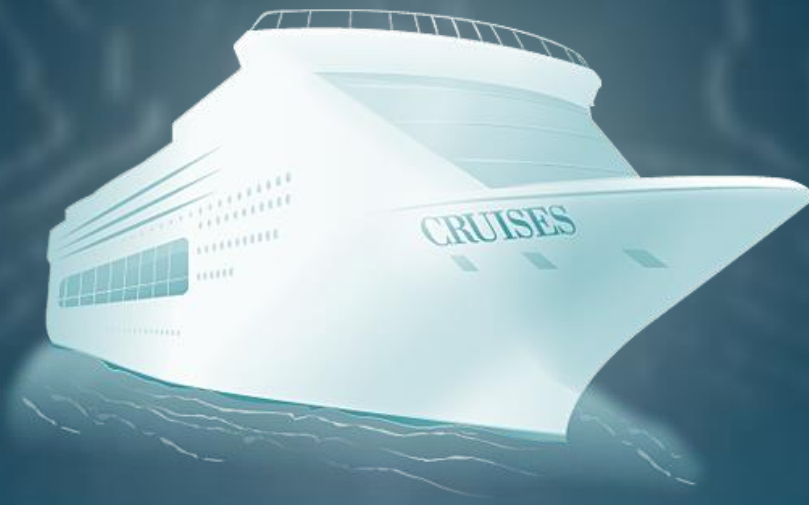


 *alfaship*



Cruises **Services**



Port inspections
Berth reservations
Efficient cooperation with local Authorities
Best tariffs & discounts' appliance

Nautical services' supervision
Bunkering arrangement & coordination
Marpol services
Security assistance

Crew change
Medical assistance
Trainings fire-fighting

Provisions handling
Spare parts & Supplies
Technical services

OUR CORE VALUES

To put those we serve **first**

To work **together**

To enjoy our work **with passion**

To **focus on the needs** of our customers

To strive **for the best**

To work **smart**

To create **solutions**

To make the **difference**

TURNAROUND & GROUND *services*

Coordination of ground-handling operations Port, Airport & Vessel



- Luggage Unloading & Loading
- Luggage Scanning process
- Luggage storage
- Luggage transportation



- Passengers transfers (bus, indiv., VIP, special access)
- Passengers Meet & Greet (Port, Airport, Hotels)
- Passengers ship check-in assistance
- Passengers airport check-in assistance
- Passengers pre / post hotel programs

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Destination product inspection

Selection & tailoring of original, imaginative shore excursions

Monitoring of local trends and market fluctuations

Private tours and transfers

Personalized experiences for VIP cruise clients

On board events & entertainment

Custom-made programs for theme cruises

Multilingual & professional guides

Modern & air conditioned vehicles



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PERSONAL CARE *services*

Port agents play an essential role providing support to your guests and crew in every day emergencies and in the aftermath of a crisis.



With greater **awareness** and **basic skills**, agents can
make a tremendous **difference** in how Guests, Crew and
their loved ones **recover** from a traumatic event.

HUMAN SERVICE RESPONSE

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TOOLS:

Empathy, Care, Time, Attention, Commitment

Check lists shared with Cruise Lines for medical break of voyage, death or missed ship's departure



Find in your partner the best support to make the port stay the perfect extension of the cruise experience.

ALFASHIP CARES YOUR EXCELLENCE ASHORE

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The Excellence Ashore