

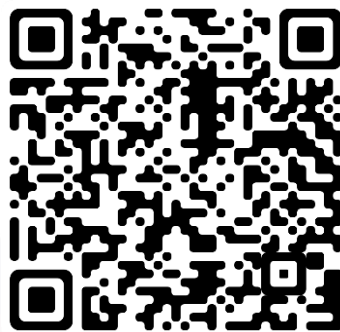
PENANG PORT COMMISSION

www.penangport.gov.my



The #1 Cruise Hub in Malaysia

GUIDE TO CRUISE ACTIVITIES AT THE PORT OF PENANG



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THE PREFACE

Acknowledging that cruise activity is a multifaceted operation involving procedures relating to security, immigration, customs, health clearance, and others -- Penang Port Commission (PPC) as Port Authority has held consultation with related government agencies and stakeholders in preparing this document.

This document is effective on the day of issuance, acting as a live document, and will be updated from time to time.

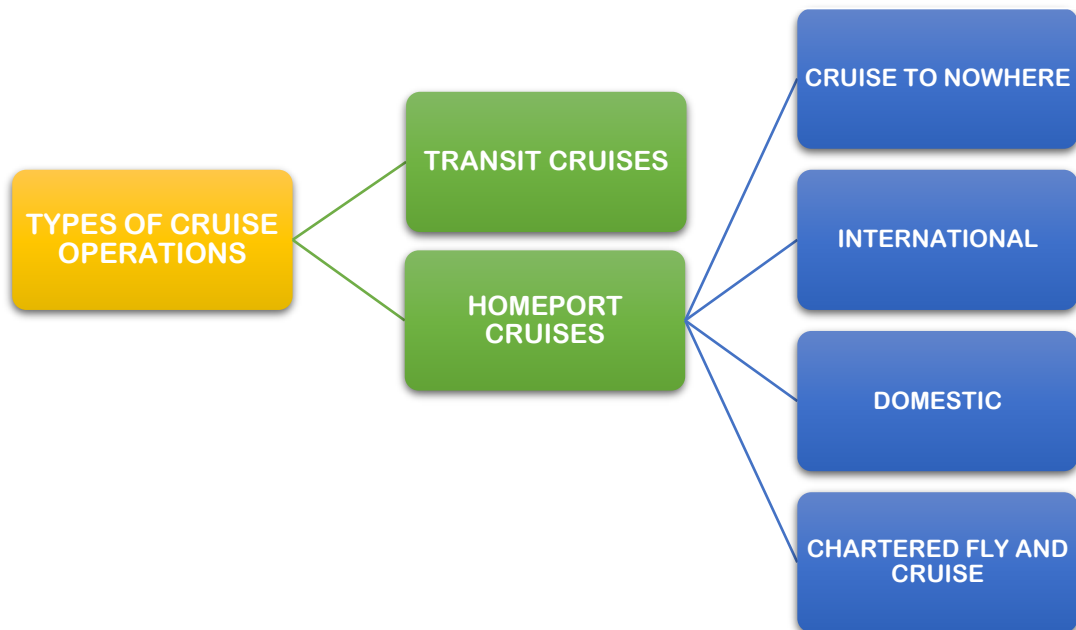
THE OBJECTIVE

This document is prepared to assist cruise liners, shipping agents, and shore excursion operators to apply for such activity to be carried out in Port of Penang. All requirements by related government agencies and stakeholders that need to be complied with by the applicant are prescribed in this guideline.

ABBREVIATIONS & ACRONYMS

CAAM	Civil Aviation Authority of Malaysia (<i>Pihak Berkuasa Penerbangan Awam Malaysia</i>)
IMI	Immigration Department of Malaysia (<i>Jabatan Imigresen Malaysia</i>)
MAHB	Malaysia Airports Holdings Berhad
MAQIS	The Department of Malaysian Quarantine and Inspection Services (<i>Jabatan Perkhidmatan Kuarantin Dan Pemeriksaan Malaysia</i>)
MARDEPT	Marine Department of Malaysia, Northern Region (<i>Jabatan Laut Malaysia Wilayah Utara</i>)
MAVCOM	Malaysian Aviation Commission (<i>Suruhanjaya Penerbangan Malaysia</i>)
MBPP	Penang Island City Council (<i>Majlis Bandaraya Pulau Pinang</i>)
MOTAC	Ministry of Tourism, Arts and Culture Malaysia, Pulau Pinang Office (<i>Pejabat Kementerian Pelancongan, Seni Dan Budaya Malaysia Negeri Pulau Pinang</i>)
PETACE	Penang State EXCO Office for Tourism and Creative Economy
PGT	Penang Global Tourism
PIA	Penang International Airport
PORT HEALTH	International Entry Point Health Office Pulau Pinang (<i>Pejabat Kesihatan Pintu Masuk Antarabangsa Pulau Pinang</i>)
PPC	Penang Port Commission (<i>Suruhanjaya Pelabuhan Pulau Pinang</i>)
PPSB	Penang Port Sdn. Bhd.
RMCD	Royal Malaysian Customs Department (<i>Jabatan Kastam Diraja Malaysia</i>)
RMP	Royal Malaysia Police (<i>Polis Diraja Malaysia</i>)
SPCT	Swettenham Pier Cruise Terminal

TYPES OF CRUISE OPERATIONS AT PORT OF PENANG



TRANSIT CRUISES



Cruise ships on international / domestic voyages calling Penang for shore excursions.
(e.g: Singapore – Penang – Singapore)

CRUISE TO NOWHERE



Cruise operators offering short cruises starting and ending in Penang
(e.g: Penang – High Seas – Penang)

INTERNATIONAL CRUISES



Cruise operators offering international voyages starting and ending in Penang
(e.g : Penang – Singapore – Phuket – Penang)

DOMESTIC CRUISES



Cruise operators offering domestic voyages starting and ending in Penang
(e.g : Penang – Langkawi – Port Klang - Penang)

CHARTERED FLY AND CRUISE

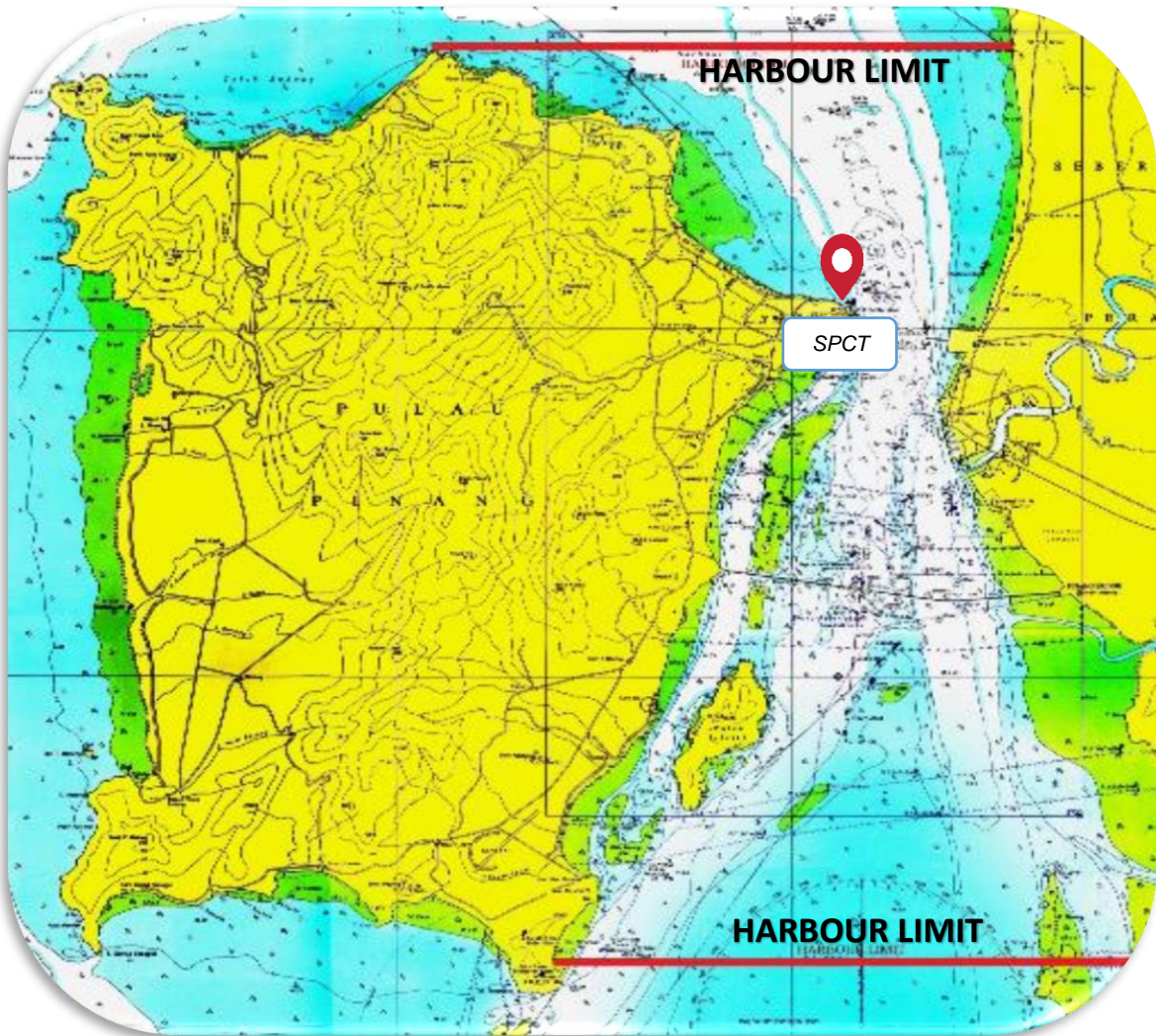


Cruise operators offering cruise packages starting and ending in Penang using chartered flights. Packages offered include special round-trip flight bookings and accommodations in Penang.

WHERE ARE WE?



NAUTICAL MAP



DETAILS OF PORT OF PENANG

DESCRIPTION	DETAILS
Pilot Boarding Station	<p><i>Latitude : 005° 35.857' N</i></p> <p><i>Longitude : 100° 12.354' E</i></p>
North Channel Details	<p><i>Length : 10 nautical miles (One-way channel)</i></p> <p><i>Width : 180 metres</i></p> <p><i>Depth : 11.0 metres (+10% UKC)</i></p> <p><i>Timing : 1 to 1.5 hours from Pilot Boarding Station to SPCT</i></p> <p><i>Tidal range: 1-3 meters</i></p>
Port Control Tower	<p><i>Phone : +604-3737083</i></p> <p><i>VHF : Channel 12</i></p>
SPCT Operations	<p><i>Phone : +604-293 7807</i></p> <p><i>VHF : Channel 12</i></p>
Port Authority	<p><i>Penang Port Commission</i></p> <p><i>Website : www.penangport.gov.my</i></p> <p><i>Email : sppp@penangport.gov.my</i></p> <p><i>Phone : +604-263 3211</i></p>
Port Operator	<p><i>Penang Port Sdn Bhd</i></p> <p><i>Website : www.penangport.com.my</i></p> <p><i>Email : info@penangport.com.my</i></p> <p><i>Phone : +604-375 2400</i></p>

DETAILS OF SWETTENHAM PIER CRUISE TERMINAL



South Inner Berth

- Depth : 5.5 metres
- Length : 100 metres
- Maximum Size of Ship: 100 m LOA

Main Outer Berth

- Depth : 11.0 metres
- Length : 820 metres
- Maximum Size of Ship: 2 Oasis Class Vessels at any one time

North Inner Berth

- Depth: 10 metres
- Length: 270 metres
- Maximum Size of Ship : 270m LOA

Scan for SPCT InfoKit



Watch Our Video



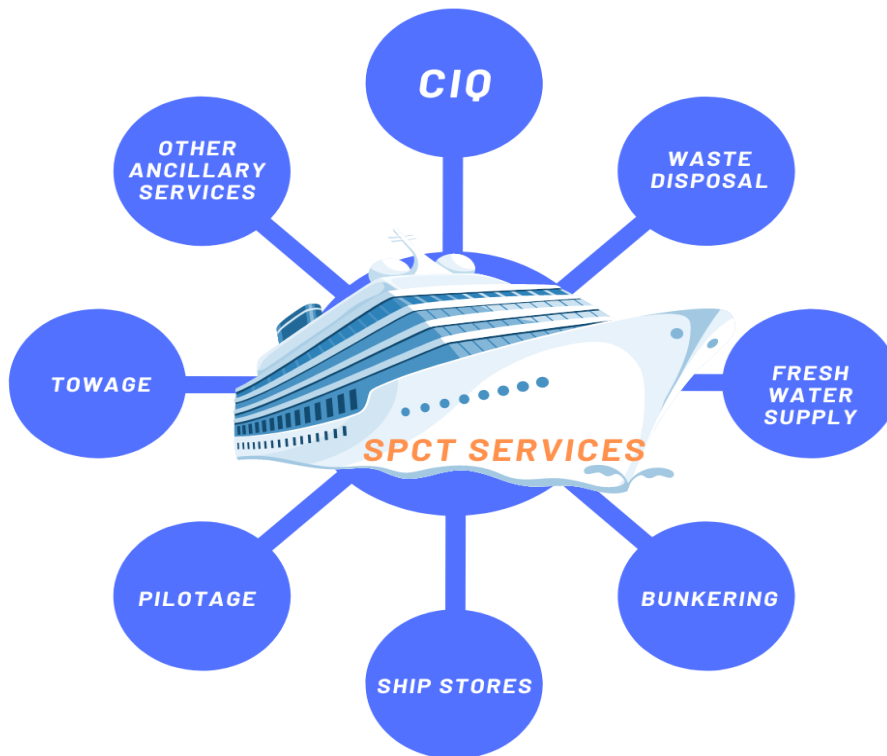
View Our Profile



12,000
at any given time

**Terminal
Capacity**

SERVICES PROVIDED AT SPCT



THE CHARGES

Below are the charges which may be imposed for the cruise activities in Port of Penang:
Type of charges as specified in Penang Port Commission (Scales of Rates) By-Laws 2021;

I. Compulsory Charges:

- a. Port dues
- b. Consolidated marine charge
- c. Berth occupancy charge
- d. Jetty cleaning
- e. Passenger charge
- f. Security charge

II. Optional/ Upon Request Charges:

- a. Pilotage service charge
- b. Towage service charge
- c. Fresh water supply
- d. Gangway (including crane & forklift services)
- e. Crane (up to 7 tons)
- f. Forklift (up to 5 tons)
- g. Vehicle entrance charge
- h. Fire services/ emergency response

(**Note** – For the details of the charges, please visit www.penangport.gov.my or www.penangport.com.my;)

TOURISM LINKAGE

Powered By



WITHIN UNESCO WORLD HERITAGE SITE

1,700
Historical Sites

4,000+
Vendors
Cuisine, Culture, Sights

All Within
35MIN
Access within Heritage Zone

RESOURCES



All in One Access

E-Brochure



Penang Tourism
Video Banks



Tourist Map



Event Calendar



Penang Cuisines



Muslim Friendly Travel



Travel Guidebooks

DETAILS OF PENANG INTERNATIONAL AIRPORT



DESCRIPTIONS	DETAILS
Location	IATA/ICAO Code : PEN / WMKP Latitude : 05° 17'49.70" N Longitude : 100° 16'36.71" E
Connectivity	Penang International Airport is situated 16 km south of Georgetown, the capital city of Penang, and connects with all major cities in Southeast Asia. Among the cities that have direct flights to PIA are Singapore, Jakarta, Medan, Bangkok, Hong Kong, Phuket, Ho Chi Minh and Taipei.
Airport Facilities	Number of Runway: 1 Size of Runway : 3,354 m length, 46m width, 4E Airport Code Capacity : Up to 6.5 million passengers per year Number of Holding Bays (International) : 12 bays Maximum Size of Aircraft : B747-800
Other Facilities	<i>The airport has a variety of retail and duty-free outlets, cafes, and restaurants, as well as premium passenger lounges for travelling convenience and comfort.</i>

STAKEHOLDERS RELATED TO EACH OPERATIONS

STAKEHOLDERS FOR TRANSIT CRUISES



KEMENTERIAN KESIHATAN
MALAYSIA



STAKEHOLDERS FOR HOMEPORT CRUISES



KEMENTERIAN KESIHATAN
MALAYSIA



KEMENTERIAN PELANCONGAN,
SENI DAN BUDAYA





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GUIDE TO TRANSIT CRUISES

STAKEHOLDERS



KEMENTERIAN KESIHATAN
MALAYSIA



GENERAL REQUIREMENTS FOR EACH STAKEHOLDERS

❖ PENANG PORT COMMISSION (PPC)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Port Authority as specified in Penang Port Commission Act 1955;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Report vessel's e-PAN through PELKON III 48 hours before arrival; ➤ Vessel above 600 GT navigating within port limit to be under pilotage by PPC's Pilot or pilots licensed by PPC; ➤ Bunkering and waste disposal activities conducted at port by approved companies only;
Contacts	<ul style="list-style-type: none"> ➤ Penang Port Commission <ul style="list-style-type: none"> ▪ Office: +604-2633211 ▪ Fax: +604-2626211 ▪ Email: sppp@penangport.gov.my ▪ Website: www.penangport.gov.my

❖ PENANG PORT SDN BHD (PPSB)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Operator of Swettenham Pier Cruise Terminal;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Appoint a shipping agent to deal with all port matters, ➤ Inform PPSB on ship's schedule 6 months prior,
Contacts	<ul style="list-style-type: none"> ➤ Penang Port Sdn Bhd <ul style="list-style-type: none"> ▪ Office: +604-375 2400 ▪ Email: info@penangport.com.my ▪ Website: www.penangport.com.my

❖ MARINE DEPARTMENT MALAYSIA, NORTHERN REGION (MARDEPT)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Manage administrative related to shipping and ports including maritime affairs within Malaysian waters;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Vessel to comply with related international maritime certification requirements and legislations; ➤ Report vessel's arrival to Pejabat Laut Pulau Pinang at https://marine22.marine.gov.my/scsagent/
Contacts	<ul style="list-style-type: none"> ➤ Pejabat Laut Pulau Pinang <ul style="list-style-type: none"> ▪ Office: +604-6565345 ▪ Fax: +604-6504076 ▪ Email: pppen@marine.gov.my ▪ Website: www.marine.gov.my

❖ ROYAL MALAYSIAN CUSTOMS DEPARTMENT (RMCD)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Collect revenue and provide trade facilitation through enforcement of and compliance with applicable law to spur economic growth, maintain national security and public welfare;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Declare all dutiable or prohibited goods in possession, either on their own person or in any of their baggage; ➤ Inspection of passengers and luggage at authorized entry and exit points of Malaysia; ➤ Passenger entering or leaving Malaysia with cash, bearer negotiable instruments or both (CBNI) exceeding the amount equivalent to USD 10,000.00 to make declaration in Customs Form No. 7; ➤ Airline operators to submit manifest/ passenger list 2 hours before arrival/ departure;
Contacts	<ul style="list-style-type: none"> ➤ Jabatan Kastam Diraja Malaysia <ul style="list-style-type: none"> ▪ Website: http://www.customs.gov.my/ ▪ Additional info: http://www.customs.gov.my/en/tp/

❖ THE IMMIGRATION DEPARTMENT OF MALAYSIA (IMI)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Issuing of visa passes and permits to Foreign Nationals entering Malaysia; ➤ Managing the movement of people at authorized entry and exit points of Malaysia;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Comply with Immigration Act 1959/63 and Passport Act 1966;
Contacts	<ul style="list-style-type: none"> ➤ Pejabat Imigresen Pelabuhan Pulau Pinang <ul style="list-style-type: none"> ▪ Office: +604-2503422 ▪ Fax: +604-2628090 ▪ Email: spctpenang@imi.gov.my

❖ PORT HEALTH MALAYSIA

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Public Health Management at Airports and Ports; ➤ Emergency management (Disaster Management) at Airports and Ports; ➤ Air & Sea Quarantine Management; ➤ Law enforcement;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Based on latest instructions by the Ministry of Health Malaysia; ➤ Comply with latest Standard Operating Procedure (SOP) by Majlis Keselamatan Malaysia (MKN) and Ministry of Health Malaysia; ➤ Entry by air: <ul style="list-style-type: none"> ▪ Submit General Declaration and Passenger Manifest 2 hours before arrival

	<ul style="list-style-type: none"> ➤ Entry by sea: <ul style="list-style-type: none"> ▪ Apply for Ship Status 24 hours before arrival ▪ Submit Maritime Declaration and apply for Port Health Clearance and Free Pratique
Contacts	<ul style="list-style-type: none"> ➤ Pejabat Kesihatan Pintu Masuk Antarabangsa Pulau Pinang <ul style="list-style-type: none"> ▪ Office (Airport): +604-6461928 ▪ Office (Port): +604-2611264 ▪ Email: pkpma.ppg@moh.gov.my ▪ Website: www.moh.gov.my

❖ MALAYSIAN QUARANTINE AND INSPECTION SERVICES (MAQIS)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ To enforce all relevant written laws at entry points, quarantine stations and quarantine premises, to ensure that plants, animals, carcasses, fish, agricultural products, soil, microorganisms and food imported into and exported out of Malaysia comply with health aspects humans, animals, plants, fish and food safety as per implementation of the Malaysian Quarantine and Inspection Services Act 2011 [Act 728];
Requirements of Agency	<ul style="list-style-type: none"> ➤ Information on arrival of conveyance: <ul style="list-style-type: none"> ▪ Any person in charge of conveyance arriving at an entry point shall, either personally or through the agent of the conveyance immediately: - <ol style="list-style-type: none"> a) report to the enforcement officer of the arrival of the conveyance; b) give any information relating to the conveyance, cargo, crew, passenger and voyage as required by the enforcement officer; c) declare all plant, animal, carcass, fish, agricultural produce, soil, microorganism and food in the conveyance in a declaration form as may be determined by the Director General; ➤ Person entering Malaysia: <ul style="list-style-type: none"> ▪ Any person entering Malaysia shall declare any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food in his possession; ▪ Any person who refuses or fails to make a declaration under subregulation (1) or knowingly makes a false declaration commits an offence and any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food found in his possession may be seized; ➤ Baggage inspection: <ul style="list-style-type: none"> ▪ Any person entering Malaysia shall, on demand by any enforcement officer, allow his baggage to be inspected by the enforcement officer in such manner as the Director General may determine; ▪ The inspection of the baggage shall be made in the presence of the owner of the baggage;

Contacts

- Baggage inspection for person departing Malaysia:
 - Any person departing Malaysia with any baggage containing any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food shall declare such contents to the enforcement officer and allow his baggage to be inspected;
 - The baggage may be examined and delivered in such manner as the Director General may direct, and it shall be the duty of the person to produce, open, unpack and repack the baggage;

- Pejabat MAQIS Negeri Pulau Pinang
 - Office: +604-6451292/96
 - Fax: +604-6451302
 - Email: maqisbatumaung@gmail.com
- Pejabat MAQIS Lapangan Terbang Antarbangsa Bayan Lepas
 - Office: +604-6380209
 - Email: maqisltabpenang@gmail.com
- Pejabat MAQIS Dermaga Air Dalam, Butterworth
 - Office: +604-3315102
 - Email: maqisdadpp@gmail.com

PENANG PORT COMMISSION

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GUIDE TO HOMEPORT CRUISES

STAKEHOLDERS



GENERAL REQUIREMENTS FOR EACH STAKEHOLDERS

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Description	Details
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Requirements of Agency	<ul style="list-style-type: none"> ➤ Declare all dutiable or prohibited goods in possession, either on their own person or in any of their baggage; ➤ Inspection of passengers and luggage at authorized entry and exit points of Malaysia; ➤ Passenger entering or leaving Malaysia with cash, bearer negotiable instruments or both (CBNI) exceeding the amount equivalent to USD 10,000.00 to make declaration in Customs Form No. 7; ➤ Airline operators to submit manifest/ passenger list 2 hours before arrival/ departure;
Contacts	<ul style="list-style-type: none"> ➤ Jabatan Kastam Diraja Malaysia <ul style="list-style-type: none"> ▪ Website: http://www.customs.gov.my/ ▪ Additional info: http://www.customs.gov.my/en/tp/

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Requirements of Agency	<ul style="list-style-type: none"> ➤ Comply with Immigration Act 1959/63 and Passport Act 1966;
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Contacts	<ul style="list-style-type: none"> ➤ Pejabat Kesihatan Pintu Masuk Antarabangsa Pulau Pinang <ul style="list-style-type: none"> ▪ Office (Airport): +604-6461928 ▪ Office (Port): +604-2611264 ▪ Email: pkpma.ppg@moh.gov.my ▪ Website: www.moh.gov.my

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Description	Details
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Requirements of Agency	<ul style="list-style-type: none"> ➤ Information on arrival of conveyance: <ul style="list-style-type: none"> ▪ Any person in charge of conveyance arriving at an entry point shall, either personally or through the agent of the conveyance immediately: - <ul style="list-style-type: none"> d) report to the enforcement officer of the arrival of the conveyance; e) give any information relating to the conveyance, cargo, crew, passenger and voyage as required by the enforcement officer; f) declare all plant, animal, carcass, fish, agricultural produce, soil, microorganism and food in the conveyance in a declaration form as may be determined by the Director General; ➤ Person entering Malaysia: <ul style="list-style-type: none"> ▪ Any person entering Malaysia shall declare any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food in his possession; ▪ Any person who refuses or fails to make a declaration under subregulation (1) or knowingly makes a false declaration commits an offence and any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food found in his possession may be seized; ➤ Baggage inspection: <ul style="list-style-type: none"> ▪ Any person entering Malaysia shall, on demand by any enforcement officer, allow his baggage to be inspected by the enforcement officer in such manner as the Director General may determine; ▪ The inspection of the baggage shall be made in the presence of the owner of the baggage;

	<ul style="list-style-type: none"> ➤ Baggage inspection for person departing Malaysia: <ul style="list-style-type: none"> ▪ Any person departing Malaysia with any baggage containing any plant, animal, carcass, fish, agricultural produce, soil, microorganism or food shall declare such contents to the enforcement officer and allow his baggage to be inspected; ▪ The baggage may be examined and delivered in such manner as the Director General may direct, and it shall be the duty of the person to produce, open, unpack and repack the baggage;
Contacts	<ul style="list-style-type: none"> ➤ Pejabat MAQIS Negeri Pulau Pinang <ul style="list-style-type: none"> ▪ Office: +604-6451292/96 ▪ Fax: +604-6451302 ▪ Email: maqisbatumaung@gmail.com ➤ Pejabat MAQIS Lapangan Terbang Antarbangsa Bayan Lepas <ul style="list-style-type: none"> ▪ Office: +604-6380209 ▪ Email: maqisltabpenang@gmail.com ➤ Pejabat MAQIS Dermaga Air Dalam, Butterworth <ul style="list-style-type: none"> ▪ Office: +604-3315102 ▪ Email: maqisdadpp@gmail.com

❖ CIVIL AVIATION AUTHORITY MALAYSIA (CAAM)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Regulate, facilitate and promote the nation's aviation/aerospace industry as well as to ensure that the national and international obligations of Malaysia in matters relating to civil aviation can be carried out, and the universal safety and security standards and requirements in civil aviation are implemented, complied with and well-maintained;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Airline operators to have valid Foreign Air Operator Certificate (FAOC) to apply for permit to take off and land at any airport in Malaysia; ➤ FAOC should be applied 90 days before departure; ➤ FAOC Application Guidelines <ul style="list-style-type: none"> ▪ https://www.caam.gov.my/wp-content/uploads/2021/07/CAGM-6005-FAOC.pdf ➤ FAOC Application Form <ul style="list-style-type: none"> ▪ https://www.caam.gov.my/e-services-forms/air-operations/
Contacts	<ul style="list-style-type: none"> ➤ Civil Aviation Authority of Malaysia <ul style="list-style-type: none"> ▪ Office: +603-88714021 ▪ Email: ops.faoc.group@caam.gov.my / ops.faoc@caam.gov.my ▪ Website: www.caam.gov.my

❖ MALAYSIAN AVIATION COMMISSION (MAVCOM)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ Regulate economic and commercial matters related to civil aviation in Malaysia;
Requirements of Agency	<p>For charter flights to/from Malaysia:</p> <ul style="list-style-type: none"> ➤ Local airline operators are required to have a valid Air License (ASL) or Air Service Permit (ASP); ➤ Foreign airline operators are required to have a valid Foreign Air Operator Certificate (FAOC) approval from CAAM; ➤ Apply for a flight slot from National Slot Coordination Malaysia (NSCM) at nscm@malaysiaairports.com; ➤ Register in the AeroFile System Database; ➤ AeroFile System Registration Guideline: <ul style="list-style-type: none"> ▪ https://www.mavcom.my/en/industry/aerofile-registration/ ➤ Apply for landing permit through the AeroFile system at least 3-5 days before departure and attach the following documents: - <ul style="list-style-type: none"> ▪ Charter Agreement; ▪ A complete passenger manifest; ▪ Letter of Declaration that the company will not uplift or discharge other than passengers which is declared in the passenger manifest. ➤ Landing Permit Application (AeroFile) link: <ul style="list-style-type: none"> ▪ https://airfile.force.com/portal/s/login/?ec=302&startURL=%2Fportal%2Fs%2F
Contacts	<ul style="list-style-type: none"> ➤ Malaysian Aviation Commission <ul style="list-style-type: none"> ▪ Office: +603-2772 0645 ▪ Fax: +603-2772 0601 ▪ Email: airfile@mavcom.my ▪ Website: https://www.mavcom.my/en/industry/scheduled-services/

❖ MALAYSIAN AIRPORTS HOLDINGS BERHAD (MAHB)

Description	Details
Roles of Agency	<ul style="list-style-type: none"> ➤ As Penang International Airport Operator; ➤ Manage aircraft bay (Bay- A6), ➤ Manage passengers and transportation movement within the airport;
Requirements of Agency	<ul style="list-style-type: none"> ➤ Apply slot from Civil Aviation Authority of Malaysia National Slot Coordination Malaysia (MA Sepang); ➤ Confirmation of Assigned Ground Handler;
Contacts	<ul style="list-style-type: none"> ➤ Malaysia Airports Holdings Berhad- Penang International Airport <ul style="list-style-type: none"> ▪ Office: +604-2520245 ▪ Email: ridzuanaw@malaysiaairports.com.my ▪ Website: https://www.malaysiaairports.com.my

❖ MINISTRY OF TOURISM, ARTS & CULTURE (MOTAC)

Description	Details
Roles of Agency	<ul style="list-style-type: none">➤ Regulate activities related to business tourism;
Requirements of Agency	<ul style="list-style-type: none">➤ Local tourist guide personnel/ companies should be registered with MOTAC;➤ Any use of transport involving tourists should use buses or rental cars licensed by Agensi Pengangkutan Awam Darat (APAD) and comply with prescribed requirements;
Contacts	<ul style="list-style-type: none">➤ Pejabat Kementerian Pelancongan, Seni dan Budaya Malaysia Negeri Pulau Pinang<ul style="list-style-type: none">▪ Office: +604-2620202▪ Email: jonathan@motac.gov.my , rohizat@motac.gov.my▪ Website: www.motac.gov.my



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