

PORT OPERATIONS PLAN

Gates, guest flow & Holly ship-to-ship transfer – standard arrangement for every call · gangway positions are defaults and are confirmed with each vessel on arrival



THREE GATES, THREE ROLES

GATE ROLES

GATE	ROLE	OPEN
1 · Terminal	Main gate, two-way, through the terminal building – the building's main exit opens onto the marketplace plaza , not the road	Entire call
2 · Coach gate	Outbound shorex via the covered pavilion (200 m², holds ≈ 400 guests in 8 bus groups) – barrier tape steers guests from the quay into the pavilion's 5 m entrance; guides wait under the roof with group signs (ship's shorex codes, e.g. YELLOW 1) and walk each group to its coach	While shorex departs
3 · Marketplace	Activity tours assemble on the plaza · coach drop zone along the road above the plaza/terminal (4 coaches at a time) · inbound to ship from ≈ 11:00 (earlier returns via Gate 1)	From ≈ 11:00 + surge hours

PHASES OF THE CALL

PHASE	ARRANGEMENT
First hour ashore	All three gates open & manned – full outbound surge
Mid-call	Gate 1 two-way · Gate 2 outbound shorex only · Gate 3 opens ≈ 11:00 for lunch returns
Last hour before all-aboard	All three gates manned – returning coaches alternate : every other coach drops at Gate 2 (the only time Gate 2 runs inbound), the rest at the drop zone for Gates 1/3
Max load	Guests walk east inside the 6 m quay strip to the pavilion – never across the coach park

Throughput note: the shoreside check is a fast cruise-card check – full screening (scanning + ID) is by the **ship's security team**. If a midship door takes flow from both directions, **advise in advance** – we keep Gate 2 (or 3) outbound-only.

Plan the 11-12 peak: AM tours usually return ≈ 11:00-12:00 – exactly as independent guests head back for lunch. Double pressure on Gates 1/3; queues build fast, especially in rain. **Staff every gate fully in this window.** On tight programs, send PM tour guests off the ship early – they wait under the pavilion roof outside Gate 2, sun or rain – so PM tours leave on time and ETD holds. Agree in advance: ship + shore security and shorex.

WHO PROVIDES WHAT

PARTY	PROVIDES
Skjolden Port (shoreside)	Manned gates per the arrangement (security officer at each open gate, cruise-card check) · crowd barriers, barrier-tape lanes and marked queues · traffic marshal at the coach park · PFSO on site for the entire call · marshalling to the muster area on an evacuation
Vessel	Gangway rigging and operation · full guest screening (scanning + ID) · screening staffing at each active gate / gangway

NOTES

- Port office:** PFSO + dispatch sit in the terminal building (marked on the plan) – upper corner facing the coach park.
- Default gangways:** forward in line with Gate 1, midship in line with Gate 2 – door positions vary per vessel, agreed on arrival.
- ISPS:** the hatched 6 m quay strip inside the dashed line is controlled area – gates 1-3 are the only crossings; gate positions are shown in metres on the quay ruler.
- Coach park:** angled bays (reverse to the grass), through lane to the counter-clockwise turning area, linear parking along the road, drop zone above the plaza. Shorex pavilion 200 m² + assembly deck ≈ 500 m².
- Pedestrians:** the village footpath joins the plaza top-west – all walkers route via the plaza to the terminal or Gate 3, never across the coach park. Access road is ANPR-controlled.
- Emergency muster:** the designated assembly area is the tender-quay parking area, ≈ 350 m north along the access road – wide, paved and closed to all other traffic. Full detail on sheet 4.
- Ship-to-ship option:** guests booked on our **Mountains & Fjords** excursion board the catamaran M/S Holly directly at the seaward shell door – zero gate load. **She is an excursion vessel, not a village shuttle** (sheet 3).

Berth: cruise pier 127.5 m · max LOA 400 m · max draft 12 m · Yokohama 2.4 m fenders · bollards rated 1 000 T total · tide 1.5 m, current 0.5 kn, no swell · VHF Ch 12 primary / 16 standby · ISPS: passenger flow logged in PFSP (NOSLN-0001). **Port Director & PFSO:** Viggo Sundvold · viggo@skjoldenport.com · +47 458 98 229 (mobile/WhatsApp) · VHF Ch 12. **Shorex Manager & Dispatch:** Christian Hellumsand · christian@skjoldenport.com · +47 949 89 908 (tel/WhatsApp).

HOLLY BOW-TO-SHELL-DOOR — TRANSFER DETAIL

M/S Holly is the excursion catamaran that operates our Mountains & Fjords tour – she is not a shuttle boat to the village. Guests board her directly from the ship’s seaward shell door instead of walking ashore, which is why the crossing carries no gate load at all.

PER CROSSING – T = AGREED PICK-UP TIME

TIME	ACTION
T – 15	Holly on station off the vessel’s seaward side · bridge contact on VHF Ch 12 (16 standby)
T – 10	Ship opens seaward shell door · Holly approaches perpendicular, bow-first, dead-slow final
T 0	Bow hatch mates with shell door – guests walk straight from the ship’s interior into Holly’s sheltered bow lobby; two Holly crew supervise
T + 10	Up to 74 guests boarded · safety briefing · Holly backs off and proceeds
Return	Same interface in reverse – Holly re-mates with the shell door and guests re-embark directly

Gate-relief effect: every Holly crossing moves up to 74 guests **without touching the shore gates** – directly reducing gate and gangway pressure in the busiest windows of a call. Pick-up times are agreed per call with the shorex office (indicative pattern: outbound ~08:30 · return ~12:30).

Established practice: Holly is purpose-built for this – bow hatch (baug-luke) opening onto a built-in boarding lobby, flared bow wings forming a sheltered transfer zone, freeboard 1.2–1.5 m matching typical cruise-ship shell door sills, raised forward wheelhouse for full 360° visibility when manoeuvring bow-first. She has performed this transfer many times – the photo below shows her mated with an AIDA vessel’s shell door. Fallback (Option B): gangway disembark → coach shuttle to the old wooden pier ~900 m west → board Holly alongside.



Holly’s bow lobby mated with an AIDA vessel’s shell door – guests walk straight through, two Holly crew supervising.

VESSEL PARTICULARS

M/S HOLLY	
Type / built	Aluminium passenger vessel · 2014 · Kewatec AluBoat (FI) · call sign JXMJ
Dimensions	LOA 23.10 m · beam 6.10 m · draft 2.36 m · GT 90
Capacity	74 passengers (NMA certificate)
Insurance	P&I: Gard, passenger liability to USD 2 bn · Hull: Gard, NOK 8.5 M (2026)
Operator	Fjord X AS, Kaupanger · Master: Arne Glenn Flåten

WHAT WE NEED FROM THE VESSEL / PORT AGENT

- **Confirmation** of the bow-to-shell-door arrangement for the call.
- **Shell door specification** – which side/door, sill height above waterline and expected draft on the day, so we can confirm the freeboard match.
- **Coordination contact** – bridge or shorex officer responsible for the transfer.
- **Timing & pax** – confirmed pick-up times and group size per crossing (max 74).

CONTACTS ON THE DAY

Skjolden Port	Viggo Sundvold · Port Director & PFSO · viggo@skjoldenport.com · +47 458 98 229 (mobile/WhatsApp)
M/S Holly	Arne Glenn Flåten · Master, Fjord X AS · post@fjordx.no · +47 913 00 946
Shorex shoreside	Christian Hellumsand · Shorex Manager & Dispatch · christian@skjoldenport.com · +47 949 89 908 (tel/WhatsApp)

VHF Ch 12 primary / 16 standby for all movements at Skjolden · ISPS: passenger flow logged in PFSP (NOSLN-0001) · Lustrafjord at the pier: tide 1.5 m · current 0.5 kn · no swell.

EMERGENCY EVACUATION & MUSTER AREA

Designated shoreside assembly area for guests and crew landed at Skjolden · ISPS port facility NOSLN-0001



The tender-quay parking area, outlined in orange, with the ANPR gate marked above it – it sits in the access road just before the road joins the county road. The parking is a large open car and coach park; nothing is painted or fenced off on the ground, so guests are marshalled into it on the day rather than to a marked-out spot. Photo: July 2026.

ROUTE FROM THE BERTH

Leave the quay	Via Gate 1 (terminal) or Gate 3 (marketplace plaza) onto the plaza – on the PFSO's order the full quay length is opened for egress
Follow	The access road north, away from the vessel – the same road the coaches use to leave the quay · wide, paved and flat, and closed to all other traffic · marshalled by port staff
Arrive	The tender-quay parking area, past the access barrier – ≈ 350 m, a walk of roughly five minutes

Do not route guests across the coach park or along the quay edge – it stays clear for coach withdrawal and emergency-vehicle access.

EMERGENCY CONTACTS

Emergency (NO)	Fire 110 · Police 112 · Ambulance 113 · non-urgent medical 116 117
Local services	Police, Sogndal og Leikanger +47 57 66 99 00 · Fire, Gaupne +47 57 62 96 00 · Lærdal hospital +47 57 64 00 00 · Kystverket 24 h ISPS (Brevik VTS) +47 35 57 26 25
PFSO	Viggo Sundvold · +47 458 98 229 (mobile/WhatsApp) · viggo@skjoldenport.com
Shorex & VHF	Christian Hellumsand · +47 949 89 908 · christian@skjoldenport.com · VHF Ch 12 primary / 16 standby

MUSTER AREA – PARTICULARS

Basis	Beredskapsplan for Skjolden Cruise kai AS, v1.02 (13.04.2023) – assembly points for evacuees are defined there for both port areas
Port areas	The port facility comprises the cruise quay (service building, parking and quay) and the tender quay , each with its own designated assembly point
Location	The tender-quay parking area, by Adventure Tours Norway · north along the access road from the cruise berth
Distance from berth	≈ 350 m · a wide, paved and flat access road the whole way, closed to all other traffic
Ground	Asphalt and compacted hard standing · open, no overhead structures · no painted muster markings – the whole parking area is available and staff marshal guests into it
Size	Parking for 16 coaches – a large open area, well clear of the berth
Access control	The whole route is behind the port's barrier, at the top of the retaining wall just before the exit onto Sørsidevegen (Fv331 / Fv5637). It reads number plates and admits only vehicles that belong on the facility during a call – staff, arriving coaches, local taxis and emergency services. No other traffic can enter
Vehicle access	Direct from the shore road – coaches and emergency vehicles can enter and turn without reversing onto the road
Shared use	Used for tender operations when a vessel lies at anchor – coordinate with the port on double-call days
Who decides	The PFSO, who is also the port's emergency manager , decides whether to evacuate – in dialogue with the police where possible – and confirms the assembly point for the situation

ON AN EVACUATION

- Guests ashore are directed **away from the quay**, north along the access road to the parking area – never across the coach park. It is the same road the coaches leave by, and no outside traffic can enter it.
- The port provides marshalling along the route. The **PFSO is on site for the entire call** and leads the port's emergency response until the police or fire service take over on-scene command.
- Gates 1-3 are the only ISPS crossings in normal operation; on an evacuation the full quay length is opened for egress on the PFSO's order.
- Coaches at the pier are cleared from the drop zone first so the road stays open for emergency vehicles.
- Ship's security retains responsibility for accounting for its own guests and crew at the muster area.