

## Introduction

One of the major characteristics of an attractive cruise destination is a customer-friendly and hassle-free logistical process for the disembarking and embarking cruise passengers. This ease of process is essential as passengers begin and end a cruise holiday visiting India destinations and touring tourist sites. Gauging the cruise passenger experience is one of the most influential factors for Cruise Operators to determine whether or not a vessel is deployed to a certain region / destination. Cruise passengers should be categorized as a leisure type of visitor as the cruise industry is not related to transportation that is similar to an airport arrivals process, but more specifically the cruise vessel and its itinerary are a holiday destination and should be treated accordingly. Moreover, the time it takes to move on and off the vessel, “disembarkation and embarkation” should be an expeditious process to allow passengers adequate time for pre-arranged shore excursions to visit the sites of the destination, or allow for independent visitors to freely move from port to city and back. Ideally, the disembarkation of a ship with a range from 2,000 – more than 4,000-passengers should not take more than 30- to 1 ½ hours with individual queuing times under 5 minutes for all the processes required.

This is not only a matter of convenience on a typical destination visit, but it also relates directly to the feasibility of the earning model of cruise corporations and on shore service providers, along with vendors, retailers & restaurateurs, tourism venues, and transportation providers, which are all negatively impacted by long processing times for disembarkation and embarkation. Overall, it allows less time in the actual city / port area and that directly impacts the amount of money that can be spent within the time period of the cruise vessel visit.

In the majority of the destinations worldwide Authorities understand the nature of cruise and rely on the vessel operator’s own security procedures and data collecting systems at ticketing, embarkation and debarkation to gather and submit this information for clearance processing. The time for processing and the gathering of personal data relates more in particular to procedures with regard to **Immigration, Security, Customs and Health and Taxation**, all of which could negatively affect the embarkation and disembarkation processing times as well as the hotel functions on board for non-debarking passengers and crew.

The Cruise Port Operation is multi-faceted, thus there are many aspects involved in the entire process. There are four main procedures:

- Security
- Immigration
- Customs
- Health

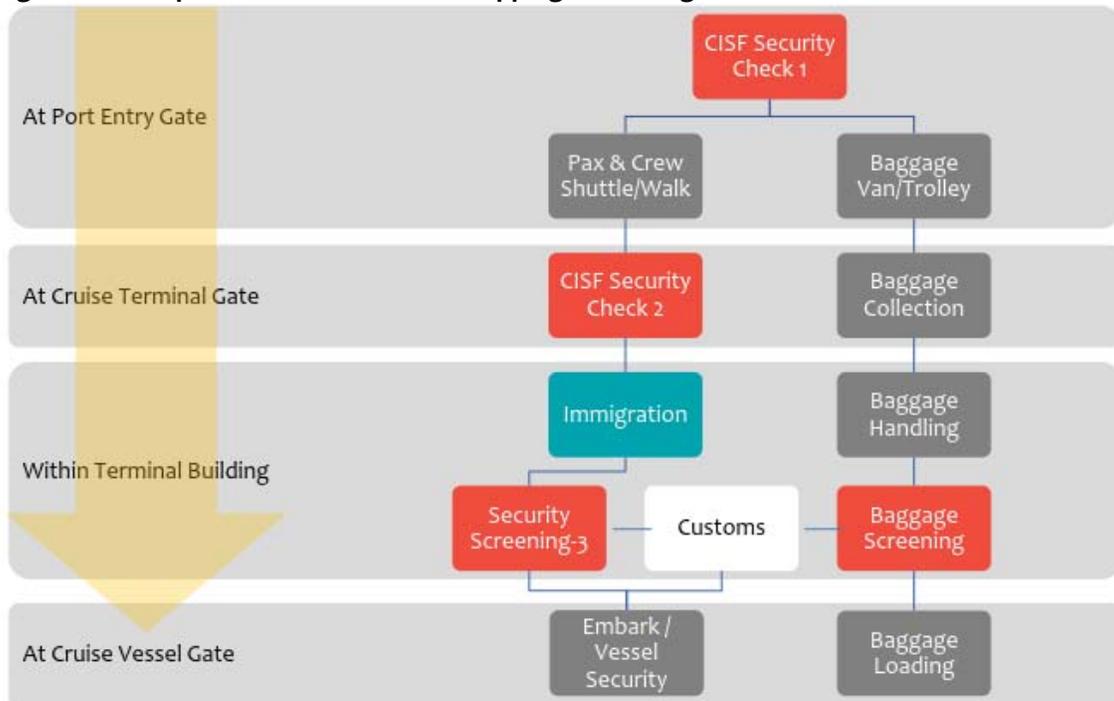
Cruise line and private stakeholder interviews have acknowledged that current security procedures (more specifically the Immigration process) is the primary hurdle that must be crafted to develop a cruise ecosystem friendly environment. *According to a cruise line spokesman India’s procedures are considered “the worst in the world”.* Our Team has studied the current processes and created flow charts to clearly outline the entire process. From our analysis issues were identified in the process and the causes behind them defined. This analysis and further insights from case studies and international practices has allowed for benchmarks that form the foundation to the proposed recommendations. See Table 1.

**Table 1: Cruise process issues**

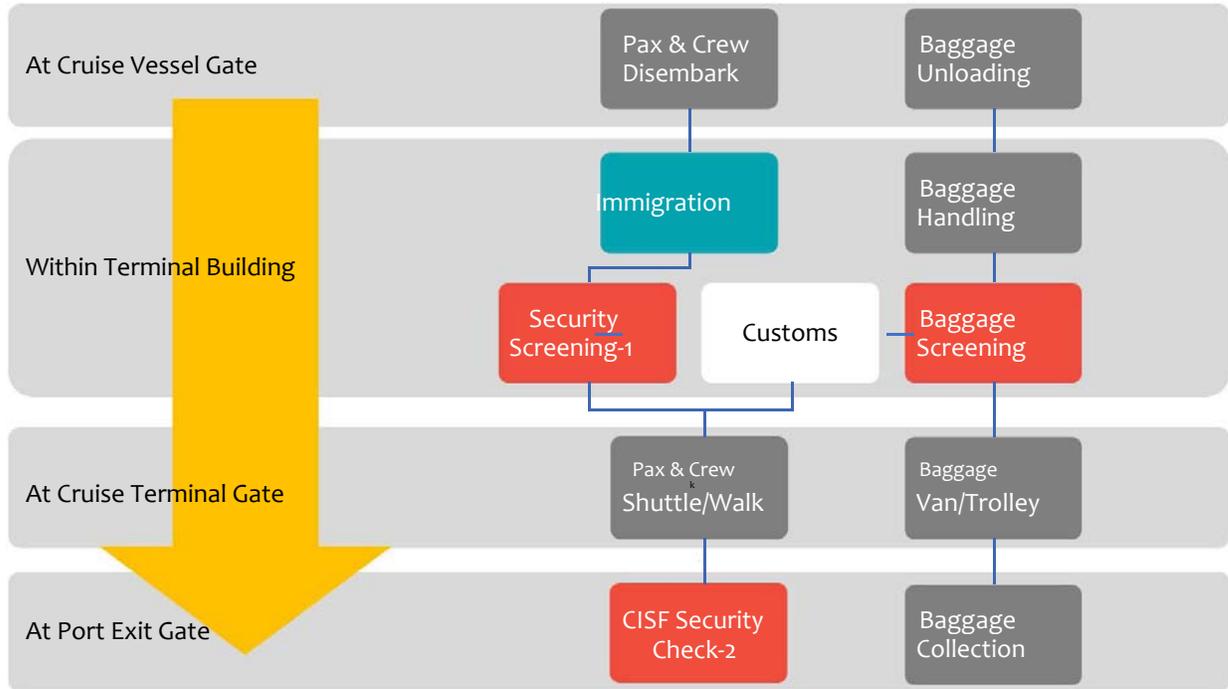
Today	Its not like clearing a cargo vessel in accordance with old laws and rules... <b>OR</b> clearing arriving passengers by air...
The need	Welcome high spending cruise tourists They depart and arrive in India via cruise vessel (floating hotel) That hotel has its own tight security processes at check-in (embarkation) and when leaving the vessel (disembarking) Easing logistical processes with the use of technology is a desired outcome
Setting the platform for success	Rules should be re-designed in such a way that they meet both the needs of a fast growing fully globalized cruise industry, address international best practices, AND still respect the reasonable requirements of India as a sovereign nation.

Figures 1 and 2 provide for a mapping of the typical India Port Operations processes for cruise passenger vessel embarkation and disembarkation.

**Figure 1: Port Operations Assessment – Mapping of Existing Embarkation Processes**



**Figure 2: Port Operations Assessment – Mapping of Existing Disembarkation Processes**



**Security**

The current Security Check procedures are complicated, time-intensive and inconsistently enforced. They call for intensified security requirements and multiple checks creating logistical issues for the cruise corporation. These issues can severely delay passenger disembarkation / embarkation processes and port of call shore excursion dispatch process. The process creates a negative passenger destination experience.

During the embarkation and disembarkation process, Security is one of the most important areas from a national security perspective. The Security Check process is complex, as it encompasses three different security aspects:

- Buses/Shuttles and Staff (related)
- Passengers and Crew
- Baggage (Passenger and Crew)

The security process varies based on embarkation and disembarkation. Tour Operators / Port Agents provide buses/shuttle service for passengers and crew members to and from the cruise terminal and for land excursions. The cruise port security process is outlined in Figure 3.

**Figure 3: Security Clearance for Private Sector Service providers Busses/Shuttles and Staff (related)**



The overall processes for cruise security embark / disembark are outlined below:

**Cruise pre-arrival process**

- Tour Operators/Port Agents share the information required for port entry with CISF, including vehicle licence plate numbers and registration, drivers licence cards, guides and other related staff IDs, etc. (IN ADVANCE).
- Tour Operators/Port Agents obtain prior clearance from CISF for the applied buses/shuttles, drivers, guides, staff, etc.

**Cruise arrival day process (Embark) – From Airport / Hotel / Other**

- CISF Security Check-1 at Port Entry Gate – For buses entering for the first time that day, CISF security will perform licence plate verification and face-to-face checks of drivers, guides, etc.
- Entry into Port upon validation against prior verified clearance.
- Passenger is dropped off by the bus/shuttle at the Terminal Entry.
- Bus/shuttle exits from port.

**Cruise arrival day process (Disembark) – To Shore Excursions / Airport / Hotel / Other**

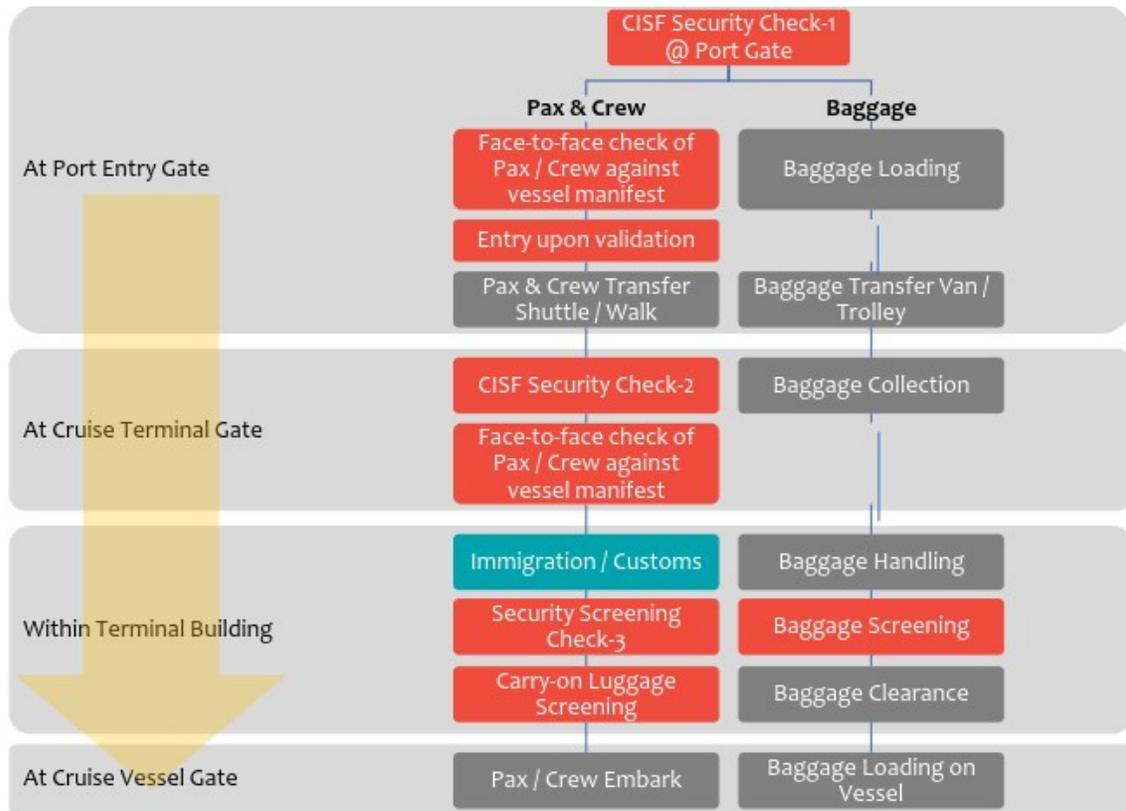
- Buses/shuttles queue outside port gate, before cruise vessel arrival.
- CISF Security Check-1 at Port Entry Gate – For buses entering for the first time that day, CISF security will perform licence plate verification and face-to-face checks of drivers, guides, etc.
- Entry into Port upon validation against prior verified clearance.
- Passenger boards the bus / shuttle at the Terminal Entry.
- Exit from Port for Shore Excursions or Airport / Hotel.

**Cruise arrival day process (Embark) – From Shore Excursions at Port of Call**

- Quick CISF Security Check-1 at Port Entry Gate – CISF Security will perform a quick check to validate the same approved buses are returning back to the Port.
- Entry into Port.
- Passenger dropped off at the Terminal Entry.
- Bus/shuttle exits from Port.

See Figure 4 for the security embarkation process.

**Figure 4: Flow chart of Security Clearance Process for Embarkation - Passenger, Crew and Baggage**



**Passenger and Crew Embark – From Airport (start of journey)**

- CISF Security Check-1 at Port Entry Gate:
  - o Arrive at the Port entry gate.
  - o Face-to-face check (Ticket and Passport) of passengers and crew (group and standalone) against the ship manifest (provided prior).
  - o Upon validation, passengers and crew continue via bus or board a shuttle or walk to the Cruise Terminal.
  - o The baggage is collected by the Port Agent and transported in vans / trolleys to the Cruise Terminal.
- CISF Security Check-2 at Terminal Entry/Cruise Area Entrance:
  - o Face-to-face check of passenger and crew (group and standalone) against the ship manifest.
  - o Upon validation, passengers and crew enter the Terminal building or cruise reception area.
  - o The baggage has already been collected by the Port Agent (if not, then it is done at the Terminal building gate or cruise reception area entrance).
- CISF Security Check-3 within Cruise Terminal Building:
  - o Customs officers are present during baggage screening.
  - o Security screening – Passenger and crew.
  - o Baggage Carry-on screening and portal process for passengers and crew.
  - o Baggage screening – Port Agent is responsible for baggage handling and screening process.
  - o Following Security processing, passengers and crew embark the vessel.
  - o Port Agent transports baggage to the vessel shell door.

**Passengers and Crew Embark – From Shore Excursion**

- Arrival at the Port entry gate.

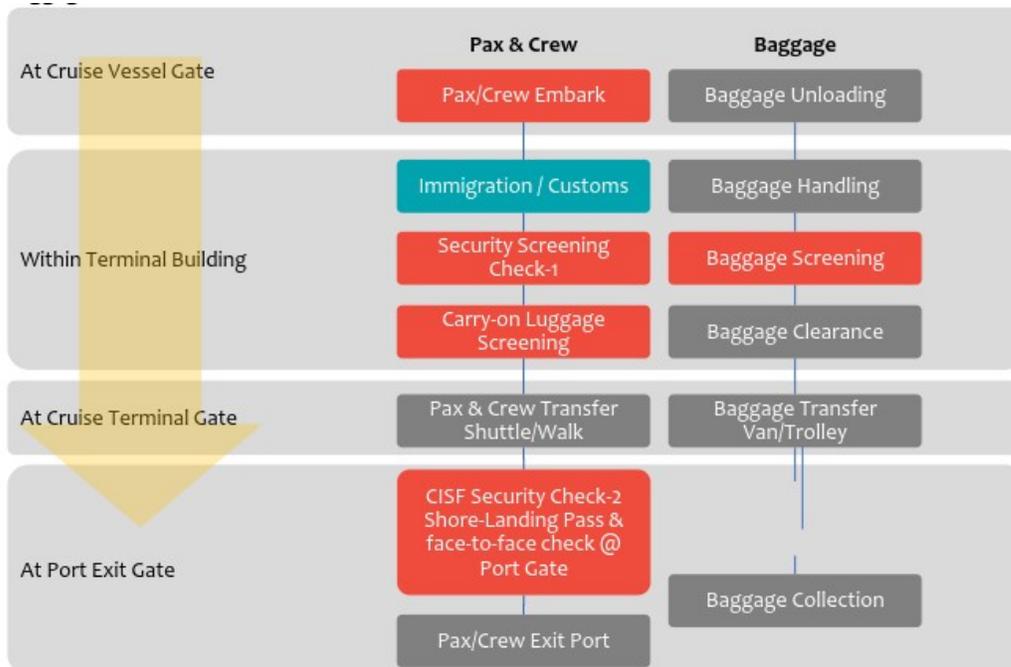
- CISF Security Check-1 at Port Exit Gate:
  - Face-to-face check and Shore Landing Pass check of passengers and crew (group and standalone).
- CISF Security Check-2 at Terminal Gate:
  - Face-to-face check and Shore Landing Pass check of passengers and crew (group and standalone)
- CISF Security Check-3 within Cruise Terminal Building:
  - Customs officers are present during baggage screening.
  - Security screening – Passenger and crew.
- Embark cruise vessel.

**Passengers and Crew Disembark – For Shore Excursion / Airport / Hotel / Other**

- Get a Shore Landing Pass from the Immigration officer.
- CISF Security Check-1 at Port Exit Gate:
  - Face-to-face check of passengers and crew (group and standalone) with Shore Landing Pass.
- Surrender the Shore Landing Pass to CISF at the Port Exit Gate (if end of the journey).
- Exit the Port.

See Figure 5 for the overview of the current security clearance process for disembarkation at India ports.

**Figure 5: Flow chart of Security Clearance Process for Disembarkation - Passenger, Crew and Baggage**



**Issues**

- There is an intensified level of security imposed on cruise operations when the terminal facility is in close proximity to designated secured naval areas or shared facilities with other areas of port operations, such as cargo movement.
- There are inconsistent security procedures at all Indian ports, as each port is following its own security procedure inclusive of shore pass requirements for passengers and care

- There are multiple CISF shore pass checks at every port causing a major inconvenience and time delay - passengers and crew need to go through multiple checks including at the terminal, bus dispatch, gate, etc.
- Every port has its own version of the “shore pass”. It is also required to be printed on-board each cruise ship prior to arrival at the port.
- Excess checks of every bus permit, driver license, etc. at the port gate delay the entire process significantly as the coaches take time to assemble and be prepared for the passenger disembarkation process.
- For every cruise call each bus, driver, etc. must go through a registration process.
  - This is not only a bureaucratic burden on the Port Agent and Tour Operator, but also the Indian organization.
  - It also does not allow for any flexibility on the part of the Tour Operator should a bus or driver have an issue in the AM arrival.
- There are embarkation logistics issues, such as the collection and movement of baggage / security screening.
- There are time consuming manual processes that could use technology to alleviate issues.
- Overall, this process creates an extremely poor passenger experience.

### Causation

- **Shared resources:** Cruise and other port-related functions that are integrated and share facilities inclose proximity increase security requirements leading to multiple face-to-face checks (duplication of Immigration processes).
- **Inefficient communication & training:** Due to the unclear / non-updated procedures and / or poordirectives, the ground personnel processes are open-to-interpretation by port, creating inconsistencies across the Indian port system, thus lengthening the time of the process overall due to the inconsistency.
- **Manual processes:** Currently, the entire security check process is not aligned with any technology(completely manual) and in some cases multiple checks are conducted to avoid manual / human error, further prolonging the process.
- **No nationwide Standard Operating Procedure:** There is no monitoring from any Central Level as tothe implementation on the ground (port).
- **No pool of pre-registered drivers, guides and vehicles:** Without a prior selection process, theregistration / security clearance process is conducted for each and every vessel call for each vehicle, each driver, each service provider, each staff member, etc. This creates an extreme burden on the operator, costs time and dollars and creates additional time consuming bureaucracy.

### Recommendations for Improvements / Policy Level Strategies

- The pre-cruise requirements for tour operations (registration of drivers, staff, coaches, etc.) could be done electronically and streamlined with a licensing practice for the entirety of the cruise season.
- Implement a simple system (one single window) for the entrance of vehicles, personal and guides to the port.
  - Enter all data electronically.
  - Last minute changes need to be allowed.
- There is no need to check insurance, registration and license papers for all vehicles each time.
  - A simple sticker on the bus should provide for the proper registration and required information (plus the security check).
  - Security can perform a “Quick Check” of Identification Documents for guides and personnel involved in cruise operations as needed.
- There is no need to do any additional face-to-face checks on disembarking passengers and crew as once the vessel is cleared as all formalities are completed.
  - Each passenger and crew also carries a shipboard ID which provides key information for each person including a photo, full name, DOB, etc.
- CISF should be provided with a manifest of passenger and crew (sent electronically) before the ship arrives as this is a requirements for cruise vessel clearance by Immigration.

- If there is a need to check a particular person they can be identified prior and request the vessel to call that person to be interviewed separately, thus avoiding multiple face-checks of every person.
- Security checks for embarking passengers should be done one time at the Terminal Entry OR Port Gate (not both).
  - Each cruise vessel performs an independent security screening of hand baggage and person via portal (upon entry to the vessel) and verifies the check-in process was completed and the passenger / crew has the correct shipboard Identification.
- Create a separate dedicated approach road and entrance from / to the cruise terminal.
  - This road should be located adjacent to the secure area.
  - Assess possibilities to have direct access connecting to the main road in all ports. This allows separation of cruise operations from cargo activities and avoids multiple security checks.
  - Separation of Cargo and Passengers flow is the benchmark for new terminal development globally and is helpful from a Port safety and security perspective.
- Passengers and crew members present their ship's ID pass (each has a photo).
  - No copies of passports or shore passes are to be printed and checked by CISF (This is a major inconvenience for the cruise ship, passenger and shipboard staff).
  - This is a common practice all over the world.
- CISF needs to use technology, and get away from time and manpower consuming manual processes.
- CISF must trust and use cruise vessel data collection systems, coordinate with Immigration and reduce bureaucracy.
- Joint collaboration between the Bureau of Immigration (BoI) and CISF with CLIA would enable a potential redesign of procedures and could then place India in a leading role in the field as a **Global Champion**.
- Security procedures need to be consistent in all India ports.
- Consider normalization of security levels when in proximity to naval installations / vessels.
- Developing systems to transport bonded checked-in luggage from airport directly to ship could be helpful in resolving luggage logistics issues.
- Training of local management and staff is a key issue to implement procedures as directed from Central level.
- With the above recommendations substantial labour force can be saved within the Government, the Private Sector and the Cruise Industry likewise

#### **Independent passenger coverage**

- Provide adequate security and access to ports for passengers overnighing and visiting local venues / shows, thus returning late at night.
- Allow Tourism personnel to board the vessel or have stands at the pier to provide tourism information.
- Assist the independent passenger with a pleasant experience:
  - Provide maps and information about the destination.
  - Currency exchange information.
- Provide easy access to the destination:
  - Taxis with correct and fixed pricing.
  - Shuttle bus from the ship.

#### **Immigration**

The current Immigration process is inconvenient, extremely time consuming and inconsistent for the cruise vessel and passenger process. There is no uniformity across various ports and the visa process is lengthy. While the E-visa is available, there are some major implementation issues, which further increase the negative passenger destination experience. Additionally, the proposed e-Landing Card is perceived to have multiple implementation issues. The current Immigration process is outlined below:

#### **Passengers and Crew Embark – From Airport / Hotel / Other (start of journey)**

- Arrival at the Cruise Terminal building after CISF security check.
- Immigration clearance:
  - Present ticket, passport and visa to Immigration officer.
- Security screening:
  - Passenger and crew security screening.

- o Baggage screening and processing (by Port Agent)
- Embark vessel.

#### **Passengers and Crew Disembark – For Shore Excursion**

- Arrival at the Cruise Terminal building from the cruise vessel.
- Immigration clearance:
  - o Present ticket, passport and visa to Immigration officer.
  - o Obtain entry stamp on passport.
  - o Obtain a Shore Landing pass from the Immigration officer.
  - o Present the Shore Landing pass along with passport copy to CISF at the Port Exit Gate.
- Exit Port.

#### **Passengers and Crew Disembark – To Airport / Hotel / Other (end of journey)**

- Arrive at the Cruise Terminal building from vessel.
- Immigration clearance:
  - o Present ticket, passport and visa to Immigration officer.
  - o Obtain entry stamp (if port of entry in India).
  - o Obtain a Gate pass from Immigration officer (if do not have a Shore Pass).
  - o Present Customs Declaration form.
- Surrender the Shore Landing Pass or Gate pass to CISF at the Port Exit Gate.
- Exit Port.

#### **Deviances from the above process includes the following examples:**

- **Shore-Landing Pass:**
- Each Indian Port has a different process.
  - o By example, Mumbai Port accepts the e-landing card with a passport photocopy; Cochin Port requires the vessel to adhere a photo on each card.
  - o This makes it very difficult for the cruise vessels to be acquainted with the exact requirement for each port. It is also extremely time consuming (e.g. making copies of 2000+ passports and pasting photos)
- **On-board Immigration clearance process:**
  - o On-board Immigration clearance when a vessel is coming from a prior port in order to avoid long clearance times.
  - o This happens in Cochin, Goa and New Mangalore.
- **No Face to Face check:**
  - o In Port Blair there is no face-to-face check, but Immigration conducts a bulk passport check.

#### **Issues and specific commentary on the Immigration process**

- The process is time consuming, complicated and inconsistent (from port to port).
- The arrival of a 4,000-passenger cruise ship may be compared with the arrival of 15 B747 planes **at once** to an airport. This would create multiple logistical challenges at a large airport facility.
- Procedures need to be designed to address the logistics that are specific to the cruise industry. *Refer to thechapter Introduction.*
- Face-to-face immigration in every single port.
  - o This is deemed unnecessary if coming from another Indian port or a Far-foreign port on a closed loop service that the Indian Security Services have vetted prior.
- Bureaucratic burdens are common practice and include:
  - o Shore leave passes must be prepared at every single Indian port.
    - This process includes an ID that is populated with passenger / crew details / photo.
    - Must be delivered to the passenger / crew directly in order to be signed by them, then collected back to insert in each passport / seamen's book.
    - They are then presented with documents to an Immigration officer, who will verify them before validating each with signature and stamp.

- i.e. for each 7 days cruise the Costa Neo Classica printed an average of 2,300 crew shore leave passes of which 80% are disposed of due to the fact that crew is not always able to go ashore.
    - Based upon international cruise experience norms this extreme process is not understandable to the cruise industry and ship's personnel. There is a high on-board labour cost to accomplish this task each time.
- When going ashore passenger / crew need to take both their shore pass and a copy of their passport.
  - If the shore pass or copy of the passport is lost it can be difficult for the person to return to the vessel. The shore pass will need to be replaced on-board the vessel, but the passport could take much time and cause the vessel and passenger specifically issues with travel, port clearance, immigration, etc.
- Authorities make mistakes and omit stamps.
  - Passengers are forced to return to the vessel by Terminal Security.
- Passengers and crew go over 3 to 4 checks inclusive of CISF to move from ship to city and vice versa.
- Passports are taken away from the Terminal to an office for hours to be scanned and then brought back on board.
  - This passport process places foreign passport holders at risk.
- Sending Immigration officers to the prior port of call is unsustainable with growing volumes and can only be considered as a temporary solution.
- Cruise Terminals being currently planned cannot accommodate Immigration procedures for large vessels with an average of 4,000 to 5,000-plus passengers.
- Limited human resources: The current situation requires enormous processing time and / or resources. With regard to Immigration checks and/or CISF checks it should be understood that as an Internationally accepted benchmark the processing time on the ground for passenger entry has to be limited to a maximum of 15 minutes (port of call) and 30-minutes (homeport). Individual queuing time should be limited to 5 minutes.
  - Even with a minimum processing time of 30 seconds per passenger, a total time of 2,000 minutes is required for a ship of 4,000-plus passengers.
  - In order to process entry within 30 minutes more than 60 booths are required.
- Visa processing is still a huge problem, as all international passengers need to obtain visas prior to their departure from their homeland, and there is no provision of 'on-arrival visa' at Indian seaports. E-visa is fast, low-cost and convenient. This is expected to develop rapidly.
- E-Visa is already offered and being used in the tourism industry. However, there are huge implementation issues. By example, 7 passengers with e-visas were denied entry to India in November 2016.
- E-Visa requires collection of biometrics thus lengthening the process time further.
- It is likely the whole process would fail if the proposed E-Landing Card is fully introduced and each cruise vessels is required to collect passenger biometrics.

#### **E-Landing Card**

- The proposed E-Landing card will require each cruise vessel to prepare a separate passenger file next to the already existing passengers manifest.
- This file would include passport information, photo, and visa information. If a passenger obtained an E-Visa the file would also include biometrics that would be required to be collected on-board. The file would be required to be uploaded 24-96 hours prior to arrival in the first port of India entry. This would be uploaded to the Bol system to undertake on-line clearance. Bol would provide a file of E-Landing Cards for cleared passengers that would need to be printed and distributed on-board each cruise vessel for each sailing. Non-cleared passengers would go through a face-to-face check. The E landing card is valid for each Indian Port and is collected by Immigration upon departure.
- The procedure in fact "outsources" Bol tasks to the vessel and places a heavy burden on the ship's human resources. Assuming every passenger has obtained an E-Visa (which given its success, is realistic for the near future), and assuming an average necessary processing time per passenger of 5 minutes (inclusive of formatting data, uploading on-line, printing and distributing landing cards) for a ship of 4,000-passengers, then that means 20,000 minutes or 333 man hours is required for processing. Should this be done in an overnight shift environment this means 42 crewmembers

would be needed to complete this task. This is clearly not feasible. It is hard to believe that the E-Landing Card would work for the Indian Ports and the cruise industry.

### **Recommendations for Immigration processing improvements**

- Rethink Visa requirements and the process. Make the process easier and friendlier for cruise tourists to visit India.
- Allow E-visa to be applied for cruise passengers (AND modified to work).
- Immigration clearance to be done at first port of entry only.
  - Rethink the on-line process to optimize it for all parties involved.
  - Maximize the use and integration of technology.
  - Use the cruise ship's data collection systems.
- Joint collaboration of Bureau of Immigration (BoI) and CISF with CLIA would enable a redesign of procedures. India could become a **Global Champion** and set the international standard for Immigration processing. It is currently a “greenfield” operation, thus it is a unique one-time chance to make this happen.
  - Waive biometrics until the cruise industry is ready.
  - The processes in each Port of Entry should be identical.
  - Instruction & training of the Officers responsible for this process are essential.
  - Achieve substantial saving on man power
- Once cleared by Immigration no special landing card would be required to move ashore.
  - Passengers / crew would be required to carry their ship ID card ashore only.
  - Use the ships ID card as the official landing card.
  - All passengers' information is stored on that card and it contains a photo as well.
- Eliminate crew shore passes.
  - Treat them as tourist visitors.
  - Crew have their individual ship-ID which can be used for identification and checks.
  - As an option a Group landing card could be created.
  - If shore passes cannot be eliminated then have one shore pass for the whole cruise (Also in the case of crew that work on-board for the whole season).
- After disembarkation clearance no additional passenger and crew checks should be conducted at the Port or Terminal by any officials.
- - Only upon returning to the Port (only at the Gate should a check of ship's ID be performed).
  - Their passports are held on board. They always come back to the ship. They carry a ship's ID with all their passenger information on it at all times.
  - The cruise ship has all their passport information available, which can be provided up to 72 hours prior to Indian Immigration.
- Redundant controls of passports and shore passes by security staff must be avoided.
  - It delays the departure of passengers from the port can aggravate passengers.
- Consider the introduction of a Visa Waiver Policy for select nationalities (Consider the ship to be in-transit with no visa necessary).
- India should waive the landing cards for cruise passengers with immediate effect.
  - This has been eliminated in most countries and adapt the ship's ID.
- After policy decisions have been made a Standard Operating Procedure should be written to provide for training & education of the personnel carrying out the process.

### **International Practices / Advise for India / Policy Level Strategies**

Table 15 provides an overview of International clearance procedures for comparative countries with India. As shown, there is a wide variety of clearance procedures, with many of the countries currently discussing the topic of biometrics as a future procedure for checking incoming travellers to the country. Additionally, and most importantly, cruise operations are treated differently in many cases than an airport arrival due to the nature of the entry – mass arrival of tourism and the ability / obligation of the cruise line to perform / allow security screenings on passengers prior to boarding / arrival to meet security, ISPS and local immigration requirement policies.

Table 2: Immigration / Security India vs. International Practices

Country	Visa required	Biometrics required	Individual Passport Checks face to Face	Bulk Passport Checks (no face to face)	Clearance on Ships Manifest Only	On Line Process (data fed into Immigration system)	Passport kept on Board	Ships ID accepted by Immigration & Security	Processing Time Disembark	Feasible for Cruise Lines
India Current Situation	Yes	Yes	Yes every port	No	No	No	No	No multiple checks Shore pass for every single port	1-4hrs	No except when en route clearance security remains an issue
India Proposed	Yes Passport- or E-visa	Yes*)	Scan E-Landing Card every port	No	No	Yes 96hrs	No	No E-Landing Card	No experience yet	No*)
<b>India (global Champion)</b>	Yes Passport- or E-visa OR Visa Waiver Policy	Temporarily Waived Design a process together with cruise operators (CLIA)	No Trust & Supervise Ships systems Certain people need face to face	Yes for stamping upon arrival in 1 <sup>st</sup> Port of Entry, and port of departure	Yes joint development CLIA - India	Yes joint development CLIA - India	Yes PAX Carry Photocopy Passport and ships-ID	Yes joint development CLIA - India Trust & Supervise Ships systems	Expected Ideal	Yes
St. Petersburg, Russia	No 72hrs waiver	No	No	No	Yes**)	Yes 48 hrs	Yes	Yes Compulsory	Ideal	Yes
South Korea	Visa Waiver Policy	No	Yes Passport Photocopy Certain People need Interview	No	Yes **)	Yes 48hrs	Up to ships decision	Yes	Within 2 hrs for Quantum Class >5000Pax	Yes provided when en route clearance

Country	Visa required	Biometrics required	Individual Passport Checks face to Face	Bulk Passport Checks (no face to face)	Clearance on Ships Manifest Only	On Line Process (data fed into Immigration system)	Passport kept on Board	Ships ID accepted by Immigration & Security	Processing Time Disembark	Feasible for Cruise Lines
Malaysia	Visa Waiver Policy	No	No	Yes	No	No	Yes	Yes Compulsory	Ideal	Yes
U.A.E	Yes	No	Yes***)	No	Yes **)	No	Yes	Yes	1-2hrs***)	Getting Worse
Doha, Qatar	Yes	No	No	No	Yes**)	No	Yes	n.a.	Ideal	Yes
Singapore	Visa Waiver Policy	No	Yes***)	No	No***)	No	No	No	1-2hrs***)	Getting Worse
Sri Lanka	Yes E-Visa only	No	No	Yes	No	No	No Compulsory	n.a.	Ideal	Yes
China	Depends on Port of Call	No	Yes for tum-around	Yes taken en route when port of call, passport copy check at gangway	Yes **)	No	Yes	Yes	Reasonable when en route clearance, otherwise 2-4 hrs due to scanning passports	No except when en route clearance
USA	Yes depending on Nationality	Yes fingerprints and photo upon first entry	Yes limited basis on closed loop cruises	No	No	No, need to send full manifest 24hours in advance to Immigration	No	No	Between 1 and 2 hours for Quantum Class >5000Pax	Yes

Country	Visa required	Biometrics required	Individual Passenger Check face to face
EU-Spain	Schengen Visa Waiver Policy (****)	Not yet	No
EU-France	Schengen Visa Waiver Policy (****)	Not yet	No
EU-Netherlands	Schengen Visa Waiver Policy (****)	No biometrics relieve traveling inside/to partner countries (visa facilitation)	Yes Random cases last procedure is a Schengen Port

Country	Visa required	Biometrics required	Individual Passenger Check face to face
EU-Germany	Schengen Visa Waiver Policy (****)	No biometrics relieve traveling inside/to partner countries (visa facilitation)	Yes In case last procedure is a Schengen Port

Note's: \*) Process fails in case of E-Visa; \*\*) from Initial dock side check in, and eventual Malaysia, but recently complicated procedure each vessel. On debarkation the PAX find two proceed to collect their luggage and go through Schengen Area, each country or even each Port

Based upon this study (Cruise Line International) begin assessing and development manifest development subsequently allow for 1 direction in which world a "greenfield" operator

#### Regarding the key indicators

- Visa: Consider the workload.