

BRISBANE INTERNATIONAL CRUISE TERMINAL

ACCESSIBLE SERVICES

Information for passengers and visitors with a disability or assistance needs.

June 2022



CONTENTS

1. Introduction	3
2. Prior to arrival.....	3
3. Car parking and transport options	4
3.1. Accessible car parking	4
3.2. 2-minute Passenger Pick-up & Set Down Area - In front of terminal building	5
3.3. Ground transport options	6
4. Security screening	8
5. Embarkation and disembarkation process	9
5.1 Embarkation process (getting on board a cruise ship)	9
5.2 Disembarkation process (getting off a cruise ship).....	11
6. Terminal facilities	13
6.1. Access within the terminal building.....	13
6.2. Baggage drop-off	13
6.3. Baggage collection.....	13
6.4. Check-in.....	13
6.5. Elevated passenger walkway	14
6.6. Passenger Boarding Bridge.....	14
6.7. Assistance animals	15
6.8. Emergency announcements	15
6.9. Hearing augmentation listening systems	15
6.10. Passenger services.....	16
6.11. Sanitary facilities	16
6.12. Seating areas.....	16
6.13. Wayfinding signage.....	16
6.14. Wheelchairs and mobility scooter	17
7. Communication and feedback	20
8. Cruise line contact details.....	20

Accessible services at the Brisbane International Cruise Terminal

1. Introduction

The Brisbane International Cruise Terminal is owned and managed by the Port of Brisbane Pty Ltd (PBPL) and offers comfortable and safe access for all passengers and visitors.

The cruise terminal facility comprises:

- a two-level terminal building that includes a café and light retail on the ground floor for last minute essentials
- three public parking areas offering onsite paid parking, including accessibility parking in all three car parking areas
- access for coaches, taxis and rideshare
- baggage collection and drop-off areas
- designated areas for arrivals, check-in, security screening, immigration and quarantine
- embarking and disembarking via elevated walkway and passenger boarding bridge
- public open spaces, including an undercover plaza area and outdoor waterfront promenade
- assistance animal toileting facilities.

Please refer to the following maps for more information:

- Car Park and Transport Map (page 7)
- Terminal Map – Ground Floor (page 18)
- Terminal Map – Level 1 (page 19).

2. Prior to arrival

The cruise lines provide most of the on-ground staff to operate the facility – including staff to assist passengers and provide services such as arrival and baggage drop/collection and check-in – as well as roaming staff throughout the facility.

Therefore, any passenger requiring additional assistance is asked to directly contact their cruise line in advance to **discuss their specific needs prior to arriving** at the Brisbane International Cruise Terminal.

If required, the cruise lines can also provide assistance through other areas and processes that are operated by other third parties including security screening, immigration and quarantine, and the car park areas.

A list of cruise lines that call at the Brisbane International Cruise Terminal, and their contact phone numbers and websites, is provided on page 20.

General directions to the Brisbane International Cruise Terminal are provided on page 21.

3. Car parking and transport options

3.1. Accessible car parking

The Brisbane International Cruise Terminal offers onsite, secure paid car parking. There are three public parking areas which are operated by Wilson Parking on behalf of PBPL.

- Information about car parking is available at: <https://www.portbris.com.au/cruise/car-parking/>
- Car parking is booked via the Wilson Parking website: <https://www.wilsonparking.com.au/>
- For enquiries or complaints about car parking bookings, payments or pay stations, contact Wilson Parking's Customer Care team on telephone: 1800 727 546

Accessible parking bays are provided in all passenger and staff car parks at the Brisbane International Cruise Terminal. Vehicles parked in accessible parking bays must display a valid disability parking permit.

If booking car parking via Wilson Parking, it is not possible to specify an accessible bay at the time of booking (or any specific parking bay within the car park). Drivers will be able to choose an available accessible bay once they have entered the car park.

If you are dropping off a passenger or if you are collecting a passenger who is ready to be picked up, you can use the 2-minute Passenger Pick-up & Set Down area in front of the terminal building. This area also has two accessible car bays.

The Taxi pick-up and set-down area also has two accessible parking bays for passengers.

Car park	Details	Number accessible parking bays	Approximate distance from building entrance (in metres)
P1 - Premium	<ul style="list-style-type: none">• 296 parking bays in total• 227 parks under shade structures (not enclosed) plus additional open-air parking• Accessible parking is open-air parking; closest to terminal building• Short and long-term parking available• Boom gates at car park exit accept Master and Visa card only• Electric vehicle charging station and 4 electric vehicle parking bays	<ul style="list-style-type: none">• 14 accessible parking bays	<ul style="list-style-type: none">• Approx. 50m to 220m
P2 - Car park 2	<ul style="list-style-type: none">• 238 parking bays• Open air car parking• Accessible parking• Short and long-term parking available• Boom gates at car park exit accept Master and Visa card only	<ul style="list-style-type: none">• 3 accessible parking bays	<ul style="list-style-type: none">• Approx. 250m to 390m

P3 - Car Park 3	<ul style="list-style-type: none"> • 388 parking bays (total, including staff parking) • Open air car parking • Accessible parking • Staff parking • Short and long-term parking available • Boom gates at car park exit accept Master and Visa card only 	<ul style="list-style-type: none"> • 2 accessible parking bay for passengers • 1 accessible parking bay in restricted staff parking area 	<ul style="list-style-type: none"> • Approx. 420m to 575m
2-minute Passenger pick up & set down	<ul style="list-style-type: none"> • Drop off zone is approximately 100m long. • Accessible bays are at the eastern (furthest) end, closest to the terminal building 	<ul style="list-style-type: none"> • 2 accessible parking bays 	<ul style="list-style-type: none"> • Approx. 40m
And	<ul style="list-style-type: none"> • Driver must remain with vehicle 		
Rideshare pick up & set down (if using accessible bays only)	<ul style="list-style-type: none"> • Closest drop off or pick up point to terminal building 		
Taxi pick-up & set down	<ul style="list-style-type: none"> • Undercover access to terminal 	<ul style="list-style-type: none"> • 2 accessible taxi bays 	<ul style="list-style-type: none"> • Approx. 120m

3.2. 2-minute Passenger Pick-up & Set Down Area - In front of terminal building

The 2-minute Passenger Pick-up & Set Down Area located in front of the terminal building can be used by any driver who is dropping off a passenger or picking up someone who is ready to be collected. This area will be monitored by security personnel to ensure its safe and efficient use.

The following conditions apply in this area:

- The driver must remain with the vehicle at all times, including drivers of vehicles with a Disability Parking Permit
- There are two clearly marked accessible parking bays within this area, which are for use by drivers whose passengers require ramps for access onto the kerb from their vehicle
- Drivers with a Disability Parking Permit can park for 10 minutes at the passenger pick-up and set down area (instead of 2 minutes allocated to other vehicles)
- If picking up a passenger, they must be ready for collection. If your passenger is not ready to be collected and other drivers are waiting to use the bays, you will be asked to leave the area and return when your passenger is ready. This would involve driving out of the Passenger Pick-up & Set Down Area, following the road to the roundabout, making a U-turn and returning back to the Passenger Pick-up & Set Down Area.

Should the driver need to leave the vehicle to assist the passenger, two alternate options are available:

- **Option 1:** Arrange for a third person to travel to the terminal with the driver to escort a person(s) who may need assistance into the terminal whilst the driver remains with the vehicle.
- **Option 2:** Park your vehicle in the accessible parking positions located in one of the car parks within close proximity to the terminal. If you enter and exit a car park within 10 minutes, it is free.

3.3. Ground transport options

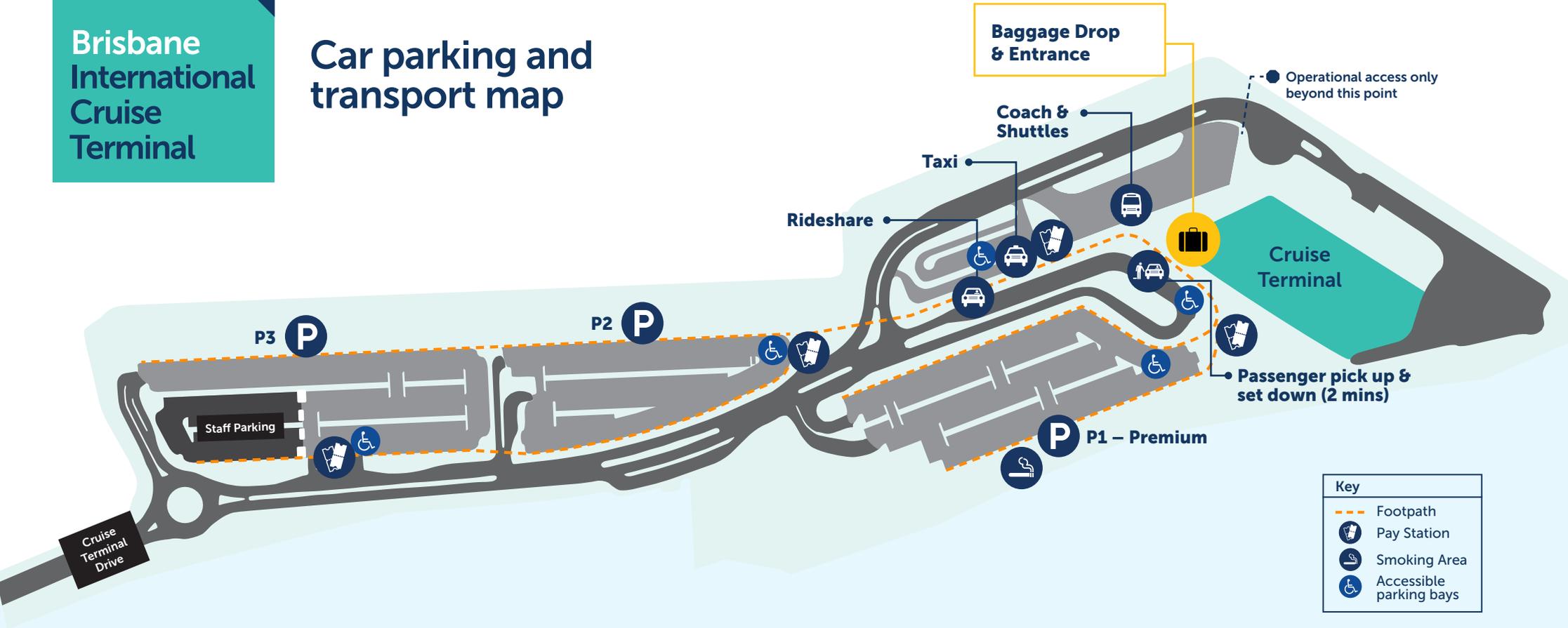
The cruise terminal is not currently serviced by public transport.

Travel to the cruise terminal is either by taxi, rideshare or park at an offsite car park and catch a shuttle to the terminal. These locations are shown on the **Car Park and Transport Map on page 7**.

- **Taxi services** are located approx. 120 metres from the main building entrance via an undercover walkway. There are two accessible parking bays.
- **Rideshare operators** must drop off and pick-up passengers who are ready to be collected from the first six parking bays of the 2-minute Passenger Pick-up & Set Down Area, which is signed Rideshare Pick Up & Set Down (opposite the taxi area, on the other side of the undercover walkway). There are two accessible parking bays that can be used by passengers arriving by rideshare. These are located further along in the Passenger Pick-up & Set Down area, located approx. 40 metres from the main building entrance.
- **Offsite car parking shuttles** must park in the coach/bus area adjacent to the terminal building, approx. 40 metres from the main building entrance.

Brisbane International Cruise Terminal

Car parking and transport map



P1 – Premium

- Most car parking under shade structures (not enclosed)
- Accessible parking (open air parking; closest to terminal building)
- Exit boom gates accept Master and Visa card only
- Electric vehicle charging station and parking bays
- No vehicles with trailers
- Approx. 50 metres to 220 metres to building entrance

P2

- Open air car parking
- Accessible parking
- Exit boom gates accept Master and Visa card only
- No vehicles with trailers
- Approx. 250 metres to 390 metres to building entrance

P3

- Open air car parking
- Accessible parking
- Staff car parking
- Exit boom gates accept Master and Visa card only
- No vehicles with trailers
- Approx. 420 metres to 575 metres to building entrance

Passenger pick up & set down

Maximum 2 minutes passenger pick up & set down:

- Private vehicles only
- Accessible pick up & set down bays
- Driver to remain in vehicle
- No vehicles with trailers
- Approx. 40 metres to building entrance

Taxi

- Undercover walkway
- Accessible taxi bays
- Approx. 120 metres to building entrance

Rideshare

- Undercover walkway
- Approx. 120 metres to building entrance

Coach & Shuttles

- Offsite car park or chartered connections
- Bus services and tour groups
- Airport shuttle bus transfers
- Pick up & set down
- Approx. 40 metres to building entrance

4. Security screening

Security screening for passengers with a disability or those requiring additional assistance can take longer than other travellers. Under federal legislation, all passengers and their belongings must be screened by security prior to boarding a cruise ship.

Only passengers that have checked-in will be able to progress through the security screening process. At the Brisbane International Cruise Terminal, security screening is undertaken by a security contractor.

Before proceeding through security screening, please advise cruise line staff during the check-in process or the security contractor if you have any questions or concerns about the security screening process, including if you have a concern about a medical condition, assistance aids or an assistance animal. Passengers requiring additional assistance should proceed to the screening lane with the International Symbol of Access (ISA) sign.

Wheelchairs and mobility aids are not able to pass through the metal detectors due to their width. If you use a wheelchair, you will be asked to remove any loose items in your possession or on your wheelchair and place them in a tray which will be placed on the conveyor belt. This will travel through the X-Ray machine. A security guard will perform a security check using a handheld metal detector. If you are able to stand for this procedure you may do so. A security guard may also perform a physical pat down check if required however this will be communicated to you and you will be able to enter the private screening facilities if you desire.

If you have artificial joints, and you are able to pass through the security metal detectors without activating it, then no additional security checks are required.

Prams can be taken through the security screening area however the child within will be required to walk through or be carried through the walk-through metal detector. All loose items must be placed in a tray before being placed on the conveyor belt through the X-Ray machine. The pram must be collapsed and passed through the X-ray machine.

Assistance animals with an appropriate badge on their harness or coat can also walk through the screening area and are not required to remove their harness.

Brisbane International Cruise Terminal has private screening facilities in place for visitors with a disability, should they request this service; or if security staff are required to complete additional screening after the passenger travels through the metal detector.

5. Embarkation and disembarkation process

The embarkation process describes the general route passengers will take to board (or get on) their cruise ship once they have arrived at the terminal building. The disembarkation process describes the general route passengers will take to get off their cruise ship, back to the main concourse of the terminal building.

Videos showing a typical journey of an embarking and a disembarking passenger are available on the Port of Brisbane website: <https://www.portbris.com.au/cruise/accessibility/>

Both processes are managed by third parties including the cruise lines, security contractor and border agencies. Passengers are asked to contact their cruise lines directly if they have specific questions or require further information.

Additional information relating to the main areas of the terminal building accessed by passengers and the general public are outlined in the Terminal Facilities section below.

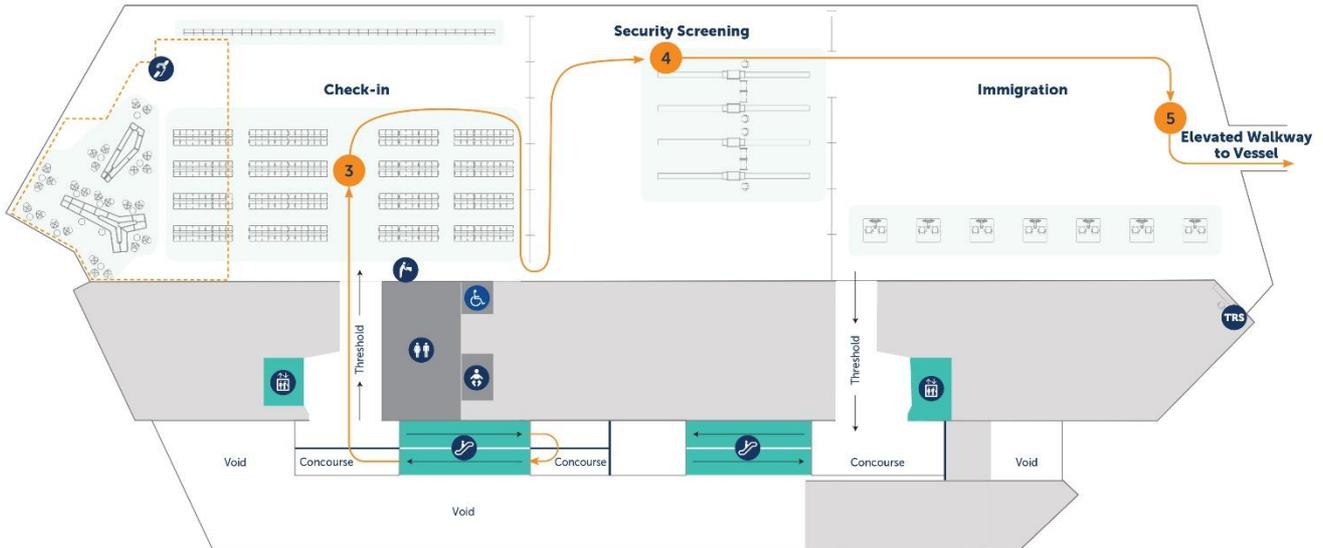
5.1 Embarkation process (getting on board a cruise ship)

GROUND FLOOR



1. Upon arrival to the terminal building, proceed to the Baggage Drop where a porter will assist you with your luggage. This area is managed by the cruise lines.
2. Use the passenger lift or travelator to go to the Check-in area on Level 1. If using the travelator, you will travel to a mezzanine level mid-way where you will need to get off the travelator, turn 180 degrees and then get on a second section of travelator that will continue up to level 1. The cruise lines staff may have a person located at the mezzanine level to assist passengers if required.

FIRST FLOOR

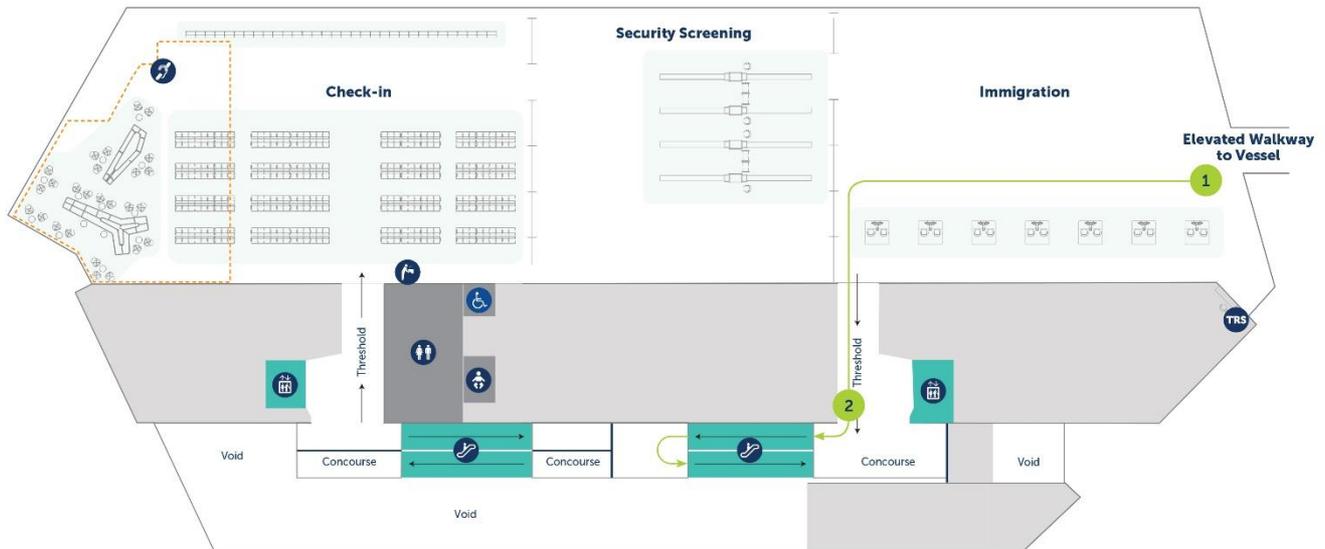


3. Proceed to the Check-in area on Level 1. The cruise lines staff manage the check-in process. After you check-in, you may be required to spend some time in the check-in area before being called to proceed through Security Screening.
4. Proceed through to Security Screening, where all passengers and their carry-on bags are screened. This area is managed by a security contractor.
5. Proceed through Immigration and into the elevated walkway. If you are travelling on an international cruise, Australian Border Force will manage the immigration process. Proceed through the elevated passenger walkway and through the passenger boarding bridges where you will then board the vessel.

A video showing a typical journey of an embarking passenger is available on the Port of Brisbane website: <https://www.portbris.com.au/cruise/accessibility/> or by clicking [here](#).

5.2 Disembarkation process (getting off a cruise ship)

FIRST FLOOR



1. From the cruise ship, you will travel through the passenger boarding bridges and into the elevated passenger walkway towards the terminal building. You will enter the Immigration area. If you are arriving from an international cruise, Australian Border Force will manage the immigration process. If you are arriving from a domestic cruise, you will be able to proceed directly through Immigration without stopping.
2. Proceed through the threshold where you will need to take the passenger lift or travelator to the Baggage Reclaim on the ground floor. If using the travelator, you will travel to a mezzanine level mid-way where you will need to get off the travelator, turn 180 degrees and then get on a second section of travelator that will continue down to the ground floor. The cruise lines staff may have a person located at the mezzanine level to assist passengers if required.

GROUND FLOOR



3. Some cruise lines provide passengers the option to carry their own bags off the cruise ship. If you have chosen to collect your luggage after leaving the cruise ship, it will be set out by the cruise lines in the Baggage Hall. The area is clearly signed, and cruise line staff will be able to assist.
4. Proceed to the Customs area next to the Baggage Hall. This area is managed by Australian Border Force. If you are on a domestic cruise, you will be able to exit the customs area into the main concourse of the terminal building. If you are on an international cruise, Australian Border Force may ask you to proceed with your luggage through customs before you are able to exit.
5. Once you have exited customs, you will travel through the threshold and into the main concourse of the terminal building. From here, you can continue your onward journey whether on a day trip or to home.

A video showing a typical journey of a disembarking passenger is available on the Port of Brisbane website: <https://www.portbris.com.au/cruise/accessibility/> or by clicking [here](#).

6. Terminal facilities

Maps of the terminal building are available on pages 19 and 20.

6.1. Access within the terminal building

Once inside the terminal building, all doorways and passageways are wide enough for access with a wheelchair, walker or pram.

Inside the terminal building, passengers can travel between floors using one of two passenger lifts, located at each end of the building or via the travelators, providing easy access to public amenities and facilities such as check-in, security screening, seating areas as well as the café and retail outlet

6.2. Baggage drop-off

Upon arrival to the Brisbane International Cruise Terminal, passengers should proceed to the Baggage Drop (entry via the Plaza Area) to drop off your luggage, which is located next to the main terminal building entrance.

A porter will assist you to ensure the relevant tags on your bag are correct before transferring them for screening and loading onto the cruise ship. Bags will be taken directly to your cabin on the cruise ship. This process is managed by the cruise lines staff.

6.3. Baggage collection

Some cruise lines enable passengers to disembark (get off) the cruise ship and take their luggage with them.

For disembarking passengers who choose to collect their luggage once they have left the cruise ship, you must proceed to the Baggage Hall - it is clearly signed and located on the ground floor.

Luggage will be set out in this area by the cruise lines and passengers advised of the collection details by cruise staff. Cruise line staff will be available in the Baggage Hall to assist passengers.

After collecting your luggage, you will proceed through to an area managed by representatives of Australian Border Force and the Department of Agriculture, Water and the Environment where declarations are made in relation to restricted goods. Federal agents will instruct you on where to go and may inspect luggage and or items being carried by persons at this point. After you have cleared this process, you are free to exit the building.

6.4. Check-in

The check-in area is located on Level 1 which is accessed via one of two passenger lifts or a travelator.

The check-in area provides a range of seating options and there are two accessible check-in desks at 900mm in height for people who use wheelchairs or mobility aids, or who need to be seated for the check-in process. A hearing loop is also available in the check-in area and is signed.

The check-in process is managed by the cruise lines.

6.5. Elevated passenger walkway

The elevated passenger walkway provides safe access for passengers to and from the terminal building. It connects to the cruise ship via one of two passenger boarding bridges.

Embarking passengers will enter the walkway after completing security screening and immigration (if required). Disembarking passengers will enter via one of two passenger boarding bridges after leaving their cruise ship.

All passengers are required to travel the length of the walkway, which is a maximum distance of 270 metres (may be less subject to position of the vessel and Passenger Boarding Bridges) and is approximately 3.5 metres wide. The floor finish is an epoxy coating on a concrete slab and there are handrails on each side of the first 140m of walkway. The final 130m of walkway has a single handrail of the side opposite to the glass doors.

Due to the length of the walkway, there are seated rest stops provided at each junction where the walkway turns. Rest stops are located at approximately every 60 metres, starting from the building. There are five rest stops located at 60m, 120m, 180m, 240m and 270m from the walkway's start point (the building).

Passengers who may require assistance to travel the length of the elevated passenger walkway should notify a cruise staff member prior to using it. Wheelchairs are available, should they be required.

A mobility scooter is available to transit passengers through the elevated passenger walkway, if required. If passengers think they may require this scooter, **they are strongly encouraged to contact** their cruise line in advance to discuss their requirements, otherwise may be required to wait for it to become available on the day.

The mobility scooter cannot be driven into the Passenger Boarding Bridge or into other areas the terminal building. It can transit one passenger at a time with hand luggage (hand luggage must be nursed by the passenger) and will be operated by a cruise line staff member. The passenger will get onto the scooter on the right side, with a small step up (approximately 15 cm). If you require assistance to get into or off the scooter, please notify the driver and either a travelling companion or the cruise line staff member may assist. There is no seatbelt. The scooter has a maximum speed of 10km/hour, however it will be operated at a safe speed by the driver.

Videos showing a typical journey of an embarking and a disembarking passenger – including transiting the length of the Elevated Walkway – are available on the Port of Brisbane website:

<https://www.portbris.com.au/cruise/accessibility/>

6.6. Passenger Boarding Bridge

The Passenger Boarding Bridge is a specialised piece of equipment which enable passengers to transit from the terminal building elevated walkway to the vessel in a secure and comfortable manner.

The gradient of the boarding bridge tunnels may vary depending on the vessel's passenger loading point and tidal influences. The bridge tunnels will automatically adjust to achieve the most optimum gradient throughout the bridge. On most occasions the tunnels will be <1:14 however there may be instances when this gradient is <1:8. Signage will be provided indicating the length of the EWW and bridge and the gradient, if steeper than 1:14.

The distance through the bridge is a maximum of 55m with two fold down seats available at the midway point.

The width throughout the bridge ranges from 1000mm at the ramp which connects to the ship, between 1400mm-1800mm throughout the tunnels, and 1400mm at the ramp which connects to the terminal building elevated walkway.

There are handrails throughout much of the bridge however these are not continuous. The floor finish is an epoxy coating with anti-skid properties and there are transitioning ramps internally within the bridge.

All passengers must use the passenger boarding bridge to embark (get on) or disembark (get off) the cruise ship. Passengers who require assistance to use the Passenger Boarding Bridge should notify a cruise staff member prior to using it. Wheelchairs are available from the cruise lines staff, should they be required.

Videos showing the transit through the Passenger Boarding Bridge – at the highest, lowest and flat gradient – are available on the Port of Brisbane website: <https://www.portbris.com.au/cruise/accessibility/> or by clicking on the links below:

- [Passenger Boarding Bridge – transit at the highest gradient](#)
- [Passenger Boarding Bridge – transit at the lowest gradient](#)
- [Passenger Boarding Bridge – transit at a flat gradient.](#)

6.7. Assistance animals

Assistance animals are welcome at the Brisbane International Cruise Terminal. An assistance animal toileting and watering station is located on ground level at the rear of the Plaza Area, around the corner of the entrance to the Baggage Drop room (western side of the terminal building). The area includes an artificial grassed area, handwashing basin, bin and bin bags as well as a water bowl for animals. Additional signage and seating is being installed.

Certified assistance animals should be wearing the appropriate badge on their coat or harness; people accompanied by the animal, including trainers, must also carry an identification card. If the dog is not wearing the accredited badge or if identification cannot be provided, the animal may not be allowed in the terminal.

Certified assistance animals will need to pass through the passenger screening point if they are going to the sterile departures and arrivals area. Their harnesses are not removed during the security screening. Screening may involve a pat-down search and/or search with a hand-held magnetic wand of the assistance animal's harness.

6.8. Emergency announcements

In the unlikely event of an emergency within the terminal building or external areas, audible alarms will sound, and announcements will be made over the public-address system. Security staff in the building will also be physically directing and marshalling people towards the exits.

6.9. Hearing augmentation listening systems

Hearing loops have been installed within the Check-in area of the terminal building to support people with a hearing aid to hear announcements clearly. The area with hearing loop installed is the left third of the room; it is signed and includes the accessible check-in counters.

The cruise lines manage the check-in process and check-in announcements. The check-in staff will indicate when it is your turn to move through to security screening.

6.10. Passenger services

Cruise lines will have roaming staff available to assist passengers as they arrive into the terminal building, whilst in the terminal building and embarking or disembarking the cruise ship. Their staff will not be located in the car park areas.

There is also an information counter inside the main entrance to the building, in close proximity to the first aid room on the ground floor where information can be provided. It may be staffed by various different parties on the day, or the cruise lines may decide not to staff the desk and provide passenger assistance with roaming staff.

However, if you have specific assistance needs (e.g. if you require a wheelchair upon arrival into the terminal building), PBPL advises you to contact your cruise line in advance of arriving to the Brisbane International Cruise Terminal.

6.11. Sanitary facilities

Unisex accessible toilet facilities, ambulant toilet facilities and parents' room area located on each level of the terminal building. Both accessible toilets are RH Transfer. On the ground floor, these facilities are accessed via the main concourse – entry is via a dedicated corridor located opposite the café. On Level 1, there is direct access to these facilities via the Check-in area.

A LH transfer accessible bathroom is available in the staff room bathrooms on the ground floor. Passengers will be required to be escorted to this area due to security access and should contact a cruise line staff member for assistance

6.12. Seating areas

A range of seating options are provided within the terminal building and along the waterfront promenade.

Rest stop seating has been provided along the pathways that connect the car parking area to the terminal building for passenger comfort – these are located along the path of travel. There are no drinking water fountains located outside – drinking water fountains are located within the terminal building on each floor, immediately outside the restrooms.

Rest stop seating has also been provided within the elevated passenger walkway. Rest stops are located at approximately every 60 metres, starting from the building. There are four rest stops located at 60m, 120m, 180m, 240m and 270m from the walkway's start point (the building).

6.13. Wayfinding signage

There is extensive wayfinding signage located throughout the Brisbane International Cruise Terminal's car parking areas and within the terminal building.

Wayfinding signage located throughout the car parking areas also indicates the distance to the terminal building.

Kerb ramps are provided for ease of movement from car parks and the street to the forecourt of the terminal building and plaza area.

Tactile ground surface indicators are provided to assist with directional guidance prior to road crossings or driveways.

Internally, all sanitary facilities have Braille and tactile signage at entry points.

6.14. Wheelchairs and mobility scooter

Contact your cruise line before you arrive if you require a wheelchair upon arrival into the terminal building. The cruise lines have a limited number of wheelchairs available for their passengers for use within the plaza area and the terminal building.

A mobility scooter is available to transit passengers through the elevated passenger walkway, if required. The scooter cannot be driven into the Passenger Boarding Bridge or into other areas of the terminal building. Please contact your cruise line in advance if you think you may require use of the mobility scooter through the elevated passenger walkway.

The mobility scooter can transit one passenger at a time with hand luggage (hand luggage must be nursed by the passenger) and will be operated by a cruise line staff member. The passenger will get onto the scooter on the right side, with a small step up (approximately 15 cm). If you require assistance to get onto or off the scooter, please notify the driver and either a travelling companion or the cruise line staff member may assist. There is no seatbelt. The scooter has a maximum speed of 10km/hour, however it will be operated at a safe speed by the driver.

If you have not contacted your cruise line in advance, you will need to notify a cruise staff member when you arrive if you require a wheelchair or mobility scooter, and you may need to wait until a wheelchair or the mobility scooter (within elevated passenger walkway only) becomes available.

Brisbane International Cruise Terminal

Terminal ground floor and plaza area map

Services & Amenities

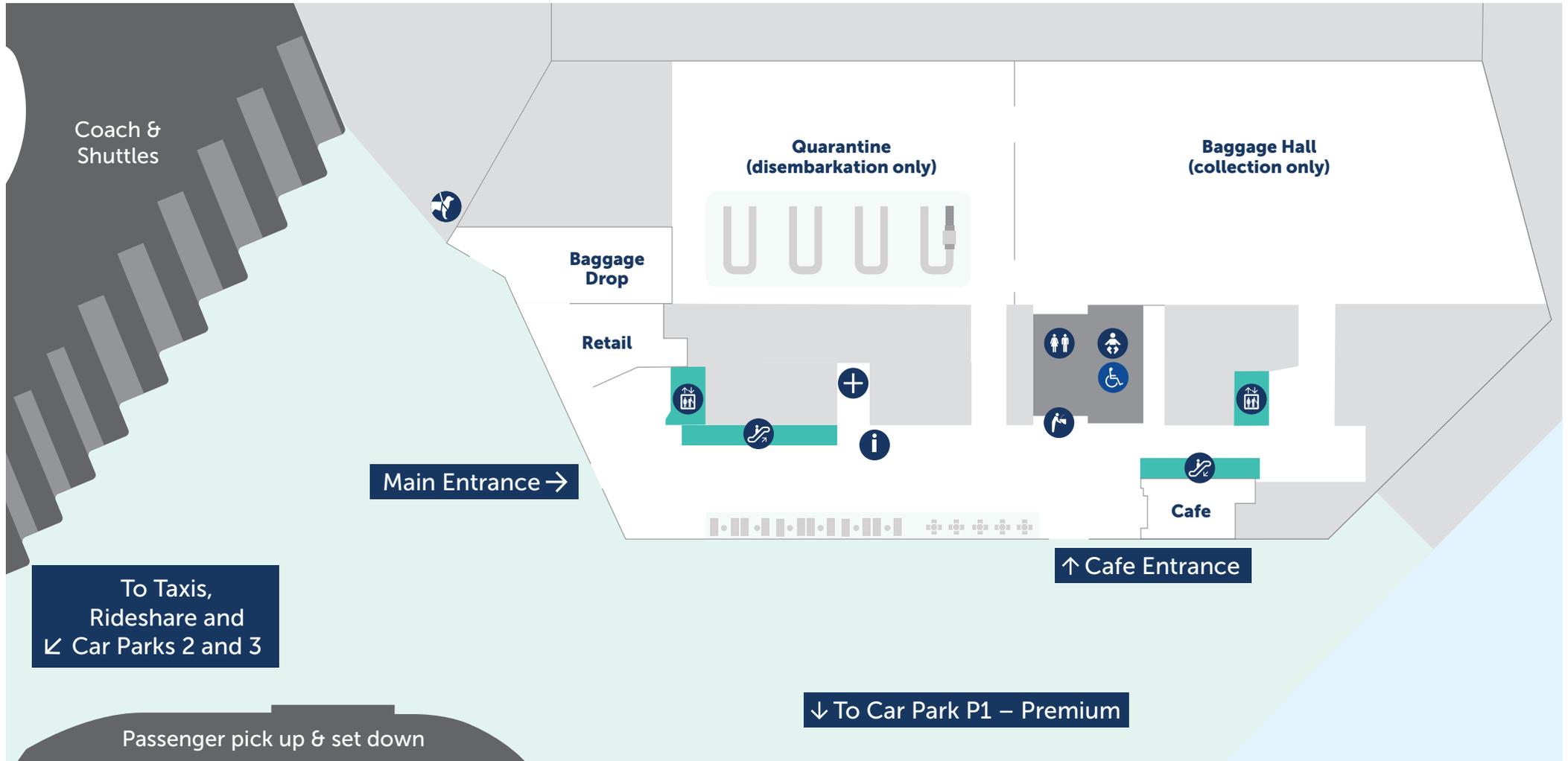
-  Accessible toilet (unisex)
-  Assistance animal toileting & watering area
-  Drinking fountain

-  First aid
-  Information
-  Lift

-  Parents room
-  Toilets
-  Travelator

Access to Level 1

- Access to Level 1 is via passenger lifts or travelators to:
- Check-in
 - Security
 - Immigration
 - Toilets



Brisbane International Cruise Terminal

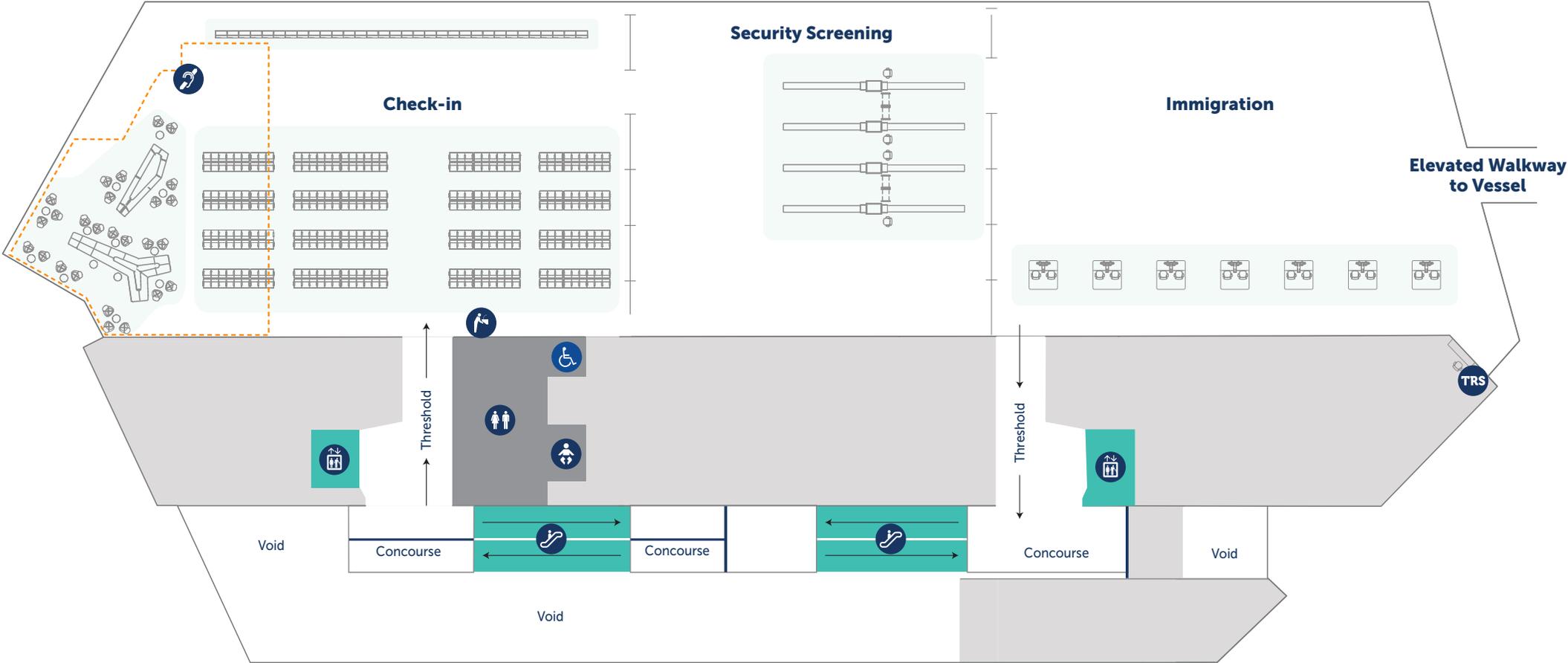
Terminal Level 1 Map

Services & Amenities

-  ABF Tourist Refund Scheme
-  Accessible toilet (unisex)
-  Drinking fountain
-  Hearing loop
-  Passenger lift
-  Parents room
-  Toilets
-  Travelator

Access to Ground Floor

- Access to the ground floor is via passenger lifts or travelators to:
- Baggage Drop and Baggage Reclaim
 - Café and Retail
 - Quarantine (disembarkation only)
 - Building exit, Plaza Area
 - Car parks, taxi, rideshare and coach/shuttles



7. Communication and feedback

For more information about the Brisbane International Cruise Terminal's facilities for passengers and visitors with assistance needs, please email bict@portbris.com.au.

The Brisbane International Cruise Terminal website is: www.portbris.com.au/cruise

Feedback can be provided via our online form, email or telephone – details are provided below. Please note that PBPL will respond during business hours, Monday to Friday.

Website online form:	www.portbris.com.au/contact/
Email:	bict@portbris.com.au
Telephone:	+61 7 3258 4888
Postal address:	Locked Bag 1818, Port of Brisbane, QLD 4178

On the day, the cruise lines will provide most of the staff to operate the BICT facility, including passenger assistance and other services.

For information about their services or to speak to them about your assistance needs while visiting the terminal or on a cruise, please contact your cruise line directly.

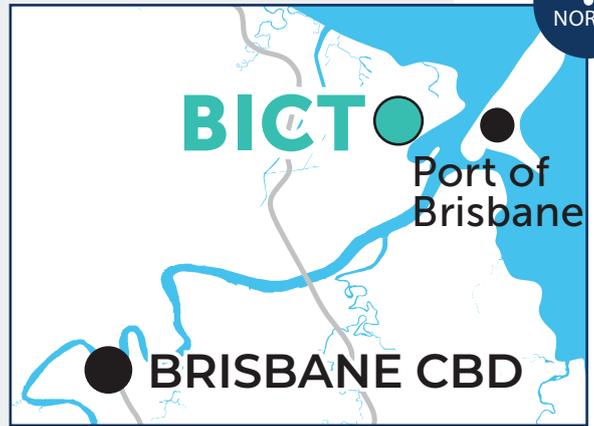
8. Cruise line contact details

A list of cruise lines that call at the Brisbane International Cruise Terminal is provided below.

Cruise line	Telephone	Website
P&O AU	13 24 94	https://www.pocruises.com.au/
Carnival Cruise Line	13 31 94	https://www.carnival.com.au/
Cunard	13 24 41	https://www.cunard.com/en-au/cruise-destinations/australia-and-new-zealand
Holland America	1300 987 322	https://www.hollandamerica.com/en_US/cruise-destinations/australia-new-zealand-south-pacific-cruises.html
Princess	13 24 88	https://www.princess.com/learn/cruise-destinations/australia-cruises/australia/
Royal Caribbean International	1800 754 500	https://www.royalcaribbean.com/aus/en
MSC Cruises	+61 7 3909 466 1300 028 502	https://www.msccruises.com.au
Seabourn	13 24 02	https://www.seabourn.com/en_US/cruise-destinations/australia-new-zealand.html

Brisbane International Cruise Terminal

Address:
1 Cruise Terminal Drive
(via Marine Road), Pinkenba



Directions to the Brisbane International Cruise Terminal

1. Follow Kingsford Smith Drive which becomes Eagle Farm Road as you turn left over the train line
2. Veer left as the road forks into Main Myrtletown Road
3. Right into Priors Road
4. Left into Bancroft Road
5. Right into Brownlee Street
6. Left into Main Beach Road
7. Finally, turn right into Marine Road which becomes Cruise Terminal Drive and follow signs to the Terminal car park