

Municipal Port Fund of Thira

Cruise Arrival/Departure Evaluation for 2025 and 2026

This is a translation of the Decision of the Municipal Port Fund of Thira, 182/2024 of the 19th September 2024

The Municipal Port Fund of Thira has decided to re-evaluate the 2025 arrivals requests, having defined new conditions, rules and criteria, as required to respect the destination capacity and assure orderly operation of the port and visitor services. Ranking results applied on 31 December 2023 have no effect and will be ignored due to the urgent need to lower intraday arrival limits and protect the destination by better management of cruise visitor flows. New criteria will be applied, according to the following conditions, rules and criteria.

It will also evaluate the 2026 requests according to the new rules and plan set out below.

Minor adaptations to the policy will be considered for 2027 onwards, based on feedback received during implementation in 2025 and 2026.

Rules, Requirements and Criteria

CONDITIONS

2025

- The maximum number of cruise passengers visiting the island of Santorini during 2025 will not exceed 8,000 passengers/visitors, on the same day
- The estimated number of passengers per ship will equal to 80% of its capacity.

2026

- The maximum number of cruise passengers visiting the island of Santorini during 2026 will not exceed 8,000 passengers/visitors, on the same day
- The estimated number of passengers per ship will equal to 100% of its capacity.

RULES

All cruise call announcements will be processed by the Municipal Port Fund of Thira in two phases. All arrivals in 2025 (either confirmed or unconfirmed by the December 2023 ranking) will be nominally converted to requests, respecting the date of the original request.

The configuration of the itineraries will be done in two phases.

PHASE 1 - Run the ranking algorithm - Publish results to companies and agencies - All requests will be ranked according to the ranking algorithm and will be declared either as

- a. Confirmed or
- b. Unconfirmed, when capacity or other limits are exceeded.

In the latter case, alternative dates will be proposed to the representative of the impacted cruise line when that is possible.

The **ranking report** will be made available to all companies, through the online system to which the representatives of the companies have been given access.

- For 2025 the first phase will be completed no later than October 18, 2024.
- For 2026, the first phase will be completed by December 31, 2024.

The system algorithm will apply the following criteria and weights:

CRITERIA and WEIGHTS

1. Number of Company Calls	10
2. Stay Duration	20
3. Number of Company Calls in the Low Season ¹	15
4. Number of Company Cancellations	10
5. Date and time when the request was submitted	2

Note: *The weight in each criterion defines the optimal score that the arrival with the best value in that criterion receives, while the other arrivals receive a fraction of the optimal score equal to the value of the criterion divided by the best value of the criterion on the same day. The total score is the sum of the scores in each criterion to the sum of the above weights.*

For specific arrival dates, when the total number of cruise passengers exceeds the limits set by the Municipal Port Fund, as stated above in the Rules, Conditions and Criteria for the Port of Santorini for the year 2025/2026, assignments will be provided/offered as below:

- The algorithm confirms the arrivals of ships with a higher rank, as long as the limits set at the day level are not exhausted
- For calls that are not confirmed, alternative available arrival dates will be suggested, when that is possible. If approved, the Municipal Port Fund of Thira will enter the amended request into the updated schedule.

PHASE 2 – Arrival/Departure Time fine-tuning - It will be performed immediately after the completion of the 1st phase automatically.

Cruise passenger disembarkation/embarkation times of confirmed arrivals to be determined by the Phase 1 process will be adjusted accordingly, depending on the volume of passengers at each arrival to avoid tight arrival and departure schedules and peak boarding/disembarkation times. Final plans will be released to the public

- **For 2025:** The second phase will be completed by the October 20, 2024 and the program will be published on the website of the Municipal Port Fund of Thira.
- **For 2026:** The second phase will be completed on January 10, 2025 and the program will be published on the website of the Municipal Port Fund of Thira.

Publication of Schedules – The cruise arrival schedule will be published and regularly updated in your online account as well as via the website: <https://www.santoriniports.gov.gr/el/cruise>

- on October 20, 2024 (for 2025) and
- on January 10, 2025 (for 2026)

¹ Low Season 1-Jan to 30-Apr and 1-Oct to 31-Dec.

Submission (via Email or in-app request) of change requests - New requests hereafter (after phase 1 is over) will be confirmed subject to available capacities on a first come-first served (FCFS) basis. New requests or modifications of confirmed ones received after phase 1 will be processed within five days from the date of submission and will be confirmed subject to available capacities.

Vessel Replacement - A vessel with an already confirmed arrival and ETA/ETD can only be replaced by another vessel of the same company, of lesser or equal passenger capacity. Requests for vessel replacement that differ in capacity by more than 5% of the confirmed vessel will be considered as new requests.

Note - All laws and regulations applicable to Municipal Port Fund of Thira will continue to apply to anything not specified in this Policy.

Submission of Requests for 2027 Season Cruise Calls

The Municipal Port Fund of Thira decides to open the system for submission of booking requests for 2027 by cruise companies on October 1, 2024 with a submission deadline of September 30, 2025. And, commits to publish the 2027 cruise arrival schedule by November 15, 2025.

For the 2028 and future seasons, the set of dates defined above, adapted for corresponding years, will form the set of deadlines for booking submissions, approvals and publication of the corresponding season's cruise arrival schedule.

For example, for the 2028 season,

- System open for submissions on October 1, 2025;
- Submission deadline on September 30, 2026;
- Publication on November 15, 2026.

Application of Compensation for cases

a. Cancellation of Approved Arrival and

b. Non Adherence to the Planned Duration of Stay

A. The Municipal Port Fund of Thira decides to impose a fee on each company, when they cancel a scheduled arrival (approved and published). No penalty fee will be applied when one of the following case applies:

- the cancellation is announced to the Port Fund of Thira, more than 3 months before the scheduled date of arrival,
- the arrival that is canceled is transferred to another date;
- the ship is replaced by a ship of less or equal passenger capacity;
- the arrival is canceled due to force majeure

The cancellation fee will apply from January 1, 2025, and is set at the amount of 3 euros per passenger (calculation is based on the total passenger capacity)

B. The Municipal Port Fund of Thira decides to impose a compensation fee on the respective company, for each arrival and departure that does not comply with the approved plan in respect

to the stay duration at Thira and specifically when the duration of the ship's stay on the island is less than the planned and approved. The above compensation will be applied when

- the length of stay is shorter than approved by at one hour at least
- there are no force majeure reasons that cause the departure earlier than expected

The compensation will be valid from January 1, 2025, and is set at the amount of 2 euros per passenger (based on the number of passengers carried by the ship) per 1 hour of deviation. Additionally, deviations from the plan will be accounted and added up to take into consideration in future evaluations of the requests of each company.