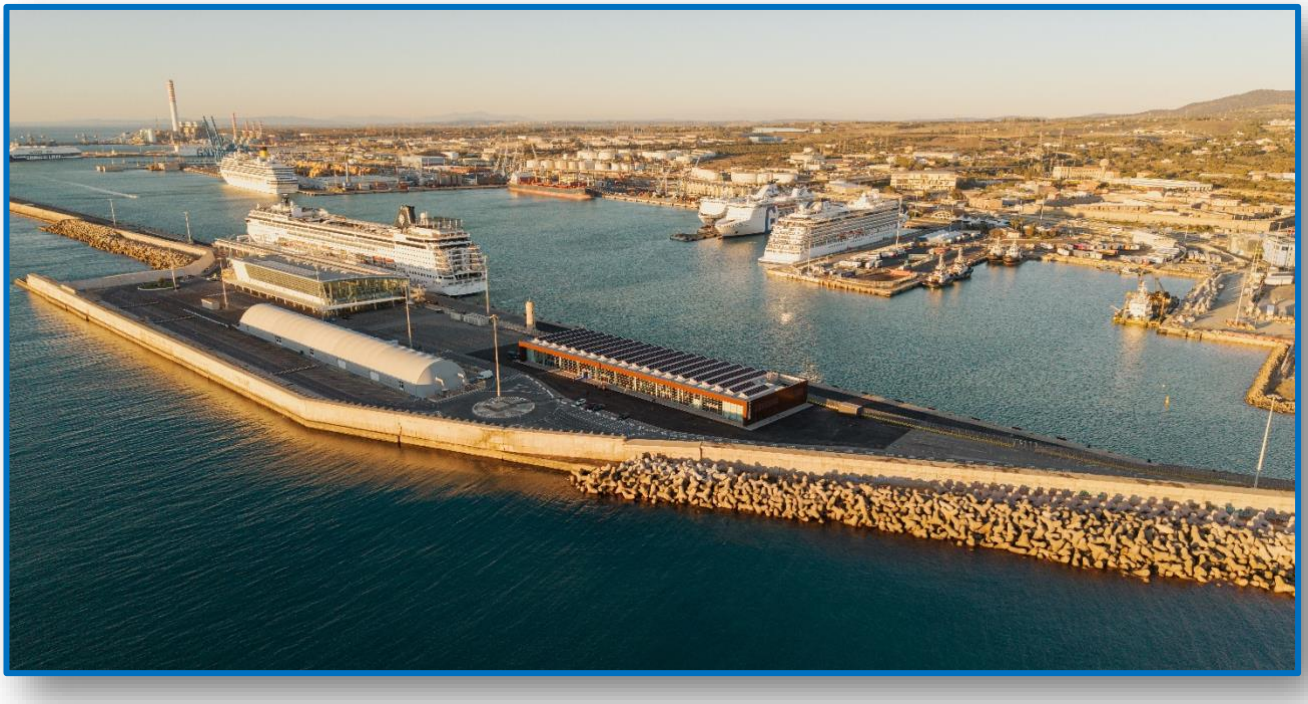


4th Sustainable Cruise Terminal Management Programme

16TH – 20TH NOVEMBER 2026

A five-day workshop for managers of cruise terminals or port authority executives tasked with managing cruise operations in the IORA region.

Fourth Sustainable Cruise Terminal Management Programme

16 – 20 November 2026
Civitavecchia

INTRODUCTION

The workshop is designed for managers of cruise terminals or port authority executives tasked with managing cruise operations in the IORA region. The course will discuss the various factors influencing sustainable cruise tourism and how to manage them effectively thus ensuring a sustainable cruise terminal operation, which responds to, a set of KPI's agreed with the key stakeholders.

FORMAT

The format is an interactive workshop in-person at the Rome Cruise Terminal of Civitavecchia with sessions on field and in class. The format is divided into 8 modules over 5 working days.

Module 1: **The Cruise Sector - Monday 16 November**

Tutor: John Portelli – Roma Cruise Terminal srl

Having completed this module, the participant should be able to:



- Describe the main features of the cruise sector
- Describe the passenger segments
- Explain the types of cruise ships
- Explain the cruise markets
- Describe the deployment drivers
- Describe the cruise market changes
- Describe the cruise market challenges
- Describe the various stakeholders, cruise line companies, ports, destinations
- Describe the development of the cruise sector
- Explain the social and economic impact of the cruise sector (Case Study: Civitavecchia)

Module 2: Quay and Terminal Planning and Operations Tuesday 17th November

Tutor: John Portelli – Roma Cruise Terminal

Having completed this module, the participant should be able to:

- Discuss Key Performance Indicators
- Discuss the responsibilities of terminal management
- Explain a typical port organisation set-up and responsibilities therein
- Describe the role of management in the achievement of economical and operational efficient cruise terminal activities
- Identify the information required for efficient port planning and operations
- Describe the human resources' planning process and its role in achieving the objectives of terminal planning and operations
- Describe the berth planning process
- Describe the link between terminal management and the nautical and technical services (pilots, mooring and agencies)
- Describe the operations planning process
- Planning and managing passenger handling operations
- Planning and managing luggage handling operations
- Planning and managing ship provisions operations
- Illustrate a terminal operations plan
- Illustrate the terminal's physical characteristics and main areas
- Visit to Terminal Amerigo Vespucci, Terminal Donato Bramante and Terminal 18

Module 3: Tariffs and Contracts Tuesday 17th November

Tutor: Marco D'Errico – Roma Cruise Terminal

Having completed this module, participants should be able to:

- Discuss cruise terminal costs, tariffs and revenue items
- Explain the role of the operations management in cutting costs and increasing revenues
- Describe the role of management in constructing a budget
- Illustrate the main items in a port and terminal tariff
- Describe the cruise terminal billing process including credit terms
- Describe the main items of a cruise terminal contract

Module 4: The Industry and the Environment: Wednesday 18th November

Tutor: Eric Gerritsen – Costa Crociere

Having completed this module, the participant should be able to:

- Discuss sustainable cruise tourism
- Discuss the role of the various international organisations: IORA, IMO, UNEP, WHO, UNESCO, WTTF, WTO, CLIA
- Explain the four pillars of sustainable development
- Explain the responsibility of the cruise stakeholders (cruise companies, port and terminal operators, passengers, crew and communities) in ensuring a sustainable growth
- Discuss the relationship between the cruise company and the destination/port community
- Discuss the relationship between the port/terminal and the neighbouring community
- Discuss best practices of cruise sustainable tourism

Module 5: Port Administration: The Private and Public Relationship: Wednesday 18th November

Tutor: Speaker Port Authority

Having completed this module, the participant should be able to:

- Discuss alternative forms of port management and regulatory structures
- Explain the role of public and private entities
- Describe the port reform and privatization process
- Describe various forms of private cruise terminal ownerships
- Identify factors that determine the relationship between port regulators and operators

Module 6: Safety and Security (ISPS) Thursday 19th November

Tutor: Pietro Leoni – ISPS Consultant, Trainer & Examiner

Having completed this module, participants should be able to:

- Discuss cruise terminal security and safety measures
- Explain the role of management and employees in ensuring that their ports are “safe’ ports
- Describe the International Ship and Port Facility Security (ISPS) Code
- Identify the impact of poor security and safety in ports
- Illustrate measures that can be taken to strengthen port security and safety
- Illustrate the relationship of the PFSO and the various authorities operating in the port

Note: Participants are encouraged to read the IMO's International Ship Port Facility Security (ISPS) Code and their national Health and Safety legislation and regulations.

Module 7: The role of the Port Agent Friday 20th November

Tutor: Gabriella Sorrentino – Port Agent, Ant. Bellettieri.

Module 8: Marine Operations Friday 20th November

Tutor: Comandante Cosimo Nicastro, Head of the Coast Guard of Civitavecchia and Harbour Master.

Having completed this module, the participant should be able to:

- Discuss the key aspects of pilotage and harbour traffic control
- Explain the ship's documents and certificates
- Explain the procedures of ships entering and leaving port
- Describe the ship planning operations
- Describe the role of the port agent

Programme of Visits – Wednesday 18th November

- **Warehouse Visit: Civitavecchia Forest and Fruit Terminal**



- **Ship Visit: Costa Toscana Thursday 19th November**



- **Terminal Visits: Tuesday 11th November**

  - **Visit to Terminal Amerigo Vespucci**

    (see below)



  - **Visit to Terminal Donato Bramante**



Terminal Donato Bramante was inaugurated in November 2025. Its main features include:

• Check-in hall with 23 kiosks, expandable to 46.

• 30 information screens for real-time updates on itineraries and services.

• A Cruise Bar to ensure a comfortable stay for passengers waiting to board their ship.

• Spaces enriched with reproductions of the most iconic sites of Rome and Civitavecchia.

As part of the project, work was completed on the quayside. The work included the installation of LAN columns, new 300-ton bollards, and the widening of the quay from 9 to 22 meters to improve manoeuvring operations.

- **Visit to Terminal 18**

  Terminal 18 is RCT's boutique terminal, so called because it is primarily intended to handle small cruise ships).



COURSE COORDINATOR

The course coordinator is Dott.ssa. Cristina Carapellese.

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General Email address: rct@romacruiseterminal.com

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Darsena Romana 11
Civitavecchia (RM) 00053
Italy

TEACHING FACULTY

The speakers include executives from authorities, cruise companies, port agents and cruise associations.

VISITS

The course will also include visits to cruise ships calling Civitavecchia during the week of the course, a guided visit through Terminal Amerigo Vespucci, one of Europe's largest cruise terminals, and a visit to the Civitavecchia Forest and Fruit Terminal warehouse.

COSTS

Course participants are responsible for their own travel costs as well as transfer costs to/from the airport to Civitavecchia.

All other costs such as a) lodging and meals; b) transfer from the hotel to the place of instruction; c) coffee break and lunch costs during the workshop; and d) production of materials for participants will be covered by the host country.

REACHING CIVITAVECCHIA

BY TAXI

Taxi services can be booked by phoning +39 (0) 766 26121 from the taxi stand at the Civitavecchia from the train station.

BY TRAIN

From Rome: There are around two services every hour than link Rome with Civitavecchia. All the major train stations in Rome (Termini, Ostiense, Tiburtina, Tuscolana, Trastevere, San Pietro) are directly linked with Civitavecchia. If travelling by train from Fiumicino Airport to Civitavecchia, you can buy the train ticket from the airport, once you have collected your luggage and exited the luggage area. At Roma Termini train station, the train from Fiumicino airport will stop at the platform next to the train leaving for Civitavecchia. Tickets and train schedules are available on-line on the Trenitalia website.

At the train station, one can get a taxi or a bus to arrive at the final destination. The hotel can also be reached on foot.



The course participants are responsible for their own travel arrangements to/from the airport.

SPECIAL REQUIREMENTS

Participants are to provide information, regarding any special needs including any dietary requirements or accessibility needs.

TERMINAL AMERIGO VESPUCCI: THE VENUE

The course will be held at Terminal Amerigo Vespucci.

Terminal Amerigo Vespucci, was inaugurated in 2018. This modern building (sized 10,000 m2 / 107,650 ft2) is able to handle up to 4500 passengers and 9000 pieces of luggage at a time.

Civitavecchia's main cruise terminal (Amerigo Vespucci), the terminal has capacity to handle the largest cruise vessels. The Terminal's passenger and luggage control facilities are at the ground floor. A crew room (also in the building's Atrium) facilitates the ships' crew reception process. Proceeding from the Atrium to the first floor, passengers reach the check-in area with 60 counters that can be doubled to 120 ports. Close to 90 monitors in the check-in area keep passengers updated on their check-in status as well as their itinerary and other useful information. There are also a VIP lounge, Cruise Bar and a large terrace. Ship boarding is via glass-enclosed passenger bridges. A unique feature of the new cruise terminal Amerigo Vespucci is a small museum space housing Roman and Etruscan artifacts. The pieces are loaned by the Port's Harbour Master and the Superintendent for Fine Arts and Culture for Roma Metropolitana, Viterbo and Southern Etruria region as a standing testimony of Civitavecchia's historical status as the Port of Rome and the rich history of Italy's Lazio region.



ROMA CRUISE TERMINAL SRL: THE HOST

Roma Cruise Terminal SRL (jointly owned by Costa Crociere, MSC and Royal Caribbean) is responsible for cruise terminal operations in the port of Civitavecchia. The terminal operator is Europe's second largest terminal operator and ranks seventh in the world in terms of annual

passenger numbers and cruise ship calls. In 2026, Roma Cruise Terminal is expected to handle over 3.7 million passengers and 970 cruise ship calls.

RESIDENCE IN CIVITAVECCHIA

The course participants will be staying at Hotel San Giorgio, which is located close to the train station of Civitavecchia. The hotel is booked on a half-board basis, which also includes the evening dinner. Lunch will be served at the course venue.

Participants can catch a train from Fiumicino airport to Roma Termini and from Roma Termini to Civitavecchia. It is possible to book before the trip.

The hotel will be booked for seven nights, with check-in on Sunday the 9th of November and check-out on Saturday the 15th of November (a.m.).