INITIAL ACCESS PROTOCOL

SAN JUAN CRUISE PORT

SAN JUAN CRUISE PORT LLC
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1 Introduction

This access protocol and related policies and procedures ("**Access Protocol**") incorporates and is consistent with the elements of Section 5 and Appendix A to Schedule 3 of the Public-Private Partnership Agreement signed by and between San Juan Cruise Port LLC (hereinafter "SJCP" or "Concession Company") and the Puerto Rico Ports Authority (hereinafter PRPA) on August 15, 2022.

SJCP will provide access in accordance with the Access Protocol which it will make publicly available, including through internet access, for the Cruise Port Facility within ten (10) business days of being approved by the Authority.

All terms not defined herein shall have the meaning ascribed to them in the PPPA including its schedules.

SJCP is committed to provide open and non-discriminatory access to the Cruise Piers and the Cruise Pier Buildings of San Juan Cruise Port to cruise lines ("Access Seekers"). This Access Protocols sets out:

i. the Reference Services and exclusive Ancillary Services;
ii. the procedures for making, assessing, negotiating and finalizing Call Requests;
iii. the process for allocating capacity and assigning berths to Access Seekers;
iv. the treatment of confidential information from Cruise Lines; and
v. process for resolving Access Disputes.

This Access Protocol is exclusively dealing with Reference Services and those Ancillary Services provided on an exclusive basis by SJCP directly to Access Seeker.

2 Services and prices

2.1 References Services

The prices charged for Reference Services shall be only the Passenger Fee, Dockage Rates, and the Demurrage Fee (as provided in Schedule 15 of the PPPA), and SJCP shall not set or collect from any Cruise Line or other Person for any other fee of charge for Reference Services.

The following services provided by SJCP are defined as Reference Services (consistent with Schedule 3 of the PPPA):

i. Port of call access service;
ii. Home-port access service; and

iii. Demurrage.

The pricing for the Reference Services consists of Passenger Fee and Dockage Rate:

- Passenger Fee is based on the number of each Passenger Movements of each Cruise Line Vessel (equals the number of Cruise Passenger according to the Passenger Manifest)
  - For transit calls: Passenger Movements on one calendar day
  - For homeport calls Passenger Movements will be counting the Cruise Passenger disembarking only from Closing (February 14, 2024) until the completion of the Initial Investment Project (which includes the repairs and upgrades to the marine and terminal infrastructure at Pier 4 and Pan American Piers with a scheduled completion in Q3-2026).
  - Following completion of the Initial Investment Projects, SJCP will implement the global cruise industry standard charging for embarking and disembarking Cruise Passengers on a homeport call.

- Dockage Rate will be charged per call per calendar day for each ton (GRT) of each Cruise Vessel irrespective whether this is a transit call or homeport call.
- Demurrage (overnight fees): Passenger Fee and Dockage Rate are based on one calendar day. If a Cruise Line Vessel and Other Shipping Line using the Cruise Piers extend its stay alongside the pier (overlay) into a second calendar day, each of Passenger Fee and Dockage Rate are charged again for such second (or any further) calendar day.

2.2 Pricing of Reference Services

From Closing (February 14, 2024) until and including December 31, 2024 the Passenger Fee and Dockage Rate are defined in Schedule 15 of the PPPA (see table below).

In accordance with the PPPA, the Passenger Fee the and the Dockage Rate will be Adjusted for Inflation, effective each January 1. The yearly adjustment for inflation is defined in Schedule 15, section 2(b). Accordingly, the Passenger Fees and the Dockage Rate will be adjusted for inflation effective each January 1 for a year n, based on Annual Value of "Consumer Price Index (CPI) — All Urban Consumers—U.S. All Items Less Food and Energy (CUUR0000SA0L1E)" published by the Bureau of Labor Statistics of the United States Department of Labor for the calendar year n-2. SJCP commits to communicate the rate of the annual inflation adjustments as soon as possible after the aforementioned CPI value is published.

As communicated by SJCP in June 2024, the Annual Value of the aforementioned CPI rate for the calendar year 2023 is 4.8% which is equal to the inflation adjustment effective January 1, 2025.

	2024 Fees & Rates (US$) as per Schedule 15 PPPA	**Fees & Rates Effective January 1, 2025 (US$)**	**Fees & Rates Effective January 1, 2026 (US$)**
Passenger Fees	$13.25 per passenger	$13.89 per passenger	$14.36 per passenger
Dockage Rate	$0.0739 per ton (GRT)	$0.0774 per ton (GRT)	$0.0800 per ton (GRT)

In summary, from the start of operation by SJCP in February 2024 for a maximum of 30 months there will be no increases to the pricing of the Reference Services except inflation adjustments. Only after the completion of the substantial improvement in form of the Initial Investment Project, SCJP reserves the right to introduce the global industry standard of charging for disembarkation and embarkation for homeport passengers (beginning 2027). Any adjustments to the pricing of the Reference Services within the control of SJCP, other than inflation adjustments as above, will be communicated no less than 18 months before introduction.

On or around January 1 of the third, eight, thirteen, eighteen and twenty- third Reporting Year, the Authority and the Concession Company shall meet to review the Maximum Passenger Fee and the Passenger Fee established by the Concession Company in the immediately preceding Reporting Year. The Authority and the Concession Company shall review passenger fees and related charges of Comparable Cruise Ports in effect during such immediately presiding Reporting Year, ad such other information as either Party considers relevant, in order to determine if the Maximum Passenger Fee and the Passenger Fee for the immediately preceding Reporting Year, and as Adjusted for Inflation for the current Reporting Year, are competitive with Comparable Cruise Ports and are at a level that will achieve the objectives of maximizing use of the Cruise Port Facility by Cruise Lines. The Parties shall increase the Maximum Passenger Fee and the Passenger Fee in a manner which achieve such objectives and as agreed by the Parties, such agreement not to be unreasonably withheld. Adjustments for Inflation and any changes in the Maximum Passenger Fee will be notified to the Cruise Lines and published by the Concession Company immediately upon approval provided however that changes in the Maximum Passenger Fee and Passenger Fees, other than and Adjustment for Inflation implemented on any Reporting Year, shall not become effective earlier than two (2) years after the changes agreed to by the Parties are notified to Cruise Lines and published, including in the Concession Company website.

2.3 Exclusive Ancillary Services

Where SJCP provides exclusive Ancillary Service within the Cruise Piers, SJCP will make that service available to all Access Seekers on an equal basis.

SJCP will provide the following Ancillary Services on an exclusive basis:

- Water served with hoses;
- Water in drums; and
- Electricity.

The pricing of these exclusive Ancillary Services will be based on the actual pass-through costs incurred for the consumption of water and/or electricity plus fixed charges and other charges imposed by the relevant authorities, plus an Administrative Charge not exceeding 10%.

3 Process for Granting Access

This Access Protocol of clear assignment and confirmation of calls is designed to provide a transparent and reliable framework for long-term planning horizon of cruise calls which are typical for the cruise industry.

The key principle of this Access Protocol is the confirmation of berthing in a timely manner to allow room for manoeuvre to the cruise company in case of lack of space and berthing conflicts.

SJCP expects the demand to exceed the capacity of San Juan Cruise Port, especially on some peak days.

The main objective of this Access Protocol is to provide well-defined, transparent, and non-discriminatory guidelines for the allocation of capacity and assigning berths at San Juan Cruise Port, acknowledging preferential berthing agreements in place entered by PRPA, as well as industry standards for vessel operation, arrival, and administrative compliances.

Accordingly, the Open Access Plan is based on the above principles and the negotiations with the Cruise Lines for access to the Cruise Piers and the Cruise Pier Buildings will be conducted subject to the following procedures:

3.1 Existing Agreements with Cruise Lines

The Access Protocol considers and respects the existing preferential berthing agreements with Royal Caribbean Group (RCG).

3.2 Main principles

The main principles driving this Access Protocol is the comply with PPPA's Open Access Regime:

- Be open, transparent, and fair.
- Comply with norms and principles established by PPPA.
- To promote continuous growth of cruise tourism in Puerto Rico.

This Initial Access Protocol is comprised of three primary components, listed in descending prioritization:

1. Berthing preference acquired via historical continued, frequent regular use **(Historical Preference)**
2. Berthing preference acquired via new commitment of regular use **(New Preference)**
3. Uncommitted booking outside of berthing request deadline **(Scheduled Bookings)**

NOTE: Berthing assignments will be made separately for transit and homeport calls.

Preferences will be treated on a by-day, by-berth, by-season basis, meaning that 84 berthing preferences, each described as a ***Slot,*** will be available each year as outlined below:

- 6 berths (see Exhibit A)
- 7 days (Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday)
- Two 26 week seasons herein referred to as Cruise Season (Summer [May 1 – October 31], Winter [November 1 – April 30])

The details of each component are outlined below:

1. **HISTORICAL PREFERENCE**

Cruise lines have been visiting the San Juan Cruise Piers for decades, oftentimes on a frequent and regular schedule that aligns with their strategic needs and allows the San Juan community to plan for tourist arrivals with more clarity and consistency. These frequent and regularly scheduled calls will be prioritized first by SJCP and will be granted to cruise lines in accordance with their historical regular use and confirmed frequent call patterns, to include ship class. SJCP will review the actual berthing records at SJCP for 2023 and 2024 calendar year and the confirmed bookings as of December 31, 2024 for the calendar year 2025. From the data, SJCP will establish a berthing schedule based on the three year average data set. Historical Preferences are subject to "Use It or Lose It". Should a Cruise Line fail to satisfy 85% of its confirmed bookings for a specific slot the Cruise Line will have forfeited its Historical Preference for that slot, and consequently lose any preferential treatment for the slot during future booking windows. To clarify a forfeited slot returns to inventory and becomes available for award during future booking windows.

2. NEW PREFERENCE

New preferences will be available to cruise lines for all remaining slots between two (2) years and five (5) years out. Cruise lines must submit their request for new preferences before March 30 for each season. Cruise lines may request and be granted preferences up to five years out. New Preferences may become Historical Preferences in the subsequent year and are subject to "Use It or Lose It". If there are not enough slots available, SJCP reserves the right to determine which cruise line will be granted the slots. This determination will be based on the economic impact that the request is expected to bring to Puerto Rico and is subject to the discretion of SJCP. Cruise lines that have their New Preference request denied will be offered alternative slots, if available, to which they will have first rights to.

3. SCHEDULED BOOKINGS

After ***Historical Preferences*** and ***New Preferences*** are accounted for, all remaining berths are available for ***Scheduled Bookings***, which may be reserved for the upcoming booking season by the booking window deadline on a one-off basis. ***Scheduled Bookings*** are requests which do not commit the Cruise Line to the frequent use of a slot. If not enough berths are available, the berth will be granted to the Cruise Line that has called SJCP with the greatest volume of passengers in the immediate subsequent calendar year. Cruise lines that have their ***Scheduled Booking*** request denied will be offered alternative berths to which they will have first rights to. **Scheduled Bookings** do not qualify as a **Historical Preference** in subsequent years.

3.3 Call Request procedure for calendar year n

i. All Call Requests for a calendar year n would need to be sent to SJCP directly by the Access Seekers or their authorized representatives.

ii. Call Requests need to be sent by email to the following address: berthrequest@sanjuancruiseport.com no later than March 30 of the year n-2 (i.e. 21 months prior to the commencement of the calendar year n). For example, for calls expected in calendar year 2027 the Call Request should be sent no later than March 30, 2025 of the booking window.

iii. With the exemption of the specific preferential berthing agreements, Call Requests for year n received after the above-mentioned date will be considered but only to the extent capacity is available after completion of the capacity allocation and berthing assignment.

iv. All berth requests will be communicated through a Berth Request Form, as may be amended over time

v. Access Seekers must submit the Berth Request Form completed in full with regard to the following information at a minimum. Partially completed Berth Request Forms may not be accepted.
   - Arrival Date,
   - Estimated Time of Arrival (ETA),
   - Departure Day,
   - Estimated Time of Departure (ETD),
   - Cruise Ship,
   - Brand,
   - Request type (homeport or transit),
   - Cruise Agent

The SJCP Berth Request Form is provided below and is marked as ***Exhibit I.***

vi. Call Requests will be considered validly submitted when the following criteria are met:
   - Request is received via the designated email address: *berthrequest@sanjuancruiseport.com*
   - Berth Requests Form is completed

For the avoidance of doubt, to allow both Access Seekers and stakeholders in the Puerto Rico cruise tourism industry a long-term planning horizon, SJCP encourages Access Seekers to submit Call Requests during the booking window.

The Booking Window

- By March 1st SJCP will provide cruise lines historical data for each season and request bookings. Should a cruise line believe there is an error in the data they are asked to provide SJCP with supporting evidence.
- By March 30th the cruise lines will provide SJCP with all booking requests up to n + 5.
- By May 31st SJCP will provide cruise lines confirmation of bookings based on the procedure and Main Principles in section 3.2.

3.4 Call Conflicts procedure for calendar year n

i. SJCP will identify any possible **conflicts** in the Call Requests, i.e. Call Requests for the same day exceeding the overall capacity of San Juan Cruise Port and/or requesting to the same Cruise Pier.

ii. Where conflicts are identified due to insufficient capacity and where particular cruise calls cannot be accommodated on any specific date, SJCP will communicate this to the Access Seekers concerned as soon as possible but no later than by the end May of year n-2 (for

example, conflicts expected in Calendar year 2027 will be communicated no later than by the end of May 2025).

iii. SJCP will provide the Cruise Line with possible alternative dates for the calls that cannot be accommodated on the requested dates (preferably a day before or a day after the requested date and/or alternative berths).

iv. Access Seekers concerned will have priority for those alternative days or berths until April 30th of year n-2 to confirm the alternative offered.

v. Any conflicts that remain after above procedure will be resolved in accordance with the priority set out in Section 4.2.

3.5 Call Confirmation procedure for year n

i. As soon as practicable after the Call Requests procedure as stipulated in sections 3.3 and 3.4 above, SJCP will notify and **confirm** to the Access Seekers the cruise calls via e-mail by the end of May of year n-2 (for example all calls for calendar year 2027 will be confirmed by May 31, 2025 latest).

ii. Call Requests received after May 31 of the year n-2 will be confirmed on a 'first come first served' basis subject to available capacity at San Juan Cruise Port following the call confirmation subject to this section 3.5.

SJCP reserves the right and following request by Access Seekers to confirm capacity (but not specific berths) before the deadline stipulated in this section 3.5 to allow for certainty and a longer-term planning horizon (in particular for substantial commitments to homeport calls), however always considering the main principles of this Access Protocol.

3.6 Berth Assignment procedure and parameters

- SJCP is responsible for the assignment of specific berths in close collaboration with San Juan Bay Pilots Association and the United States Coast Guard.
- At all times, SJCP will disclose to Access Seekers the availability of berths for at least two following calendar years.
- Cruise line marine department must pre-approve any berth for a specific cruise ship before such ship can be allocated to any berth of San Juan Cruise Port by SJCP. SJCP will maintain close working relationships with Access Seekers' maritime departments to receive and maintain such preapproval.
- Berthing assignment will be made separately for homeport and transit calls:
    - <u>Homeport calls</u>: **specific berths are confirmed** together with the call confirmation according to section 3.5, i.e. no later than May 31 of the year n-2 for calendar year n. Following confirmation, Berth assignments will not be subject to change unless mutually agreed between SJCP and the Access Seeker, or for circumstances described in section 4.3.
    - <u>Transit calls</u>: **expected berths are provided** together with the call confirmation according to section 3.5, i.e. no later than May 31 of the year n-2 for calendar year n. Berths may be subject to change by SJCP in case of berthing conflicts subsequently arising and in order to comply with the main principle of promoting cruise traffic growth. SJCP will communicate any changes to berthing assignments as soon as practicable possible. Changes to an expected berth assignment for transit calls shall be

made only until 30 days prior to the call date. After that date, berthing assignment will not be subject to change unless mutually agreed between SJCP and the Access Seekerm or for circumstances described in section 4.3.

- Berthing conflicts will be handled in accordance with section 4.2.

3.7 Publication of Final Call Schedule

- The final call schedule for year n for San Juan Cruise Port will be communicated directly to each Access Seeker.
- The call schedule for the next 2 months will be made public and published on SJCP's website on a rolling basis.
- The Call schedule will be regularly updated throughout the year in case of changes.

3.8 Late Booking Requests

After the expiry of the request, confirmations and allocation periods, any additional Call Requests will be confirmed and allocated on a 'first come first served' basis subject to available capacity and available Cruise Piers.

3.9 Changes in Reservation

- Substituting a vessel with a comparable vessel of equal to or greater capacity, will not constitute a cancellation or change in reservation.
- If the substitute vessel is of a considerably different size in terms of passenger numbers, SJCP reserves the right to change the berthing allocation.

4 Capacity allocation and berth assignment

4.1 Principles for allocation of Cruise Pier capacity.

- With respect to SJCP:

Capacity allocation and berthing assignment is the responsibility of SJCP. SJCP's objective in determining the capacity allocation and berth assignment is to optimize the use of the Cruise Piers and to maximize operational efficiency and safety.

Upon receipt of a Call Request and in accordance with this Access Protocol, SJCP will make an assessment as to whether there is sufficient available capacity at the Cruise Piers to meet the Access Seeker's request, and is available to discuss with Access Seekers.

Available Cruise Pier Capacity is determined by the availability of berthing space and the capability of providing the requested Reference Services at the Cruise Piers after considering capacity of each Cruise Piers, cruise ship size and other requirements to accommodate existing and requested Cruise Line calls, existing preferential berthing commitments, the nature of the Call

Request (homeport vs. transit calls), and any requirements to reserve capacity for the prudent operation of the Cruise Piers in accordance with all applicable standards and Good Industry Practice.

- With respect to Access Seekers:

Access Seekers will be able to request access to available capacity not already allocated to other Access Seekers (on the basis of existing preferential berthing agreements or otherwise), subject to the availability of relevant adequate berths, and the acceptance of the terms of the Pier Utilization Protocol and SJCP's ability to adjust the scheduling of Cruise Vessel berthing windows to optimize the use of the Cruise Piers. Access Seekers are the Cruise Lines seeking access to Reference Services or Ancillary Service, including, for the avoidance of doubt, a Cruise Line that has entered into a Cruise Line Contract shall constitute an "Access Seeker".

If SJCP, in its reasonable opinion, determines that there is insufficient available Capacity to satisfy all Access Seeker's request it will: a) make an assessment of whether part of the Access Seeker's request can be satisfied by the available Capacity; and b) provide a written explanation to the Access Seeker as to why the application cannot be (fully) satisfied.

4.2 Mutually exclusive requests for Capacity

Available Capacity will be allocated to the request that is most consistent with the principle of maximizing the efficient use of the Cruise Piers and promoting the growth of cruise traffic in Puerto Rico.

When determining the priority of, first, capacity allocation and, second, berth assignments for mutually exclusive requests, SJCP will take into account:

- Preference granted to historic deployments (measured by the average deployments over the 3 calendar years 2023, 2024, and confirmed for 2025) on specific days and subject to maintaining or increasing the cruise ship size compared to historic deployments;
- Volume of passenger and calls year-round of the respective cruise ship, and with priority given to homeport calls;
- Consistency of historic deployments and track record of no cancellations after call confirmations (excluding weather-related or force majeure cancellations);
- Operational efficiency;
- Safety consideration; and
- Promotion of the long-term utilization and development.

When resolving conflicts in accordance with above principles, SJCP will prioritize satisfying a maximum number or Call Requests, even if the berthing assignment is different to the desired berth provided in the Call Request.

After making a determination of priority of capacity allocation or berthing assignment for mutually exclusive requests, SCJP will explain in writing to the unsuccessful Access Seekers reasons for making its determination.

4.3 Varying Cruise Pier capacity

SJCP will provide access to Capacity on a 'use it or lose it' basis and any Cruise Line will not be permitted to bank call assignments and berthing allocation to prevent use by other Access Seekers. Notwithstanding the SJCP's 'use it or lose it' protocol, a historic seasonal deployment will be considered having met the call commitment if the ship has satisfied 85% or more of its confirmed calls during a cruise season. For the avoidance of doubt the 85% minimum requirement serves to consider circumstances outside the cruise line's control. Cruise lines may substitute ships of the same or greater vessel class.

SJCP has the right to amend call confirmations and berthing assignments at any time, in the following case:

- to repair, maintain, upgrade, extend, construct or make alterations to the Cruise Piers or Cruise Pier Buildings, in accordance with the minimum performance levels set out in Schedule 12 of the PPPA, including for emergency repairs;
- for reasons of safety or for the prevention of injury or damage to the Cruise Piers or Cruise Pier Buildings or to other persons or property;
- as necessitated to comply with requirements of Governmental Authorities to address emergency public health situations, such as COVID-19;
- to comply with orders and instructions from San Juan Bay Pilots Association, United States Coast Guard or similar entity with authority to provide such instructions;
- in case of repeated breaches by an Access Seeker of safety requirements, relevant legislation, or any standard specified in this Access Protocol and the Pier Utilization Protocol; and
- following a mutual agreement with Access Seekers.
- Following a request in writing from a Customer.

SJCP will provide Access Seekers as soon as possible but with no less than 30 calendar days prior to any affected cruise call with a notification and explanation why capacity allocation and/or berthing assignment would need to be amended in accordance with this section 4.3, unless the circumstances and reasonable knowledge of SJCP require a shorter notice. SJCP commits to maintain an open dialogue with all Access Seeker concerned with the objective to maintain a maximum number of confirmed calls.

5 Confidentiality

SJCP will keep confidential any confidential information provided by an Access Seeker and only allow an officer, employee, agent, or contractor who works for SJCP or exercises management oversight over or responsibility for SJCP to access that confidential information for the purpose of:

- providing Cruise Port Facility services to that Access Seeker;
- resolving an Access Dispute; or
- as otherwise expressly consented in writing by that Access Seeker.

The standard Cruise Line Contract will contain standard terms regarding the protection and use of confidential information.

SJCP will be permitted to disclose confidential information:

- to the extent necessary for the provision of advice from legal advisers, financiers, accountants or other consultants or professional advisers, provided they are under a legal obligation not to disclose the confidential information to any third party;
- to any expert, mediator or arbitrator appointed for the purposes of resolving a particular dispute provided they are under a legal obligation not to disclose the confidential information publicly or to any third party;
- to PRPA, or an Independent External Investigator appointed by the PRPA, for the purpose of the PRPA monitoring SJCP's compliance with its reporting and compliance obligations or investigating a complaint under the Open Access Regime, subject to PRPA, (and/or the independent external investigator, as applicable) agreeing to be bound by the same obligations not to disclose the confidential information to any third party as SJCP; and
- if, and to the extent required by Law provided that it first consults with the party that provided the confidential information in relation to the manner and timing of that disclosure.

6 Dispute Resolution

Any Access Dispute between SJCP and Access Seekers in relation to the operation of the Access Protocol will be resolved by good faith negotiation, and if unsuccessful followed by binding Access Protocol Independent Expert determination in accordance with the procedures described in Schedule 3 section 10 of the PPPA, where the Access Protocol Independent Expert has the power to make directions or determinations in relation to whether SJCP has complied with SJCP's open and non-discriminatory access obligations and the Access Protocol requirements.

Customers and Access Seekers may complain to the PRPA if they have any concerns about SJCP's compliance with the Access Protocol and/or he open and non-discriminatory access obligations.

PRPA can investigate, or appoint an Independent Expert to investigate, any potential non-compliance with the Access Protocol and SJCP's open and non-discriminatory access obligations

at any time. SJCP will provide all necessary materials and assistance to be used for the sole purpose of that investigation.

7 Reporting and Compliance

7.1 The Authority Investigation

In relation to reporting and compliance, the Access Protocol and the Capacity Allocation Protocol will provide that:

- Customers and Access Seekers and potential Access Seekers can complain to the Authority about compliance with the Access Protocol and the Capacity Allocation Protocol at any time.
- The Authority can investigate, or appoint an independent expert to investigate, any potential non-compliance with the Access Protocol, the Capacity Allocation Protocol and SJCP's open a non-discriminatory access obligation at any time. SJCP will provide all necessary materials and assistance to be used for the sole purpose of that investigation.
    - To validate SJCP non-compliance, the Authority or the Independent External Investigator must follow the protocol included in Appendix D to Schedule 3, including its Attachments 1,2, and 3.

7.2 Reporting Requirements

SJCP is required to make publicly available, including through internet access, agreed public reporting requirements in accordance with the compliance regime including Schedule 3.

Exhibit I-

SJCP Berth Request Form

SJCP Berth Request Form

Arrival Date	ETA	Departure	ETD	Ship	Request Type	Notes	Previous Port	Next Port

SJCP-Requirements

*Headings in red signify manditory fields which cant remain blank

*Arrival and Departure date should be formated as follows : m/d/y(month ,date and year separate by a forward slash (/)

*Ship should be selected from drop down menu

*Request should be selected from drop down menu