



PORT OF
TÓRSHAVN

Terms and conditions

Port of Tórshavn
2025

PORT OF TÓRSHAVN

Eystara bryggja 34 / P.O. Box 103 / FO-110 Torshavn
Tel +298 311 762 / port@torshavn.fo / portoftorshavn.fo



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From the CEO: 2024 Season Overview and Outlook for 2025

Thank you to all of our valued clients for choosing the Port of Tórshavn. We look forward to welcoming you, or welcoming you back, providing good service and great experiences for both passengers and crew.

As the 2024 cruise season is completed, we at the Port of Tórshavn are reflecting on a year characterized by both challenges as well as accomplishments. Despite a month-long general strike early on in the season, our ground staff and “ASK Me” guides went above and beyond to ensure visitors were informed and guided to the best of their ability, minimizing the impact on our guests’ experiences in Tórshavn.

We sincerely regret that one of our valued clients had to cancel a planned visit due to uncertainties caused by the strike’s onset. However, we are pleased that all other scheduled ships, apart from a few affected by weather, successfully called at the Port of Tórshavn as planned.

Connecting Visitors and Local Culture

This season, we launched an initiative aimed at strengthening the ties between visitors and our local community. Based on the positive feedback, we will continue to expand these efforts to enhance and foster stronger connections between visitors, residents and local businesses.

Environmental Initiatives

In February 2024, the Port of Tórshavn joined the Environmental Port Index (EPI). During the 2024 season, we have been gathering essential insights into the EPI system. The findings have led to the announcement of an incentive structure to encourage sustainable practices for both our port and for visiting cruise vessels. These incentives will be introduced and come into effect for all new bookings starting on the 1st of January 2025. For cruise calls booked earlier than the 1st of January 2025, the incentive program will come into effect starting on the 1st of January 2026.

Enhanced Safety and New Terminal Construction

To ensure safe and efficient transport to and from visiting cruise vessels and the passenger terminal, we have implemented mandatory shuttle buses, reducing pedestrian and port operations overlap. Under certain circumstances, smaller expedition vessels can obtain a special permission for passengers to walk to the terminal. Permit for walking passengers may be granted at the sole discretion of the Port and must be requested by the agent a minimum of 24 hours before arrival at Pilot station. We are proud to announce, that the new cruise terminal, now under construction



near the cruise berths, is set to be completed before the 2026 season, providing modern facilities and new possibilities to accommodate our growing activities.

WiFi at the Port

Port of Torshavn has made further investments into the technical infrastructure to support the WiFi-connection in the port area and we are delighted to announce that we now offer complimentary WiFi for all visitors and crew members arriving at the Port of Tórshavn (Cruise terminal), improving convenience and connectivity.

Terms and conditions

Looking ahead, our prices will be adjusted to align with the current local cost levels. After many years without adjusting the prices at the Port of Torshavn, these updates will vary by service and will reflect a mix of structural adjustments, years with inflation, and general cost increases.

Prices 2025, Cruise vessels

Standard hourly rates:

Normal working hours	08:00-16:00	DKK 550	per pers per hour
Overtime	16:00-20:00	DKK 750	per pers per hour
Night, Weekends and public holidays	20:00-08:00	DKK 1.050	per pers per hour

Harbour fees

Historically Tonnage and Dock dues have been based on a product of the vessel's net tonnage. For the upcoming season, this will change, as the fee will be calculated using the gross tonnage.

The change will apply to all calls from the 1. April 2025 and will be based on the vessel's gross tonnage (GT) as defined in the International Tonnage Certificate issued in accordance with the international agreement about a ship's measurements from 1969.

Tonnage and Dock dues DKK 1,45 per GT per 24 hours

Passenger fee

The passenger fee will increase by DKK 3 to DKK 18 per passenger, due to a new initiative called a "Community" fee.

The community fee will be donated to projects and activities related to the enhancement of the engagement between local people, businesses and guests visiting the Port of Torshavn.

The passenger fee is mandatory for all passengers on Cruise vessels. The Master, agent or the owner of a vessel must provide the necessary information to the port.

Passenger fee DKK 18 per passenger



Maritime security & safety

The security dues cover the standard security preparedness during day time, including one security guard. Depending on the situation, duration of stay, vessel size or safety situation on the pier, one or two additional security guards may be required, and will be charged to the vessel as per standard rates.

Upon arrival of vessels subject to provisions of the maritime security act 11 of 30th March 2004, the dues are:

ISPS, security dues DKK 3.500 per 24 hours

Shuttle buses to and from ship

Due to the enhanced safety & security standards applicable in the port area, in particular due to the mix of standard port operations and passenger traffic within the same area, the Port Authority has decided to ensure safe transportation of Cruise passengers.

Passengers not joining shore expeditions or bus tours, arranged from the ship side, but would rather like to explore the city of Tórshavn, it has been decided to shuttle all passenger to and from the ship via the passenger terminal located within walking distance from the city center.

On the exception, passengers may be allowed to walk from the ship side to the terminal, in case the vessel is berthed at the berth "Molin". Agents shall request special permission from the Port minimum 24 hours before the vessel is scheduled to arrive at Pilot station. A potential permission will be based on the known activity in the area and the number of passengers on board.

Shuttle busses will be charged to the vessel at cost.

Shuttle bus rates 2025: DKK 875 per hour

Mooring and linesmen

Linesmen will be provided by the port, and a standard guided principle on the number of lines men per vessels, is depending on the length of the vessel and the weather in port.

Vessel length in m	<100	100 – 149m	150 - 199	200 - ...
Mooring team, up to	2 pers	4 pers	6 pers	8 pers

The vessels will be charged as per standard rates applicable for each person, for a minimum period of two hours, on arrival and departure.



Harbour Pilot

All vessels over 500 GT are subject to provisions of the Faroese Pilot Act 21 of 16 March 2021, the following dues are to be paid:

Standard rates covering a two-hour period:

From GT	to GT	
500 -	3.000	DKK 2.200
3.001 -	10.000	DKK 2.400
10.001 -	50.000	DKK 2.800
50.001 -	upwards	DKK 3.800

If the pilotage continues past two hours, an hourly rate of DKK 700 will be charged.

Fresh water

Fresh Water is available at all berths with a rate at approximately 40 - 50m³ per hour.

Fresh water price,	DKK 20 per m ³
Minimum fee,	DKK 750 per delivery

Pilot boat / tug dues for entering or leaving port

Several tugs are in service. The bollard pulls of the tugs vary from 12 TBP to 39 TBP.

Prices for tug services vary according to the size of the ships and duration of service.

Please check the prices with your provider / agent.

If tug boat/s is required, it doubles as pilot boat too and brings the pilot to and from the ship.

Cancellation fees

When cancelling a cruise call, the following cancellation fees apply:

Cancellation within 6 months of scheduled arrival	15 % Tonnage & Dock dues
Cancellation within 3 months of scheduled arrival	30 % Tonnage & Dock dues
Cancellation within 1 month of scheduled arrival	50 % Tonnage & Dock dues
Cancellation within 48 hours of ETA	100 % Tonnage & Dock dues

At the discretion of Port of Torshavn, the applicability of the cancellation fee will be decided, taken all factors into account, including but not limited to the local weather.

Direct costs incurred as a result of a cancellation will be charged to the ship.



The cancellation will come into effect as per the 1st of January 2025. However the cancellation fee does not apply to changing the date and/or ship when it is possible to make changes, based on the capacity at the Port of Tórshavn.

Loyalty Rewards for Our Valued Clients

Finally, we are grateful for our many loyal clients and wish to reward the numerous ships and companies, who make repetitive calls to the Port of Tórshavn. As a token of our appreciation and with immediate effect, we are introducing a 15% loyalty discount on Tonnage & Dock dues for vessels from the same company beyond four seasonal visits.

Environmental Port Index

EPI is a tool that allows ports to define the environmental footprint of cruise ships during a call. The goal is to establish a financial incentive system for a more environmentally friendly and sustainable operation of cruise ships and thus reduce the benefits of arriving at AIP ports with polluting ships.

From 1. January 2025 it is mandatory to submit data for assessment of environmental performance in port no later than 72 hours after departure. Based on that data, each ship receives an EPI score between 0 (worst) and 100 (best). If a ship does not submit data, it will automatically receive a score of 0. An EPI rating provides a maximum 30% discount on dock dues and a maximum 75% surcharge.

The portal where data is submitted can be found at:

<https://epiwebprod.azurewebsites.net/>.

Dock and tonnage dues will take on a proportional change according to the following calculation model:

- EPI score below 40: $(40 - \text{EPI score}) * 1,875/100$
- EPI score above 40: $(40 - \text{EPI score}) / (2,0 * \text{EPI score})$

The Master of the ship is responsible for data being submitted to the EPI portal.

Whilst all new bookings received and confirmed after January 1st 2025 will be part of the incentive system, current bookings for 2025 will not be part of the incentive system. Current and future bookings for 2026 and onwards will however all be part of the incentive system.

Even though the incentive system will be introduced over a period, it is mandatory for all cruise vessels calling Port of Tórshavn to report details to EPI database as per above, at latest 72 hours after departure, starting 1st of January 2025. Failing in complying with this requirement will lead to a penalty of DKK 10.000.

From 1 January 2026 the above fee of DKK 10.000 will be replaced by the following:



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If EPI is not reported within 72 hours after departure, the fee will be calculated on the basis of zero (0) points.

We appreciate your understanding and remain at your service looking forward to the seasons ahead.

Sincerely yours

Hanus Mikkelsen
CEO

Phone: +298 285 699
e-mail : hanusm@torshavn.fo