

Heraklion Port Authority SA

Nomination MedCruise Awards 2021

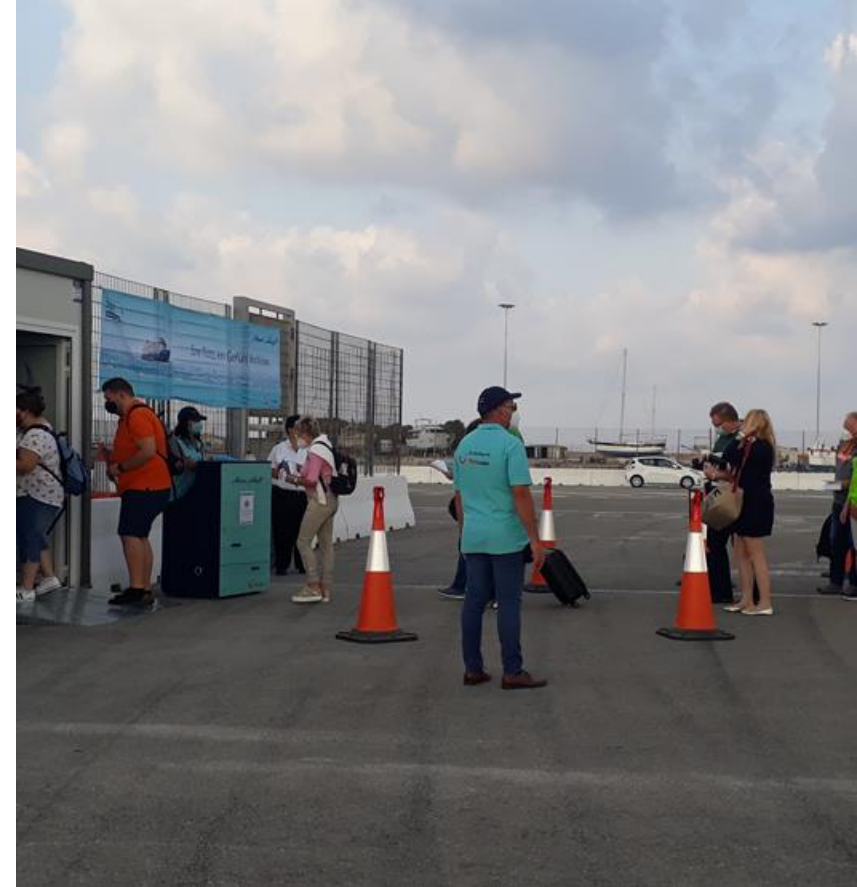


| 2020 | Cruise Line | Total pax | Cruise Calls |
|---------------|------------------------------------|-----------|--------------|
| Cruise Line 1 | TUI CRUISES | 12065 | 10 |
| Cruise Line 2 | MSC CRUISES | 5818 | 3 |
| Cruise Line 3 | COSTA CROCIERE | 1552 | 5 |
| Cruise Line 4 | FRED.OSEN CRUISE LINES | 563 | 1 |
| Cruise Line 5 | ROYAL CARIBBEAN CRUISE LINE | 0 | 4 |
| Cruise Line 6 | SILVERSEA CRUISES | 0 | 1 |

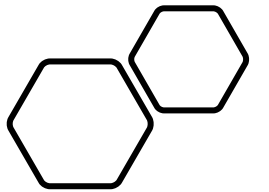
| 2020 | Home In (pax) | Home Out (pax) | Transit (pax) | Total pax | Cruise Calls |
|-----------|---------------|----------------|---------------|-----------|--------------|
| January | 2 | 2 | 2143 | 2147 | 1 |
| February | 5 | 1 | 2083 | 2089 | 1 |
| March | 1 | 0 | 2144 | 2145 | 2 |
| April | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 2 |
| September | 2309 | 1374 | 21 | 3704 | 5 |
| October | 2682 | 3173 | 1392 | 7247 | 8 |
| November | 995 | 1419 | 252 | 2666 | 5 |
| December | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Total | 5994 | 5969 | 8035 | 19998 | 24 |

Port of Heraklion: Review of 2020 Cruise Season

- 19.998 passengers, onboard 24 cruise ships, visited Heraklion on 2020 during 24 calls
- The port of Heraklion, during the pandemic, retained a significant share of cruise passengers that traveled in the Mediterranean during the period August - December 2020
- TUI Cruises selected Heraklion for full turnaround calls with Mein Schiff 6
- 12,065 passengers were transferred in 60 flights on 10 consecutive Sundays from Germany to Heraklion (and vice versa)
- The Heraklion Port Authority was in perfect coordination with 6 Greek government agencies, company executives, ground & port agents
- 100 people, headed by an accredited official of HPA SA, provided best possible services in their corresponding shifts, in order to successfully manage the operation
- Cruise passengers were handled in compliance with the strictest health and hygiene protocols



- TRANSFER BUSES - ARRIVAL







- HEALTH SCREENING



- QUEING AREA BEFORE X-RAY SCREENING



- X-RAY SCREENING AREA



- CHECK IN AREA



- LUGGAGE OPERATION



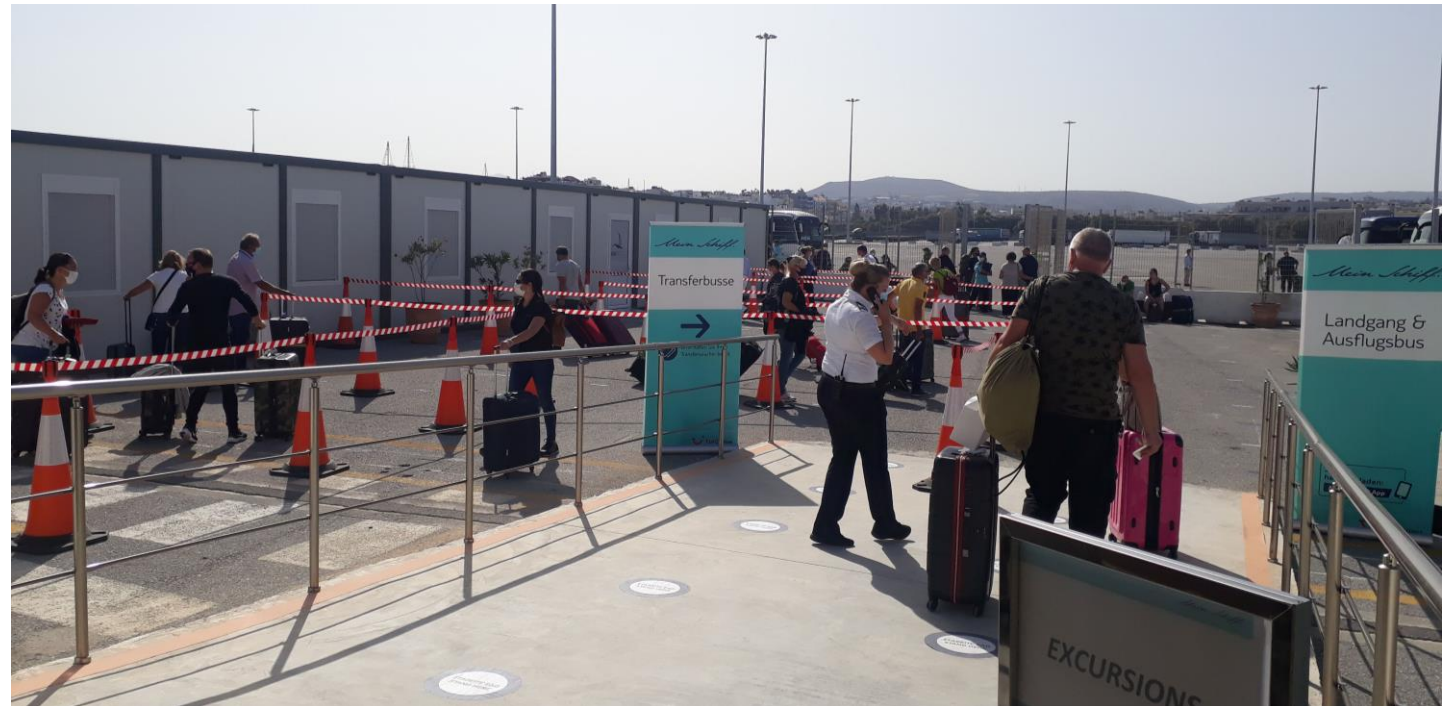
- LUGGAGE OPERATION



- LUGGAGE OPERATION



- WAY TO TRANSFER BUSES



- ISOLATION AREA

