Standard Operating Procedures
Floating dock
Tortola Pier Park
The following procedures have been developed as a guide to facilitate users of the floating dock, which includes, booking a berthing at the facility and use of the services offered while moored at the facility.

If you have any questions or concerns please contact the following persons: at the Ports Authority:

- **BVI Ports Authority:**
  - Mr. Sean Durrant – Marine Manager
    Telephone: 284-499-0863
    Email: sdurrant@bviports.org
  - Mr. Dave Smith – Security Manager
    Telephone: 284-443-7536
    Email: dsmith@bviports.org
  - Mr. Byron Hazel – Marine Supervisor
    Telephone: 284-440-3382
    Email: bhazel@bviports.org

- **Tortola Pier Park Limited:**
  - Ms. Dona Regis – Chief Executive Officer
    Telephone: 284-440-1415
    Email: dregis@tortolapier.com
  - Mrs. Jurine Scatliffe-George – Operations and Facilities Manager
    Telephone: 284-496-7888
    Email: jegeorge@tortolapier.com
  - Mrs. Shonia Polladino – Customer Service Manager
    Telephone: 284-499-1129
    Email: smpolladino@tortolapier.com
1.0 General Information

1.1 Purpose
To establish guidelines in relation to the day to day operation of the floating dock, delivery services and provision of quality customer care between the Ports Authority, Tortola Pier Park and our customers

1.2 Objectives

i. To streamline the procedures for the operations of the floating dock so that it is operated in a professional and organized fashion;

ii. To ensure awareness in relation to users safety and a secure environment;

iii. To promote BVIPA/TPPL’s commitment to best practice, upscale customer service and operational efficiency;

iv. To establish a code of conduct in relation to the operations of the floating dock.

1.3 Operating Hours
Normal operating hours of the facility is as follows;

Mondays – Friday: 07:00 to 18:00 hrs

Saturday – Sunday: Contact us on VHF Channel - 74

Tortola Pier Park hours are 8:30am to 4:30pm Monday to Friday

1.4 Emergency:

i. Any emergency including that of persons onboard vessels moored alongside should be directed to the nearest BVI Ports or Pier Park employee. Emergencies can also be referred to EMT or Ambulance/Medical Service by calling the designated contact numbers of 999 or 911;

ii. Emergency vehicles should enter through the main entrance gate located on Admin Drive and staged at the roundabout, this route should not be inhibited by any vehicles at any time.

iii. Depending on the emergency, it can be dealt with by dock masters, security or by contacting any of the persons listed above.
2.0 Vessels

All vessels using the floating dock:

i. Must be of good appearance, mechanically and structurally. Vessels should remain in a ready state at all times. In cases of emergencies the vessel should be able to leave the facility upon the request of the Dock Master and or Security.

ii. Large yachts must not be left unmanned for an extended period of time, someone must at all times remain onboard the vessel.

iii. Vessels must not pump overboard any sewerage, oils, bilge water or any other pollutants from their vessels while moored at the facility;

iv. Mooring lines, fenders, gangways, electrical shore tie, water hoses and any other items needed must be provided by the vessel using the facility;

v. Vessels using this facility must not engage in soliciting passengers from the Pier Park.

vi. The picking up or dropping off of passengers without prior approval will not be allowed at this facility;

3.0 Safety and Security

5.1 Safety and Security:

i. Safety and security forms part of our priority for vessels and personnel using our facility;

ii. Non-skid surfaces, lighting, secured access, security personnel, Cctv cameras and properly grounded electrical fixtures and the like will be maintained at all times;

iii. Note that the pier is design and installed away from the shore with access points only at the end of the pier. These access points are gated offering safety and security to our guests.

iv. Report any and all security matters or concerns to the Security officers on duty, dock masters and the Duty Manager at the park or any other Park employee;

v. Ensure all security rules and safety guidelines within the Park are observed and adhered to.

vi. Ensure that small children are not left unsupervised while on the floating dock.

vii. Report all safety or security measures that you may think is out of place that may infringe on the operations of the facility.
4.0 Courtesy and Partnership Standards

4.1 Parking:

Designated parking is located in the visitor’s parking areas. During peak periods of business activity or on cruise ship days the Park may impose any and all controls that may be deemed necessary to operate the parking lot including but not limited to the length of time for parking use. There is no parking inside the facility while a cruise ship is in port, all parking will be diverted into customer parking located outside the pier park.

4.2 Customer Service:

i. Ambassadors are assigned throughout the Park to assist passengers, yachtsmen and visitors alike;

ii. All guests should be treated at all times with exceptional professional service while at the Park;

iii. All guests must be treated with respect and in a courteous manner;

iv. Any matter regarding safety or customer service concerns should be directed to the Marine Manager, the Customer Service Manager or any duty manager on call for the Pier Park.

4.3 Common Areas:

The below listing of specific prohibitions is not intended to be exclusive, (and the Pier Park within its sole discretion may amend from time to time) but is intended to indicate that common areas of the Park shall be used by tenants, tenant representatives, operators, operator representatives, agents and invitees solely as a means of access and convenience in shopping at the business establishments in the Property, and the right to use common areas is limited and controlled by The Pier Park

i. Loitering, profanity, loud unauthorized noises, sleeping, littering, misconduct or the like will not be permitted at the floating dock or the Pier Park Park;

ii. There should be no means of solicitation in relation to selling of tours or offers that are not prearranged by the cruise line prior to the arrival of the ship

iii. Walkways shall be used only for pedestrian travel

No person shall use any of the common areas for:

a. Vending, peddling, or soliciting orders, for sale or distribution of any merchandise, device, service, or other matter;

b. Exhibiting any sign, placard, banner, notice, or other written material;

c. Distributing any circular, booklet, handbill, placard, or other material;

d. Soliciting membership in any organization, group, or association, or soliciting contributions for any purpose;
e. Parading, patrolling, picketing, demonstrating, or engaging in conduct that might interfere with the use of the common area or be detrimental to any of the business establishments in the Property;

f. The designated trash bins for disposals should be used at all times to discard waste products

g. Restrooms are located throughout the park for use which must remain clean at all times

h. Follow all designated signs throughout the Park as guided.

5.0: Services to be rendered at the Pier:

Listed below are services that can be accessed at our facility, some of these services are an expansion of the city services and may not be available at times. We are happy to be able to deliver these services to our customers;

- Fresh Water
- Ice
- Electrical Shore tie, (120 and 240 volts)
- Sewage pump out stations
- Garbage Disposal
- Cable TV and Wi-Fi

Other services provided;

- Dock lighting
- Fire Extinguisher stations
- Life Buoys
- Security Officers on duty 24 hours/7 days a week.

A berthing agreement form should be completed by the owner/operator of the vessel stating the expected length of stay and services which may be requested. After the time of stay has expired, invoices will be totaled and payment will be collected by the dock master on duty.

Advanced berthing can be pre-arranged by contacting the Ports Authority at the following numbers;

Office: 284 494 3435
Fax: 284 494 2642
Email: operations@bviports.org / apickering@bviports.org

VHF 74

Payments for services can be made by credit card or cash to the marina office located on the board walk adjacent to the pier prior to departure.
### 5.1 Rates for berthage and other services

<table>
<thead>
<tr>
<th>Length of vessel (feet)</th>
<th>Daily</th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>26ft – 50ft</td>
<td>$1.50</td>
<td>$1.35</td>
</tr>
<tr>
<td>51ft – 100ft</td>
<td>$1.90</td>
<td>$1.75</td>
</tr>
<tr>
<td>101ft – 125ft</td>
<td>$2.50</td>
<td>$2.35</td>
</tr>
<tr>
<td>Multihull</td>
<td>$2.55</td>
<td>$2.40</td>
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</tbody>
</table>

**OTHER SERVICES**

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity rates (per kilowatt)</td>
<td>.75 cents</td>
<td>.65 cents</td>
</tr>
<tr>
<td>Water per gals</td>
<td>.20 cents per gals</td>
<td></td>
</tr>
<tr>
<td>Garbage</td>
<td>$3.00 per bag</td>
<td></td>
</tr>
<tr>
<td>Bags of Ice</td>
<td>$3.00 / $8.00</td>
<td></td>
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**NOTES:**

- Daily rates for vessels up to 25ft, first hour free, $15.00 per hour after
- Wi Fi available
- Do not Moore vessels larger than 125ft
- For rates of stay longer than a week, please contact the Marine Manager