



Service agreement for Cruise Vessels



Simplify your port calls

Many of your port calls have the same basic requirements, reflecting your specific operational needs. By telling us how you would like us to manage your port calls, we commit to deliver accordingly, in any port, at any time.

Your pre-defined minimum requirements become an integrated part of our operational system and business processes, so you do not have to worry about the basics the next time you use a Wilhelmsen Ships Service agent.

A service agreement will help you save time and resources.



Experience a globally consistent service, tuned to your needs

Services we will always perform

- Appointment acknowledgement
- Port call pre-planning
- Vessel service pre-planning
- Arrival arrangements
- Arrival clearance
- Coordination of booked services
- Monitoring of vessel operations
- Vessel boarding
- Departure arrangements
- Disbursement accounts

Reports that will always be sent, as PDF

- Pre-arrival report
- Arrival report
- Departure report
- Daily activity reports
- Proforma disbursement accounts
- Final disbursement accounts

For periodic business reviews we will measure

- Variance between proforma and final disbursement accounts, per port

Instructions and files

We can upload your instructions and files to our operational system, making them easily available for all Wilhelmsen Ships Service agents worldwide.

Integrating your repetitive operational requirements

- Based on our experience in the handling of cruise vessels, we have made a proposal that, if approved by you, will form the basics of our Service Agreement delivery every time we handle your port calls.
- Further requirements can still be added on a case-by-case basis according to the specific needs of each port call.
- The service specification will apply when Wilhelmsen Ships Service acts as full agent for calls in any port where we operate, at a predictable and agreed price.
- We are happy to tune the service specification to your individual requirements.

Time objects we will always register

Pre-arrival	ETA	Port operations	Commenced embarkment/ disembarkment
	ETD		Completed embarkment/ disembarkment
Arrival	EOSP	Departure	Pilot on board
	Pilot on board		Last line off
	All fast		COSP
	Gangway down		Cleared out
	Authorities on board		
	Cleared in		
	ETD		