

P O R T   &   A I R P O R T   C R U I S E   T E R M I N A L S



Guadeloupe,  
the European gateway  
to the Caribbean





UNITED STATES  
Miami

THE BAHAMAS

Gulf of Mexico

Atlantic Ocean

CUBA

CO

HAITI

DOMINICAN REPUBLIC

Puerto Rico

Virgin Is.

Saint Martin  
Saint Bartholomew

ANTIGUA AND BARBUDA

Guadeloupe

Martinique

SAINT LUCIA

SAINT VINCENT AND THE GRENADINES

GRENADA

TRINIDAD AND TOBAGO

Caribbean Sea

PANAMA

VENEZUELA

COSTA RICA

# WELCOME

Located in the heart of the lesser Antilles at the crossroads of Europe and the Americas, offering excellent port and airport facilities, as well as breathtaking pristine landscapes, Guadeloupe is in essence a collection of all the assets you are seeking for your operations.

Our commitment is to provide cruise line companies that choose our islands the best quality services and to guarantee that their guests and their crew will enjoy the finest homeport or a port of call experience.

Looking forward to welcoming you soon.



**Jean-Pierre CHALUS**  
*Chairman of  
the Management Board of  
Guadeloupe Port Caraïbes*



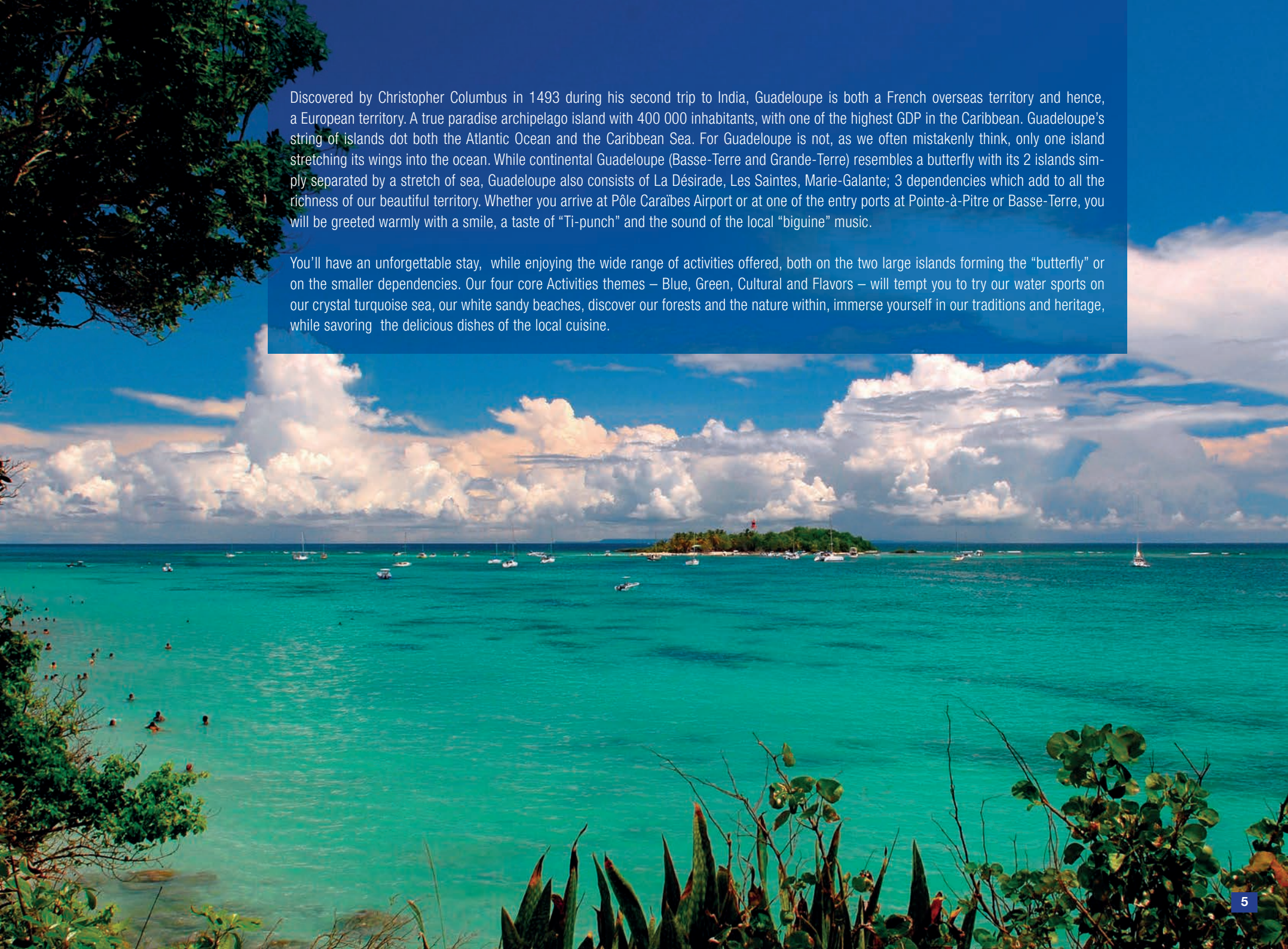
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Airport*



**Naomi PÉTRINE**  
*General Director  
Guadeloupe islands  
Tourism Board*

# Welcome to the Guadeloupe Islands





Discovered by Christopher Columbus in 1493 during his second trip to India, Guadeloupe is both a French overseas territory and hence, a European territory. A true paradise archipelago island with 400 000 inhabitants, with one of the highest GDP in the Caribbean. Guadeloupe's string of islands dot both the Atlantic Ocean and the Caribbean Sea. For Guadeloupe is not, as we often mistakenly think, only one island stretching its wings into the ocean. While continental Guadeloupe (Basse-Terre and Grande-Terre) resembles a butterfly with its 2 islands simply separated by a stretch of sea, Guadeloupe also consists of La Désirade, Les Saintes, Marie-Galante; 3 dependencies which add to all the richness of our beautiful territory. Whether you arrive at Pôle Caraïbes Airport or at one of the entry ports at Pointe-à-Pitre or Basse-Terre, you will be greeted warmly with a smile, a taste of "Ti-punch" and the sound of the local "biguine" music.

You'll have an unforgettable stay, while enjoying the wide range of activities offered, both on the two large islands forming the "butterfly" or on the smaller dependencies. Our four core Activities themes – Blue, Green, Cultural and Flavors – will tempt you to try our water sports on our crystal turquoise sea, our white sandy beaches, discover our forests and the nature within, immerse yourself in our traditions and heritage, while savoring the delicious dishes of the local cuisine.

# Guadeloupe port authority's cruise terminals :

## The Port of Basse-Terre

located on Leeward Coast

The quay in the city can accommodate ship until 230 m

The city of Basse-Terre (capital of Guadeloupe) is named  
city of "Art & History"



# The European gateway to the Caribbean

Welcome to the Guadeloupe Cruise Port, one of the most efficient in the Caribbean. The airport and port authorities have teamed up to offer the cruise operators a comprehensive package from the plane to the ship. The 3-mile distance between airport and the cruise terminal facilitated the implementation of a state of the art system with integrated logistics for luggage and passengers. Although security and safety are top priorities for the authorities, all efforts have been done to make the embarkation process the most enjoyable experience for the passengers. Located in the extremely safe bay of Pointe-à-Pitre, the port offers the cruise ship companies as many as 3 dedicated berths.

Two state of the art cruise halls (3000 & 2000 m<sup>2</sup>) has been refurbished (5 M USD) and are certified to the ISO 14001 standards for Environmental Management Systems. Additionally, a new typical craft market adjacent to the cruise terminals offers passengers an unforgettable local experience, with additional supporting services also available to make a ship's visit as efficient as possible. All of this happens right within the historical city of Pointe à Pitre.

## Convenience of Guadeloupe cruise terminal

- Located 10 minutes from the international airport
- State of the art security and safety equipment
- Free WIFI for crews & passengers
- Walking distance to the city
- A local craft market attached to the cruise terminals
- A glimpse of the local folklore and a touch of France
- A European savoir faire

## The Port of Pointe-à-Pitre

Located on Windward Coast.

Currently quays can accommodate cruise ships up to 335m LOA.

Maximum depth (NH) at berth : 10.00 m

**Berth 2**

Length: 177 m  
Depth (NH) : 10.0 m

**Berth 3 - 4**

Length: 283 m  
Depth (NH) : 10.0 m

**Berth 5 - 6**

Length: 320 m  
Depth (NH) : 10.0 m



Hall 2

Bus & Taxi area

Caribbean craft market "KARULAND"

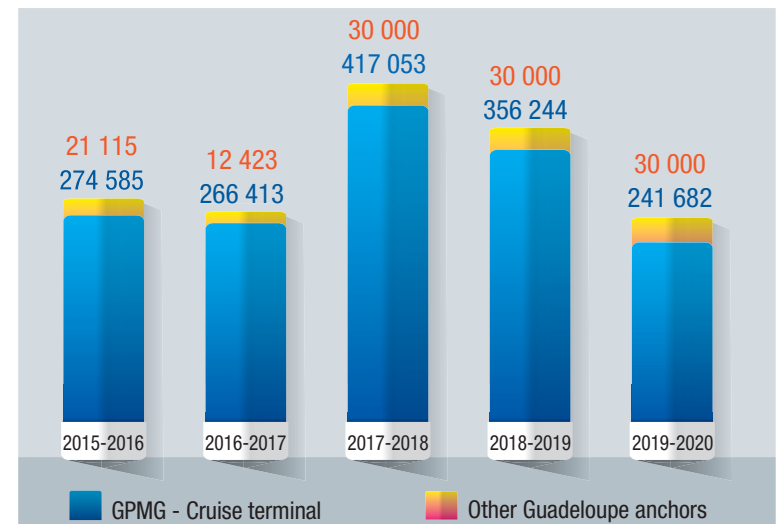


Hall 1



## CRUISE FACILITIES

- Operating simultaneously two cruise ships
- Smooth procedures for embarking and disembarking passengers & luggages,
- Safety, security and health protocols compliant to international laws
- Separation of taxis & buses flows



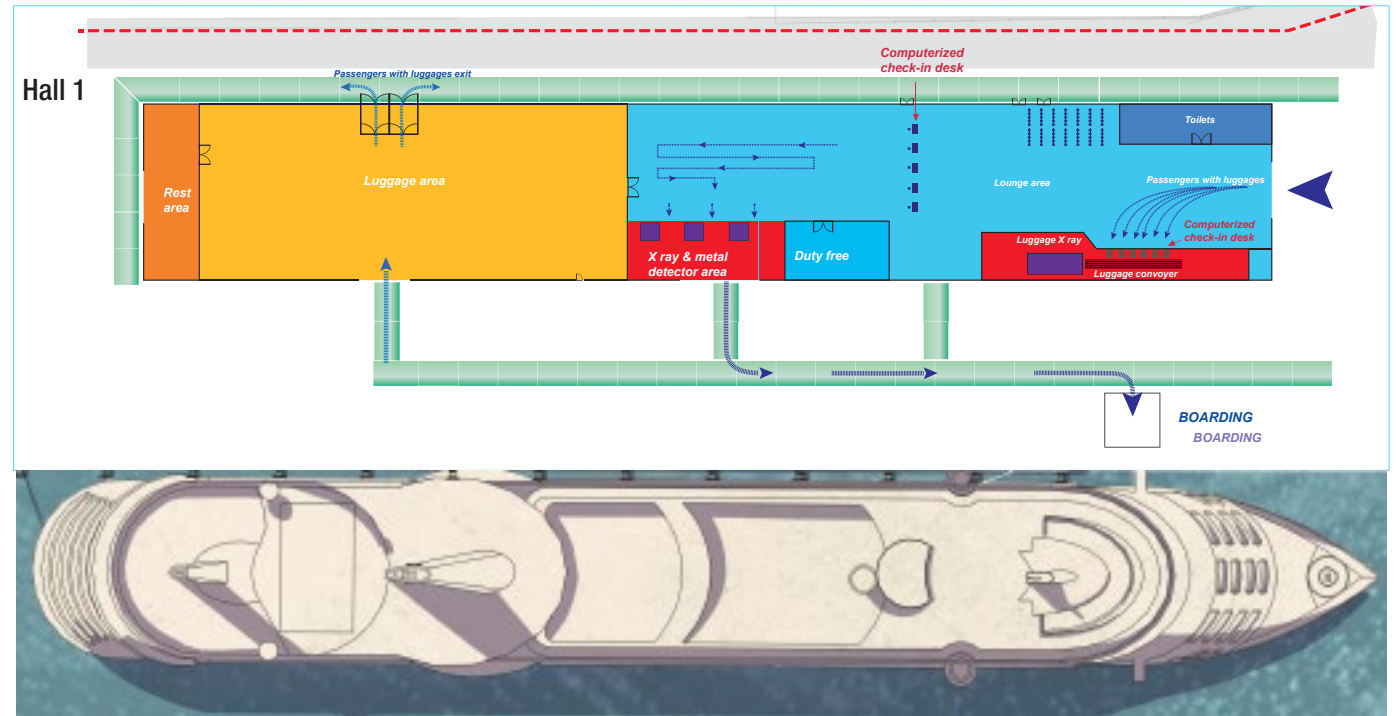
## TWO CRUISE TERMINALS AT THE PORT

### Hall 1: (3000m<sup>2</sup>) equipped with :

- 11 computerized check-in desks
- 1 luggage X ray
- 3 X ray & metal detector
- 1 luggage area (1200 m<sup>2</sup>) equipped with mantraps and tailgating system
- 1 lounge area

### Hall 2 : (2 000m<sup>2</sup>) equipped with :

- 14 computerized check-in desks
- 1 luggage X ray
- 3 X ray & metal detector
- 1 lounge area
- 1 luggage area (800 m<sup>2</sup>) equipped with mantraps and tailgating system

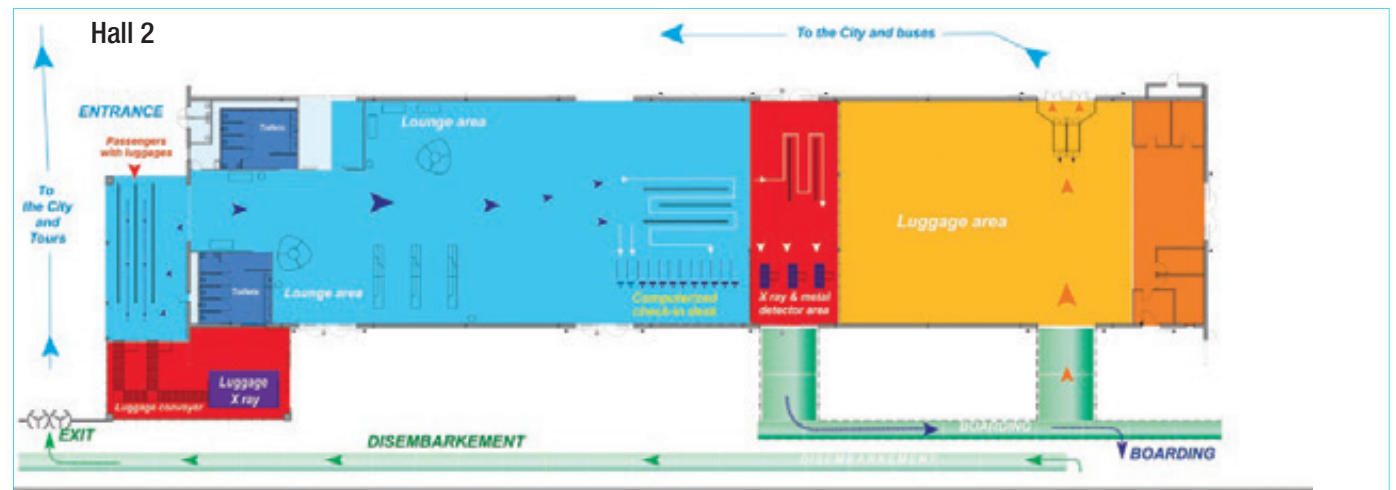


## GENERAL SERVICES AT THE CRUISE TERMINALS :

- Police, Immigration & Customs
- Hotspots complementary Free Wifi for Crew & Passengers
- ATM, Duty free shop
- Souvenir shops, craft market
- Bar Restaurant
- Car rental,
- Parking area for buses & taxis rank
- Distance to the city 100 m

## SHIP SERVICES

- Ship chandler
- Fresh water (high quality) water supply (loading capacity 50t/h)
- Waste & garbage disposal bunkering
- Cargo tracking system to all customers & shippers





## SAFETY & SECURITY

All the port infrastructures are benefiting of ISPS regulations :

- Dedicated safety & security command center
- Video tracking system
- Berths equipped with nine 150 tons bollards
- Cruise lines health protocol

# GUADELOUPE PÔLE CARAIBES AIRPORT

Since 1998, Guadeloupe Pole Caraïbes airport offers the only 100% dedicated to cruise passengers' terminal in the Caribbean with 16 fully equipped check-in counters that can handle 3 long haul flights. Thanks to the implementation of innovative processes specifically designed for cruise passengers and baggage processing (secured check-in on board of the cruise-ship, secured routing of baggage from the cruise ship to the baggage handling system at the airport, dedicated circuit for cruise charters passengers, ...) and the capacity increased offered by the terminal T2; the airport can currently handle cruise traffic within its scheduled passengers' terminals. The cruise terminal remains operational and ready to absorb occasional rush during the cruise season. The new expansion program, which will double the terminal surface by 2027/28, includes a brand-new dedicated area for cruise passengers' treatment and procedures.

That makes Guadeloupe Pole Caraïbes the airport for homeport cruises in the Caribbean

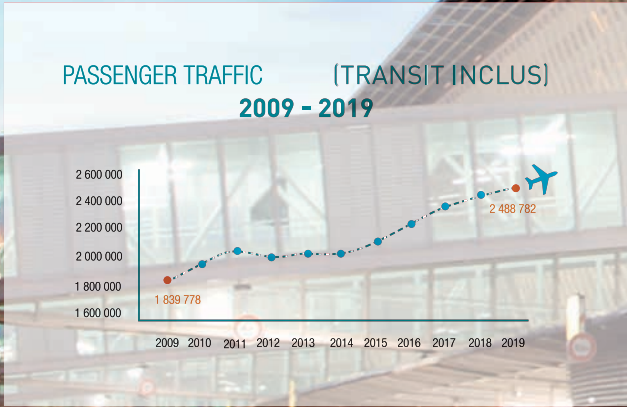
## AIR CARRIERS



# A FAST AND GROWING INTERNATIONAL AIRPORT

PTP airport is fully operational and offers modern equipment and infrastructure to operate short or long-haul international service.

# TECHNICAL ASSETS



- 2,5M passengers in 2019
- 2 passenger terminals, 1 cargo terminal
- 10 wide body parking stands + 9 narrow body parking stands
- 8 boarding bridges w. PCA & 400Hz
- 15 boarding gates
- 65 check-in counters
- 10 international car rental companies
- 3 handling companies
- 10,3 Kft runway w. ILS.Cat.I
- 2100 vehicles parking capacity
- 6 bars and restaurants



# A FULLY UPGRADED HOTEL OFFER

## MAIN PROPERTIES

Toubana \*\*\*\*\*

Club Med \*\*\*\*

Créole Beach \*\*\*\*

Arawak \*\*\*

Fort Royal \*\*\*



**9,500**  
hotel beds

**36,000**  
beds in high  
standard alternative  
accommodat

**+3,000**  
beds by 2022

**85**  
hotels

# Meet & greet, Taxis, Health institutions





## Meet & greet

Pointe à Pitre's staff manages the disembarkation and embarkation of local guests (400 to 1200 per call) and passengers from the airport (regular flights and charters – around 900 to 2000 per call)

Pointe à Pitre pier has two cruise Hall dedicated to the Meet and Greet. So current figures can be doubled. The disembarking of local guests is assisted for the baggage organization. In reference to handling guests in transit and checking of passengers according to the Safety Local Authorities, the embarkation staff of the cruise company and the ground agent in charge of the Turn Around.

## TAXI

A new training program «Taxi Gwadeloup» has been relaunched in 2019 by the Tourism Board Office and the association of the Taxi Driver's to enhance the quality of services.

120 taxi drivers in uniform have already been accredited to work on the harbor and the program will be expanded in 2019. The training focuses on three main areas : English prociency, manners with foreign guests, safety and security.

# AQUILA TOURS

## ACE TOUR OPERATOR DESIGNATION

Successful shore excursion operations require Tour Operators to deliver excellence in the experience they provide their cruise guests, the service they provide their cruise line clients, and the way they conduct their own internal operations. This program is for FCCA Member Tour Operators who have cruise line contracts, and it guides their management teams through a process to demonstrate that they have the policies and procedures in place to meet or exceed 42 industry standards that are recognized and respected throughout the cruise industry. Throughout this program, you will collaborate with an Aquila trainer, benefitting from a one-on-one coaching on how to meet each of the standards, and you'll receive a variety of tools and guidance to help implement any policies or processes necessary to demonstrate that you meet the standards. The process includes a situational analysis, diagnostic and implementation phases for each pillar of standards, and a final evaluation, all of which is conducted in the strictest of confidence.

**Today our 3 majors Tour Operators are certified**

## TOUR GUIDE EXCELLENCE INTERNATIONAL CERTIFICATION

Tour Guides leading shore excursions for the cruise industry have a remarkable responsibility. As Tour Guides, we hold the guest experience in our hands, and we're required to deliver a fun and engaging experience with excellent commentary, while following all of the processes and managing any difficult situations that might come up. Whether you are currently a tour guide or working to become one, this interactive program gives you the opportunity to learn exactly what makes an excellent Tour Guide, and the skills to turn that knowledge into a practical reality when guiding cruise shore excursions.

The course includes 6 lessons on the most important topics for tour guides and ends with an assessment, which includes a written exam and a video component. Score 70% or higher on the assessment and you'll join the ranks of Internationally Certified Tour Guides around the world, achieving your Tour Guide Excellence International Certification and receiving a certificate and pin.

**Today 98 % of the Guadeloupean Guides are certified**

The image shows a presentation slide for the Aquila Center for Cruise Excellence. The slide features the Aquila logo at the top, followed by the text "CENTER FOR CRUISE EXCELLENCE". Below this, it says "Deliver WOW Experiences for Cruise Lines and Guests". At the bottom of the slide, there is a logo for "LES ÎLES DE GUADELOUPE" with the tagline "Il y a tout d'île en île" and a logo for "Exclusive Series: Workshop V". The background of the slide shows a cruise ship docked at a pier. To the right of the slide, there is a vertical stack of four video conference windows showing participants: Melanie Colpitts - Aquila, Trina Forrest - Aquila, Danielle Frenon, and another participant.

The image shows a grid of 20 video conference windows arranged in 4 rows and 5 columns. Each window shows a different participant. The names visible in the windows are: Beth Hatt, Mathew, Melanie Colpitts, Trina Forrest - A..., Olivier Michel, Francine QUEST..., Fred JULIA, Raphael Du serr..., Annick Benjamin, cotillon ulrick, Beaupere, Ludovic Roch, Axelle BANGOU, LE BLANC Ma..., Paula Reynoso, william lauzeat, Joël DEL VECCHIO, Fabrice NICE, NICE Fabrice, and Xavier LOUIS-GU... Each window has a small red icon in the bottom left corner, likely indicating a microphone status.

# THE NEW GUADELOUPE HOSPITAL



## A new modern hospital emerges

The future hospital to become the most important building never built in Guadeloupe.

- Capacity : 618 beds
- Medicine : 200
- Beds 30 day places and 15 dialysis places
- Surgery : 87 beds and 15 day places
- Mother-children : 100 beds
- Critical Care : 149 beds
- 14 operating rooms
- Surface : 19 hectares
- Flat surface : 78,000 m<sup>2</sup>
- Cost : \$700M (State fund)

### **Building permit granted**

- 2015

### **Commencement of civil works**

- 2016

### **Works completion**

- 2023

### **Grand Opening**

- 2024

# Mémorial ACTe

Caribbean center for the expression  
and memory of the slave trade and  
slavery



## A major institution in the Caribbean

Located in the port area, at a walking distance from the cruise terminals, Mémorial ACTe is the consummation of Guadeloupean ambition on a global scale.

Featuring stunning architecture and compelling museology, the Caribbean Center for the expression and memory of the slave trade and slavery is fundamental to exploring the history and culture of Guadeloupe and the Caribbean.

### A unique cultural resource

During his visit, the Reverend Jesse Jackson, American civil rights leader and close aide of Martin Luther King, Jr., called Mémorial ACTe the “most complete slavery museum in the world.” Instructive, approachable and encouraging contemplation, Mémorial ACTe provides multiple spaces for discovery :

- A permanent exhibition space measuring 18,000 square feet describes the history of slavery, from Antiquity to modern day

Outfitted with multilingual audio guides, visitors walk through the exhibition at their own pace, embarking upon a temporal and sensory experience.

- A temporary exhibition space is reserved for contemporary artwork.

An animated, cultural and educational meeting place, Mémorial ACTe also welcomes visitors to its :

- A bistronomic restaurant offering à la carte dining that is open for lunch and dinner.
- A promenade along the waterfront that lets visitors stroll up to Memory Hill via a footbridge, spanning 902 feet and soaring 40 feet from the ground.

### An architectural masterpiece : *Silver roots over a black box*

Rising up from the site of the former Darboussier sugar cane mill, Memorial ACTe offers splendid views of the bay of Pointe-à-Pitre.

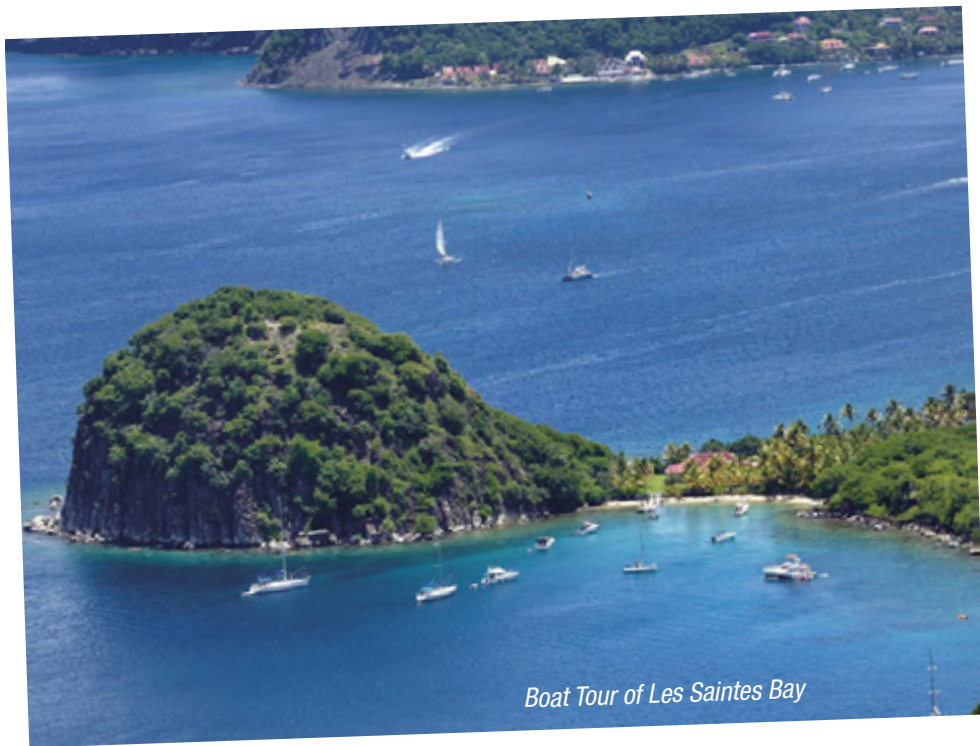
The main structure housing the permanent exhibition contains the wealth of the past. The quartz's glittering fragments pay homage to the millions of victims of the slave trade and slavery. The outer silver layer symbolizes roots, an allusion to the search for origins and growth towards the future.





# KARUKERA BAY : Pointe-a-Pitre waterfront redevelopment project

Given the importance of the waterfront for entire Territory, Guadeloupe stakeholders have embarked on a master planning effort for the 1.7 kilometer stretch of wharves, terminals, commercial areas and open spaces along the historic Pointe-à-Pitre waterfront. The project, designed by LandDesign, provides a flexible, long-range framework for investment along the waterfront for the next 20 years.



*Boat Tour of Les Saintes Bay*

# Tours

Welcome to Guadeloupe islands also known as the five points paradise. Guadeloupe is an evocative butterfly shaped land delicately resting on the Atlantic ocean, it offers visitors pretty much more than just a main island.

On the arrival you can notice Pointe à Pitre, Basse Terre, Les Saintes, Deshaies, Marie Galante, Saint Francois by sea and it's an unforgettable experience.

Pointe à Pitre is defined by its Caribbean lifestyle its colorful landscape, its charm and his Memorial ACTe.

Basse Terre is deeply connected to nature with his volcano and one of the biggest waterfalls in the Caribbean.

Les Saintes is a famous bay ( for sure it is one of the most beautiful worldwide) Deshaies, it's beaches and its turquoise waters.

Marie Galante, in a word: the art of living calmly and peaceably in the world. Saint François, made for Tourism.

Guadeloupe Islands are the perfect place for those who wish to combine beach, nature, History and delicious Caribbean cuisine



*Snorkeling & Kayaking at «Pigeon Islet»*



*An exquisite Caribbean Creole meal'*





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