

Frequently Asked Questions

CRUISE

CRUISE LINE CONTACTS

- **Carnival (incl. Carnival, Carnival UK, P&O, Princess and Seabourn)**
Web: <http://www.carnival.com.au/>
Phone: 1300 385 625
- **Royal Caribbean Cruise Lines (RCCL)**
Radiance, Rhapsody and Voyager of the Seas
Celebrity Cruises (Celebrity Solstice)
Web: <http://www.royalcaribbean.com.au/>
Phone: 1800 754 500 (Option 3)
- **Cunard**
Queen Victoria, Queen Mary, Queen Elizabeth
Web: <http://www.cunardline.com.au/>
Phone: 13 24 41

Where is the OPT / White Bay Cruise Terminal located?

- **The Overseas Passenger Terminal:** is at 110 Circular Quay West, The Rocks [map](#)
- **The White Bay Cruise Terminal** is on the Port Access Road, Balmain.
Access to the White Bay 5 Cruise Terminal is from The Crescent, Rozelle via the James Craig, Sommersville and Port Access Roads (follow the signs) [map](#).
Useful information for cruise passengers is contained in the [White Bay information flyer](#)

How do I get to the Overseas Passenger Terminal / What transport is available?

Access to the OPT is available by:

- **Car:** (pick up and drop off only) from George St, Circular Quay West
- **Taxi:** access from George Street / Hickson Road
- **train:** (from Circular Quay Station)
- **bus:** (from Circular Quay or George Street)

How do I get to the White Bay Cruise Terminal / What transport is available?

- **By car/taxi:**
 - Head towards The Crescent at Rozelle:
 - from the City: via The Anzac Bridge
 - from the west: via the City West link
 - from the north: via Victoria Road
 - Following the signs to the Cruise Terminal:
 - turn into James Craig Road and continue following the signs to the terminal as James Craig Road becomes Sommersville Road and then the Port Access Road
- **By shuttle bus:**
Contact your cruise line for details of shuttle buses they might operate from the airport or Central Railway Station.

Can I park at the OPT or White Bay Cruise Terminal?

White Bay: Short term parking is available on days cruise ships are in port.

Short term parking is strictly for dropping off or picking up cruise passengers.

Cars cannot park overnight at White Bay.

OPT: There is no short term parking at the OPT.

Neither the Overseas Passenger Terminal nor White Bay 5 has long term parking facilities. Details of parking near the terminals can be found on the internet or through local councils.

Frequently Asked Questions

Can I pick up and drop off passengers at the OPT or White Bay Cruise Terminal?

- **The OPT** has a small area for private vehicle pick-ups. Passengers must be in the area, ready for collection, as security will not allow vehicles to wait on site. If you are collecting passengers we suggest you coordinate a meeting time directly with them.

Private vehicles will be guided to the pick-up area by security. If passengers are not in the area ready for pick up, you will be asked to leave and return only when they are.

- **White Bay 5** has designated pick-up and drop-off points as well as short-term parking for passengers with valid cruise documentation.

I need to contact someone on a ship

Sydney Ports manages the safe and efficient movement of commercial vessels in Sydney Harbour and Port Botany.

Contact with ship passengers should be made through the relevant cruise line.

I've lost something at the OPT or White Bay 5

Sydney Ports manages the safe and efficient movement of commercial vessels in Sydney Harbour and Port Botany.

Any baggage left behind from the arrival of the ship will be held by the cruise line which you should contact directly. Any items left behind at the security screening points by departing passengers will be handed to the ship before it leaves the port.

Do you have any luggage storage facilities at OPT or White Bay 5?

Neither terminal has lockers, however some cruise lines have baggage drop-off points at the terminals where departing passengers can check in their luggage early on cruise days.

Please contact your cruise line directly for details of their luggage storage and drop-off arrangements. This may vary for each cruise line.

Are there ATMs at the OPT or White Bay Cruise Terminal?

Both terminals have ATM facilities:

- White Bay: near the coffee shop
- The OPT: on the outside of the building as you approach from the southern or City side of the facility

Is there a currency converter at the terminal?

Neither the OPT nor White Bay Cruise Terminal has currency conversion facilities

Can passengers claim a refund of duty on goods at the OPT?

Customs provides the service on international outbound cruises, so it does depend on the cruise. Passengers should check with their relevant cruise line.

Why is Robert Street closed? It means I have to do a loop to access the terminal.

Access to the terminal is from The Crescent at Rozelle, then the James Craig, Sommersville and Port Access Roads (follow the signs).

The route was developed as part of the Conditions of Consent for the terminal and designed to keep cruise terminal traffic away from the confined and already busy neighbouring streets used by residents and local businesses.