



Code of Conduct

Belfast Cruise Terminal Quay Guidelines

The growth in cruise ship arrivals in Belfast in the last decade is a Belfast success story. We would like to take this opportunity to thank you for being part of this journey and success.

Belfast Harbour's values are People-focused, Open, Responsible and Trustworthy. As such safety on the quay is our primary focus.

To ensure a safe, professional, and efficient experience for all passengers and staff, all drivers must adhere to the following:

1. Professional Behaviour

We ask all participants to communicate respectfully and behave in a considerate and appropriate manner at all times.

2. Identification & Licensing

All drivers must be authorised and licensed, display a valid taxi licence, wear a name badge, and have their Port Pass available at all times.

3. Dress Code

Maintain a professional appearance by wearing clean, appropriate attire (including uniform where applicable).

4. Quay Rules & Instructions

Follow all directions from quay staff promptly and use designated pick-up areas only; do not queue, park, or wait in restricted zones.

5. Passenger Service

Assist passengers where required (e.g. with luggage, directions, and fare information), and avoid soliciting or approaching passengers aggressively.

Zero Tolerance Policy

Failure to comply with these standards or this code of conduct may result in:

- Immediate removal from site
- Suspension or permanent ban from quay access

Thank you for your cooperation in maintaining a safe and welcoming environment.

Find info on Port Pass
[Belfast Harbour](#) | [Harbour Access Pass](#)

Read full code of conduct here

<https://www.belfast-harbour.co.uk/port/cruise-code-of-conduct/>

