodes Customs Office**.
 - Representatives of the **Rhodes Police Directorate** and the Passport Control Department.
 - Representatives of the **Port Service Craft** operating in the Port of Rhodes.
- 4.11. In the event that an **unauthorized user** wishes to receive information regarding the daily port arrival/departure plan, they must submit a request via e-mail to the Port Manager, briefly describing the reasons for the request, after which a decision will be made on whether to grant or deny access.

5. Change of Arrival/Departure Date, Request Cancellation, Vessel Substitution

- 5.1. **Modification of Request Details:** Changes to arrival/departure details are considered those involving the differentiation of the core elements of the application, specifically:
- Date of arrival and departure.
 - Estimated Time of Arrival (ETA) and Estimated Time of Departure (ETD).
 - Previous and next port of call.



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Changes to the arrival/departure date or time must be made only after reviewing the overall port schedule and following **consultation** with the authorized Port Manager.

Regarding the modification of arrival and departure dates, the change must not exceed **three (03) days** from the originally registered date. In any other case, it will be treated as a new request, and the original entry will be designated as a '**CANCELLATION**'.

If a modification is required after the initial confirmation of a request by the algorithm, it will be reviewed as a priority according to the provisions of paragraph 4.6. **Subsequently, it will be classified under the request category of paragraph 4.7.**

5.2. **Request Cancellation:** A scheduled arrival is considered a cancellation when a planned call is not executed and the following conditions are met:

- The shipping agency representative failed to provide timely notice to the Municipal Port Fund of South Dodecanese at least **one hundred and eighty (180) calendar days (six months)** prior to the scheduled arrival.
- A change in the vessel's arrival date is declared that exceeds the specified limit of **three (03) calendar days**, as described in the previous paragraph.

5.3. **Note:** A scheduled arrival that did not take place due to **extraordinary events**, such as mechanical failure, prevailing weather conditions, or incidents affecting **Safety and Security**, shall not be considered a Cancellation.

5.4. **Estimated Time of Arrival (ETA)** is defined as the time the **mooring operations** begin at the designated berth, and not the time the vessel enters the maritime boundaries of Rhodes, begins pilotage for berthing, or starts the passenger disembarkation process.

5.5. **Estimated Time of Departure (ETD)** is defined as the commencement of the **unmooring operations** from the designated berth.



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It is noted that arrival and departure times at the berths are determined by the Pilot Service of the Central Port Authority of Rhodes, in accordance with the operational requirements of the Port of Rhodes.

- 5.6. For vessels assigned to the **Rhodes Port Anchorage**, Estimated Time of Arrival (ETA) and Estimated Time of Departure (ETD) shall be defined as the arrival time of the vessel's **first tender** and the departure time of the vessel's **last tender**, respectively.
 - 5.7. Therefore, those submitting the final arrival/departure schedule must take the aforementioned parameters into account. Should a modification of the ETA or ETD be required, it must be declared through the digital platform. This procedure must be strictly followed by all parties to ensure **transparency** and the notification of all stakeholders.
 - 5.8. Shipping companies and their representatives are obliged to adhere to the arrival/departure schedule and refrain from actions that may cause operational disruptions to the Port of Rhodes, such as arriving at a time other than the scheduled one, demanding a specific quay or berth, and generally failing to comply with the **operating framework** and **Safety & Security** regulations of the Port of Rhodes.
6. The **Rhodes Port Manager** (who shall be appointed by decision of the Board of Directors of the Municipal Port Fund of South Dodecanese for a specific term) shall be responsible for the management of the Port's Arrival/Departure Requests in accordance with the current regulatory framework, the monitoring of the platform's operation, and the briefing of the Management of the Municipal Port Fund of South Dodecanese on matters falling within their duties."

Footnotes:

Footnote 1: The berths 'MYLOI' and 'PROMETHEUS' can also function as a single unified berth to accommodate vessels with a length exceeding **300 meters**.

Footnote 2: The '**low demand**' period is defined as the period from **November 1st to March 31st** of the year preceding the final deadline for the registration of schedules. **Example:** For instance, if the period for which schedules are being registered is from **01/01/2028 to 31/12/2028** and the submission deadline is **June 30th, 2026**, then arrivals occurring from **01/11/2025 to 31/03/2026** will be calculated.



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Footnote 3: 'Total number of company arrivals during previous years': The total number will be calculated by taking into account the number of arrivals for each company from **01/01/2022 until December 31st** of the completed period prior to the submission deadline. **Example:** If the registration period is **01/01/2028 to 31/12/2028** and the deadline is **June 30th, 2026**, arrivals from **01/01/2022 to 31/12/2025** will be calculated.

Footnote 4: 'Total number of company cancellations during the previous three years': The total number will be calculated by taking into account the number of cancellations for each company during the periods completed prior to the submission deadline. **Example:** If the registration period is **01/01/2028 to 31/12/2028** and the deadline is **June 30th, 2026**, cancellations from **01/01/2022 to 31/12/2025** will be calculated.

Footnote 5: 'Total berthing duration for each individual request': This refers to the specific request submission period.