

# Brisbane International Cruise Terminal

## Information for Ground Transport Operators

(Updated June 2023)

### Introduction

The Brisbane International Cruise Terminal (BICT) site is managed by Port of Brisbane Pty Ltd (PBPL) and has been designed to promote the safe and efficient flow of passenger and ground transport vehicles, while ensuring safe passage for all pedestrians throughout the site.

This document provides important information for all ground transport operators, delivery drivers and contractors wishing to access the BICT site.

All ground transport areas are monitored by Wilson Parking in conjunction with PBPL Security or our authorised security contracted personnel on site.

For further information, please contact your PBPL representative or Wilson Parking on [brisbaneops@wilsonparking.com.au](mailto:brisbaneops@wilsonparking.com.au).

### 1. Designated ground transport areas

- a. Ensuring the health and safety of all who enter the BICT site is of paramount importance to PBPL and contractors who work on our behalf. On cruise days, there will be large volumes of passengers across the BICT site, including the car parks and other transport areas. At all times, drivers must be aware of their surroundings and follow Queensland road rules throughout the site.
- b. There are designated parking and ground transport areas at the BICT site (refer to the Car Park and Transport Map available in this document and on the Port of Brisbane website: [www.portbris.com.au/cruise](http://www.portbris.com.au/cruise)). When entering the BICT site, you must follow all road signage and any instructions provided by onsite security personnel.
- c. There are designated parking and operational areas for:
  - Operational staff, including contractors engaged by PBPL
  - Delivery vehicles
  - Taxis
  - Rideshare
  - Coach/buses, offsite car parking shuttles / chartered connections, over-sized/stretch limousines
  - 2-minute Passenger Pick-up and Set down area (drop off loop).
- d. Vehicles longer than 6.5 metres –or any vehicles with a trailer – are not permitted in the 2-minute Passenger Pick-up and Set down area (drop off loop) under any circumstances due to turning circle restrictions. Any costs associated with removing vehicles exceeding this length from the drop-off loop will be charged to the vehicle's driver. Contact Wilson Parking prior to your arrival if you require further information.
- e. All ground transport areas are monitored by Wilson Parking in conjunction with PBPL Security or our authorised security contracted personnel on site.

## **2. General terms and conditions**

- a. BICT is property which is privately owned by PBPL. PBPL and its representatives do not take any responsibility for costs, losses or damage to vehicles or possessions on BICT site.
- b. Any vehicle that fails to seek prior approval from PBPL / Wilson Parking where it is required to do so may be asked to leave the BICT site by PBPL, Wilson Parking or the security personnel on site.
- c. All car parks, pay stations and payment methods are operated by Wilson Parking. Enquiries about these should be directed to Wilson Parking ([www.wilsonparking.com.au](http://www.wilsonparking.com.au))
- d. Parking and access payment methods available within each ground transport zone are outlined in detail below.

## **3. Taxi**

- a. The taxi rank is a dedicated taxi marshalling and passenger set down/pick-up area located approximately 120 metres from the building entrance, with passenger access via an undercover walkway. This area includes two accessible car park bays with ramps.
- b. The taxi rank will be supervised by Security Personnel or Taxi Rank Supervisor.
- c. When entering the BICT site, follow the road signage to the taxi pick-up and set-down area. Taxis are not permitted to use the 2-minute Passenger Pick-Up & Set Down Area (drop off loop) for drop off or pick up.
- d. Pre-booked customers waiting to depart the BICT by taxi must be picked up from the taxi rank area.
- e. Taxis are not to be left unattended unless using the amenities for a maximum of 5 minutes. If required, please park in the coach staging area, lock your taxi and advise the Security Personnel or Taxi Rank Marshal prior to leaving your vehicle. Penalties may apply to vehicles left unattended. Follow the wayfinding signage to the public amenities located on the ground floor inside the terminal building (opposite the café).
- f. Taxis that have dropped off a passenger will need to exit the taxi rank and drive up to the roundabout and circle back to the rear of the taxi marshalling area before collecting a new fare.

#### **4. Rideshare**

- a. There is a dedicated rideshare set down area. Rideshare drivers must only drop-off or pick-up their passengers from the first six bays of the 2-minute Passenger Pick-Up & Set Down Area. This is signed and located approximately 120 metres from the building entrance with passenger access via an undercover walkway.
- b. If passengers require use of an accessible parking bay, please only use the two accessible parking bays at the end of the 2-minute Passenger Pick-Up & Set Down Area.
- c. Passengers must be pre-booked and waiting for immediate pick-up. If your passenger is not ready and waiting at the kerb, no ride-share operator is permitted to wait and park – you must exit and re-enter the drop-off loop.
- d. Vehicles are not to be left unattended unless using the amenities for a maximum of 5 minutes. If required, please lock your vehicle in the rideshare area and advise onsite Security Personnel prior to leaving your vehicle. Penalties may apply to vehicles left unattended. Follow the wayfinding signage to the public amenities located on the ground floor inside the terminal building (opposite the café).
- e. Rideshare operators are not permitted to wait for a new fare within the BICT site – you will be required to exit the site if waiting to secure a new fare following a passenger drop-off.

#### **5. Coach / bus, offsite car parking shuttles, limousines**

- a. Only coaches / buses which are pre-booked by the cruise lines operating from the terminal that day are permitted to access the BICT site. Coaches or buses that are not pre-booked by the cruise lines are not permitted on the BICT site.
- b. Offsite car parking shuttle operators or chartered connections seeking to transfer passengers to/from the BICT must seek prior agreement from PBPL/Wilson Parking.
- c. The Coach & Shuttle Area is a dedicated area for coaches, chartered connections and offsite car parking shuttles (refer to the Car Park and Transport Map at the end of this document or on the Port of Brisbane website).
- d. Vehicles longer than 6.5 metres – including coaches/buses and parking shuttles or any vehicle with a trailer – are not permitted in the 2-minute Passenger Pick Up & Set Down Area.
- e. Limousines larger than 6.5 metres or any vehicle with a trailer must only use the Coach & Shuttle area, and only with prior permission from PBPL/Wilson Parking.
- f. Smaller limousines under 6.5 metres may use the 2-minute Passenger Pick Up & Set Down Area. The driver must remain with the vehicle at all times.
- g. All vehicles with trailers must use the Coach & Shuttle area – they are not permitted in Car Parks 1, 2 or 3 or the 2-minute Passenger Drop-off/Set down area.

## 6. Delivery drivers

- a. Only delivery vehicles scheduled by PBPL, BICT café or retail operators or a cruise line operator are permitted on the BICT site. No unauthorised or unscheduled delivery vehicles should enter the site.
- b. Drivers making a scheduled delivery for the BICT Café or Retail outlet should follow the road signage to the coach / bus area and contact Security Personnel or Port Operations for access.
- c. All other scheduled deliveries should follow the road signage to the Operations Yard. Access to the Operations Yard will be managed by Security Personnel.
- d. If using the amenities for a maximum of 5 minutes, please secure your vehicle/load and advise Security Personnel prior to leaving your vehicle. Follow the wayfinding signage to the public amenities located inside the terminal building on the ground floor (opposite the café).

## 7. Contractors

- a. Where it is practical to do so, contractors engaged to work at the BICT site by PBPL, the BICT café or retail operators or the cruise line operators must be scheduled on non-cruise days or outside of peak passenger times on cruise days.
- b. Prior to working onsite, all contractors are required to complete an induction and the Port of Brisbane Safety Online program. These requirements will be provided by your PBPL or BICT contact.
- c. Contractors will be advised where to park their vehicles by their PBPL or BICT contact in advance.

## 8. Additional information

### Car parking booking, payments, or enquiries:

- Wilson Parking website: [www.wilsonparking.com.au](http://www.wilsonparking.com.au)
- Wilson Parking email: [brisbaneops@wilsonparking.com.au](mailto:brisbaneops@wilsonparking.com.au)
- Wilson Parking Customer Care: 1800 PARKING (1800 727 546)

### Port of Brisbane:

- Contact: [bict@portbris.com.au](mailto:bict@portbris.com.au) (PBPL will respond during business hours, Monday to Friday).

### General information about the Brisbane International Cruise Terminal, including directions and car parking maps

- Port of Brisbane website: [www.portbris.com.au/cruise](http://www.portbris.com.au/cruise)