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Public Information Packet: 2020 Cruise Ship Operations  
**FREQUENTLY ASKED QUESTIONS**

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**1) Where can I find up-to-date cruise ship information?**

Up to date cruise ship information can be found on the City of Valdez Government Facebook page, the City of Valdez website ([www.valdezak.gov/port](http://www.valdezak.gov/port)).

**2) What is the 2020 port of call schedule?**

*Included in this packet.*

**3) How many passengers can we expect?**

The Viking *Orion* has a passenger capacity of 930 and the Holland America *MS Maasdam* has a passenger capacity of 1258. The amount of visitor traffic in town on port of call days may only reflect a percentage of this capacity since voyages may not be sold to max capacity and some passengers may choose not to disembark the vessel during their stay.

**4) What is the passenger demographic?**

Viking Ocean Cruises defines their passenger demographic as “life-long learners” of the baby boomer generation. Holland America has not defined their passenger demographic at this time.

**5) Can I set up a vendor booth at the Kelsey Dock on port of call days?**

In a distinct effort to drive passenger traffic into the core business areas of Valdez, vendor permits / vendor booth set-up *will not be* accommodated at the Kelsey uplands this year. Historically, vendor permits were issued when cruise ships docked at the Valdez Container Terminal to give vendors access to passenger foot traffic outside of the town core. We are excited at the level of convenient accessibility the Kelsey Dock location offers passengers and want to encourage them to get out and explore!



See the “Local Business Guide to Working with Cruise Lines” publication. Included in this packet.

#### 6) Where can I set up a vendor booth?

We encourage vendors *without* a “brick and mortar” storefront to contact and collaborate with established businesses throughout town (i.e. downtown business core and Harbor district). There are several business owners that have expressed their willingness to allow vendors to supplement their offerings by inviting “pop-up shops” on property adjacent to their storefronts. **When collaborating it is important that *both* the business owner and the inquiring vendor educate themselves on Valdez Municipal Code and work with our Planning Department to obtain required licensing and/or permitting.**

*Valdez Municipal Code excerpts regarding Short Term Vendor Regulations included in packet.*

#### 7) What is a shore excursion?

The term *shore excursion* refers to special outings arranged by cruise companies as an extra package available to their customers. Cruise companies offer a variety of shore excursions ranging in price from “included with cruise fare” to several hundred dollars. A feature of such shore excursions is that they allow passengers to sightsee without making arrangements on their own in each port of call.

#### 8) Who do I contact if I would like to be a shore excursion contractor/provider?

Holland America: Contact Jennifer Miller at [jmiller@hagroup.com](mailto:jmiller@hagroup.com)

Viking Cruise Lines via Premier Alaska Tours: Contact Josh Howes at [josh@touralaska.net](mailto:josh@touralaska.net)

*Also, see the “Local Business Guide to Working with Cruise Lines” publication. Included in this packet.*

#### 9) Which shore excursions did Viking Ocean Cruises and Holland America select for 2020?

Viking Ocean Cruises has contracted a variety of shore excursions including museum tours, flight-seeing, glacier cruises and kayaking. There is also plenty of room to expand! Viking is currently seeking to diversify their shore excursion options in Valdez. Once they have made their final



selections for the 2020 season, you will be able to see detailed cruise itinerary information including shore excursion offerings by visiting Viking's website: <https://www.vikingcruises.com/>

Holland America has not yet published shore excursion offerings on their website, but we encourage you to check back: [https://www.hollandamerica.com/en\\_US/cruise-destinations/alaska-and-yukon/alaska-cruises.html](https://www.hollandamerica.com/en_US/cruise-destinations/alaska-and-yukon/alaska-cruises.html)

**10) What do I do if I contacted the cruise lines but was not picked to be a shore excursion operator?**

The City and Port of Valdez have no involvement with the selection of shore excursion operators. If you are not picked to provide a shore excursion for the cruise line directly, it is perfectly normal to market to passenger foot traffic on port of call days. Businesses may also receive inquiries from savvy passengers hoping to book activities separate from those offered through the cruise line, prior to their arrival in Valdez.

**11) Is there someone appointed to help businesses coordinate with cruise ships?**

Businesses offering activities and tours should work directly with cruise lines utilizing the aforementioned contacts.

**12) Do you have any suggestions for attracting business on port of call days?**

Retail vendors, cafes, restaurants, and other service providers are encouraged to engage and collaborate within the community to attract passenger traffic. It may be helpful to advertise at your storefront location or online, utilizing search engine or social media platforms. It is also important to note the arrival and departure times and consider adjusting hours of operation to accommodate passenger traffic.

**13) Can I put advertising signs or sandwich boards up at the Kelsey Dock and Plaza on port of call days?**

Per Valdez Municipal Code 17.48.090B3D signs advertising a specific business, vendor, or enterprise are prohibited.



**14) May I distribute printed advertisements for my business on port of call days?**

There is now rack card space within an information kiosk at the Kelsey Plaza. Please contact the Port Office at [portofvaldez@valdezak.gov](mailto:portofvaldez@valdezak.gov) or 907-835-4564 *prior* to port of call days if you would like to make your print advertisements available in this venue.

**15) Why did the cruise ships stop coming?**

There is no “one size fits all” explanation. There are a variety of economic, routing, and regulatory factors that contributed to the decline in cruise ship traffic in the early 2000’s.

**16) Does the Port of Valdez impose a passenger (head) tax?**

No, the current Port Tariff 100-19 does not impose a passenger (head) tax.

**17) What is the estimated economic impact?**

Included in this packet.