



2011 Ports and Destinations Awards

The names of the ports and destinations that have impressed cruise line executives during 2011 show a fascinating mix of large and small and reflect the global nature of the industry. A total of 87 are listed here as winners – with 22 receiving more than one award.

In recognition of the often hidden work of those who understand the importance of team work a new award category has been created: Best Local Initiative – for those initiatives that involve the partnership of two or more organisations who together go the extra mile to deliver a product or service that has or will enhance the delivery of their cruise product.

Congratulations to all winners – destinations, ports and terminals – from marquee cities such as Barcelona, Istanbul and New York City to the names appearing for the first time like St Jean de Luz and Trois Rivières. Each has shown that they have made a contribution to the most important part of the local product offer – to provide special experiences to cruise passengers, whether on tour or on foot, to a level that leaves them wanting to return. Special congratulations also

go out to the guides who are so important in the delivery of a destination and to the onshore experience.

There is though much that continues to impact the way in which cruise lines plan their itineraries. These include the consequences of slower speeds initiated to save fuel – something which has already had a significant impact in ways that have yet been officially made known by cruise lines. This will change at the European Cruise Council's Ports Forum to be held in Brussels on 25 June when Neil Palomba, ECC Chairman of the Ports Sub-Committee, will reveal what has actually happened and how this has – and will continue to impact on ports. The Ports Forum will help port representatives understand better the challenges that lie ahead as well as provide a forum for expressing their own views.

In the meantime our task remains to give recognition to the ports and destinations who have delivered their product or service in a commendable way – which we have been delighted to do for many years.

Ajaccio, Corsica, France
Most Improved Port Facilities

Akaroa, New Zealand
Best Local Initiative
- strong proactive community involvement in response to earthquake in Christchurch

Amsterdam, The Netherlands
Best Destination Experience
(Independent Sightseeing)

Antalya, Turkey
Best Turnaround destination

Auckland, New Zealand
Most Efficient Terminal Operation

Bali, Indonesia
Best Shoreside Welcome

Barcelona, Spain
Best Destination Experience
(Independent Sightseeing)
Best Turnaround Destination

Barcelona, Spain
Most Improved Port Facilities
Most Efficient Port Services
Most Responsive Port
Best Turnaround Port Operations
- very communicative and responsive to requests as well as being great partners when it comes to resolving issues

Basseterre, St Kitts
Most Improved Destination

Belfast, Northern Ireland
Most Improved Port Facilities

Bergen, Norway
Most Efficient Port Services

Bilbao, Spain
Most Responsive Port
- efficient and proactive port authority; variety of tours; smooth operations

Buenos Aires, Argentina
Best Turnaround Destination

Cape Town, South Africa
Best Destination Experience
(Organised Tours)

Mindelo, Cape Verde Islands
Most Responsive Port

Cesme, Turkey
Most Improved Destination

Charleston, USA
Most Responsive Port
- efficient and proactive port authority; variety of tours; smooth operations

Charleston, USA
Best Turnaround Destination

Cobh, Ireland
Best Port Welcome
Best Tour Guides

Copenhagen, Denmark
Most Responsive Port
Best Turnaround Port Operations
- efficient and proactive port authority; variety of tours; smooth operations

Costa Maya, Mexico
Most Responsive Port

Curacao
Best Destination Experience
(Independent Sightseeing)

Dover, United Kingdom
Best Destination Experience
(Organised Tours)

Dubai, United Arab Emirates
Most Efficient Terminal Operation
Most Improved Port Facilities
Most Efficient Port Services
Best Turnaround Port Operations

Dublin, Ireland
Most Responsive Port
- excellent team work with little notice of arrival

Dublin, Ireland
Best Tour Guides

Falkland Islands
Best Destination Experience
- hospitality of the locals and amazing land discoveries

Falmouth Jamaica
Best Local Initiative
- an amazing coming together of port authority, government and stakeholders to deliver a new cruise port

Falmouth, United Kingdom
Most Improved Port Facilities

Flåm, Norway
Best Destination Experience

Port Everglades, USA
Most Efficient Terminal Operation
Best Turnaround Port Operations

Gran Canaria, Canary Islands, Spain
Best Tour Guides

Greenock, Scotland
Best Shoreside Welcome
- amazing staff and the terminal, albeit a tent, works well

Grenada
Most Improved Destination
Best Destination Experience
(Organised Tours)
Best Tour Guides
- expanded shore options and better infrastructure. Excellent tour guides.

Halifax, Canada
Best Shoreside Welcome
Best Destination Experience
(Organised Tours)

Hamburg, Germany
Most Improved Port Facilities
Most Efficient Terminal Operation
Most Responsive Port
Best Turnaround Port Operations

Helsinki, Finland
Best Destination Experience
- a destination that achieves continually high ratings

Honningsvåg, Norway
Most Improved Destination

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Istanbul

Best Destination Experience
(Organised Tours)
Best Destination Experience
(Independent Sightseeing)

Istanbul

Most Efficient Terminal Operation

Kiel, Germany

Most Efficient Port Services
Most Efficient Terminal Operation
Most Responsive Port

Kusadasi

Best Destination Experience

La Romana, Dominican Republic

Most Efficient Terminal Operation
Most Improved Port Facilities
Most Efficient Port Services
Best Turnaround Port Operations

La Romana, Dominican Republic

Best Turnaround Destination

La Spezia, Italy

Best Local Initiative
- unique agreement between the bus company, tender company and private enterprise to provide a docking facility which creates a seamless experience and transfer

Las Palmas, Gran Canaria, Canary Islands

Most Improved Port Facilities
Best Turnaround Port Operations

Madeira, Portugal

Best Shoreside Welcome

Madeira, Portugal

Best Tour Guides

Mahon, Balearic Islands

Best Destination Experience

Malaga, Spain

Best Destination Experience
(Organised Tours)

Marseille, France

Most Responsive Port

Miami, USA

Most Efficient Terminal Operation

Montevideo, Uruguay

Best Destination Experience
(Organised Tours)
Best Tour Guides

Montreal, Canada

Most Responsive Port
Most Efficient Terminal Operation
Best Turnaround Port Operations

Montreal, Canada

Best Turnaround Destination

Muscat, Oman

Most Improved Destination

Nanaimo, Canada

Most Improved Destination

New York City, USA

Best Turnaround Port Operations
Most Efficient Port Services
Most Efficient Terminal Operation
Most Improved Port Facilities (pier 88)

New York City, USA

Best Destination Experience
(Independent Sightseeing)

Palma de Mallorca, Balearic Islands

Most Efficient Port Services
Most Efficient Terminal Operation
Best Turnaround Port Operations

Palma de Mallorca, Balearic Islands

Best Turnaround Destination

Paranagua, Brazil

Most Efficient Port Services

Punta Arenas, Chile

Best Destination Experience
(Organised Tours)

Punta del Este, Uruguay

Best Destination Experience
(Independent Sightseeing)

Quebec, Canada

Most Responsive Port
Most Efficient Port Services

Quebec, Canada

Best Destination Experience
(Independent Sightseeing)
Best Tour Guides

Reykjavik

Best Destination Experience
Best Tour Guides

Rome, Italy

Best Destination Experience
(Organised Tours)

Rostock/Warnemunde, Germany

Best Turnaround Destination

Rotterdam, The Netherlands

Most Responsive Port

Saint John, New Brunswick, Canada

Most Efficient Terminal Operation

Salvador de Bahia, Brazil

Best Shoreside Welcome

San Francisco, USA

Best Local Initiative
- collaborative team approach in the design of the new cruise terminal

Santa Cruz, La Palma, Canary Islands

Best Destination Experience
(Independent Sightseeing)

Shanghai, China

Best Destination Experience
(Organised Tours)
Best Destination Experience
(Independent Sightseeing)



Lighthouse on Grenada island

Singapore

Most Efficient Port Services
Best Turnaround Operations

Singapore

Best Turnaround Destination

Skagway, Alaska, USA

Best Destination Experience
(Organised Tours)

Southampton, England

Best Local Initiative
Best Turnaround Port Operation
- amazing co-operation between
ABP and CPS when ship was
detained

St. Jean-de-Luz, France

Most Improved Destination
- together with Bayonne and Biarritz
deliver fabulous excursions

St. John's, Newfoundland, Canada

Best Shoreside Welcome

St. Maarten

Most Improved Destination
- improvements to both its
infrastructure and guest experiences

St. Petersburg, Russia

Best Destination Experience
(Organised Tours)

Stockholm, Sweden

Most Efficient Terminal Operation
Most Responsive Port
- efficient and proactive port
authority, variety of tours and
smooth operations

Sydney, Australia

Best Destination Experience
(Independent Sightseeing)

Tallinn, Estonia

Best Destination Experience
(Independent Sightseeing)

Tenerife, Canary Islands, Spain

Best Turnaround Destination

Thessaloniki, Greece

Best Tour Guides

Travemunde, Germany

Best Destination Experience

Trois Rivières, Canada

Most Improved Port Facilities

Ushuaia, Argentina

Most Efficient Port Services

Valetta, Malta

Most Responsive Port
Best Turnaround Port Operations
- high quality port facility with
senior leadership that are constantly
soliciting feedback on how to
improve. Highly rated Segway tour.

Valparaiso, Chile

Most Responsive Port
- efficient and proactive port
authority, variety of tours and
smooth operations

Vancouver, Canada

Best Turnaround Port Operations

Venice, Italy

Best Destination Experience
(Independent Sightseeing)

Victoria, Canada

Best Destination Experience
(Independent Sightseeing)

Villefranche, France

Best Local Initiative
- an excellent job in managing guest
flows at its tender terminal as well
as local vendors providing very high
quality tenders

Volos, Greece

Best Tour Guides

Warnemunde, Germany

Most Efficient Port Services
Most Improved Port Facilities
Most Efficient Terminal Operation

Waterford, Ireland

Best Destination Experience
(Organised Tours)

Yalta, Ukraine

Best Shoreside Welcome