

**Conditions of use for Transport Operators for
Akaroa Cruise Ship Season 2015/16**

1. Only one permit /licence per company is permitted. It is the responsibility of the company to ensure all staff involved with the operation are briefed on the permit conditions and to ensure compliance with the same.
2. Permits apply to passenger service vehicles activities when Cruise Ships are in Akaroa, and at the location specified. The permits do not imply or authorise use of the site on any other day(s) or at any other place(s). The site will be marked by paint on the ground. The CCC (or their appointed representative or contractor), reserves the right to access the site to carry out repairs or other works on the site or any utilities on the site. The CCC reserves its right to issue permits to other operators which may be in competition, directly or indirectly, with the operator.
 - Operators must only operate in the area marked on the attached plan. Sites not covered by the roster will be managed on a first come, first served basis. Rostered sites will have the following conditions;
 - Operators will be randomly selected then placed on the roster. This roster will be updated one month in advance.
 - After each ship visit the permit holders will move to the bottom of the roster list. The sites not allocated are available to any permit holder on a first come first served basis.
 - If an allocated site is not occupied by 8.30 am the Site Traffic Management Supervisor (STMS) may allow the next rostered company to move forward to fill the empty position.
 - Repeated unexplained non-occupation of a site may result in the operator being removed from the roster.
3. A maximum of two people per company/operator are permitted to be in the site at any one time, irrespective of whether they are involved with sales or not. Operators, or other company representatives are not to approach potential passengers outside of the site, or anywhere within the designated Traffic Management Plan area.
4. Operators must comply with the directions of either the STMS or any Authorised Council Officer. If in the view of either of the above the total number of people within the site is a potential Health and/or Safety issue, congestion issue or is obstructive to other transport operators, then the number of people may be reduced. Operators agree to abide by any direction provided by the STMS or authorised Council Officer in this regard.
5. There is to be only one sign per company per rostered site, and that sign shall be no bigger than 0.54 square metres (e.g. 600mm x 900mm). A sign cannot protrude outside of the designated area – nor can operators place signage independent of their stall in any other areas in Akaroa. Signs on vehicles or clothing are excluded from the sign allowance. All signs and their supporting structures shall be constructed, fixed, placed and maintained in a manner within the site so they do not pose a danger to property or the public. All signage and equipment within the site must remain attended at all times. An exception is where the sign has a contact phone number displayed or another operator has been assigned to manage inquiries. An additional sign of no more than 0.54 square meters may be used to display names of pre-booked clients.
6. If multiple tours are being advertised, they must be advertised on the one sign. Signs can be double sided. The use of any other equipment, such as folding tables and chairs, is at the discretion of the STMS. Signage not in use must be covered or removed from the site to a point where it will not function as additional advertising.
7. Operators must only trade within the allocated site between the hours of 7.30am and 5.00 pm on Cruise Ship day's only. Signs or equipment can only be set out after 7.30am and must be removed before 5pm on the cruise ship day. Delivery or removal of signage and equipment must not obstruct other passenger service vehicle activities.
8. All tours or services that are being offered must be available on that day. There is to be no marketing/advertising of services or products for other ports or for other cruise ship days. There is to be no selling or display of merchandise within any site or area where Transport Operators are parked, or operating from. This includes on or from within vehicles or structures related with the operation within the Traffic Management Plan area.
9. Operators wishing to promote their services must comply with relevant national and local legislation.
10. Operators must make themselves familiar with the requirements of the Traffic Management Plan (TMP) for Cruise Ship visits and relevant Council regulations. They must comply with the directions of the STMS or authorised Council Officer

when requested.

11. Passenger Service Vehicles are to enter the traffic management area only for the purposes of picking up or dropping off passengers, and must not be left unattended for any longer than stipulated in the TMP. At all other times the vehicle must be parked away from Beach Road and parking restrictions complied with.
12. Vehicle noise and audible disturbance must be minimised outside accommodation units, and no amplified speakers or similar equipment are to be used.
13. The permit/licence must be in the possession of the person operating from the site and must be shown on request to the STMS or authorised Council Officer.
14. Operators found in contravention of these conditions will be provided with a verbal/written warning and requested to remedy the contravention within a reasonable timeframe (related to the circumstances of the contravention) by the STMS or an authorised Council Officer. Failure to follow this warning/request may result in Christchurch City Council taking punitive enforcement action.
15. Council reserves the right to withdraw any permit/licence if in its view the licence holder is not complying with the conditions outlined in the permit/licence.
16. Operators must conduct business in a professional manner so as to provide a high quality and friendly service. Operators must be knowledgeable about the services they offer and be courteous. The operator shall not cause any nuisance annoyance to any person in the conduct of their business.
17. Occupation of the site is at the operators own risk and there shall be no liability by the CCC or the STMS for any accident, damage, injury or loss occurring to any person or property.
18. Operators must advise the CCC or the STMS of any complaints received from customers or other operators.
19. Operators must report any accidents causing serious harm or near miss incidents which could result in the same, to the Christchurch City Council, where these have occurred whilst undertaking any activity related to the Transport Operators permitted concessions for the Cruise Ships.
20. These conditions can be added to or amended by the Christchurch City Council at any time.