



KITION
Ocean Port

Larnaca Port
The New Med Hub

Port Rates
2023

Port Rates

&

Fees 2023

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KITION OCEAN PORT

Kition Ocean Port is the terminal operator of Larnaca Multipurpose Port. Inside you will find services provided and the rates for marine services, vessel operations, cargo handling, rental area (open and closed), water and bunker supply, waste and sludge collection.

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Abstract

On the 4th of December 2020, Kition Ocean Holdings (KOH) was awarded a 40-year concession to redevelop and operate Larnaca's Port and Marina. As of 1st April 2022, Kition Ocean Port (KOP) has become the operator of the Multi-Purpose and Cruise Terminal of the Larnaca Port.

Larnaca Port is the second largest port in Cyprus and is located in the southeast part of the island with a total area of 445.000m². The port is located at about 2km from the center of the town and it has excellent connectivity to the main transportation network of the country. It is surrounded by residential and commercial units and to the south Larnaca Port borders with Larnaca Marina.



Figure 1: Old Larnaca Port (Prior Redevelopment)



Figure 2: New Larnaca Port (After Redevelopment)

The Port offers services such as handling of break-bulk, dry-bulk, general cargo, roll on – roll off and oil & gas services. Larnaca Port complies with the latest international security protocols and safe working procedures. It is also using sustainable and environmentally friendly methodologies and latest technological innovations.

Furthermore, it accommodates cruise ships through its passenger terminal (operating both Schengen and Non-Schengen). The passengers terminal is used as transit and home port cruising with numerous destinations in the Eastern Mediterranean Sea including sailing overnight.

KOP is committed to the development of Larnaca Port, while working in partnership with a wide variety of stakeholders to support the sustainable economic growth of the country.

KOP is a great job creator and a buzz hub of economic activity and growth. KOP aims to be a catalyst within the local community by establishing an attractive destination for its customers and help deliver economic benefits to Cyprus throughout the duration of the concession.

At KOP, our core values are to innovate and optimize our assets, in order to offer unique and niche solutions to meet our partners' and customers' needs and advance global trade.

Terminal Profile

Position	South East Coast of the Island
Function	Multipurpose Port
Topography	Southern Coast-Central Part
Approach and entry	The port is dredged to 13m and the approach channel is dredged to 13m with a minimum width of 160m. Maximum draught allowed 11.4m. The height of the quays is 2.2m above sea level
Quay Availability	The Port maintains two quays: North and South
North Quay Characteristics	Overall length 326m and draft 10m
South Quay Characteristics	Overall length 340m and draft 12m
Port operations	Multipurpose (including breakbulk, dry bulk, liquid bulk, containers, cruises, roll on roll off, naval vessels and PSV/OSV for O&G operations)
Port radio	VHF CH 14-16
Notice of ETA	24 hrs prior to arrival
Port Equipment	Forklifts, Mobile Harbour Cranes, Hoppers, Tug Masters, Low Loaders, Trailers and Reach Stacker
Pilots	Available 24/7
General layout	The harbour is formed and protected by two curved breakwaters and dredged to 13m.
Seaplane harbour/area	Turning circle 300m with depth of 13m
Directions for entering harbour	From a position approx. 0.5nm ENE of the harbour entrance, the line of bearing 242° of the harbour entrance leads WSW passing (with positions given from the head of S breakwater): Close SSE of Fairway light buoy 0.3nm NE, which marks the entrance to the approach channel thence; NNW of the head of S breakwater and SSE of a buoy 0.075nm NNW, which marks the NNW side of the channel, thence SSE of the head of N breakwater
Entrance channel	The approach channel is dredged to 13m with a minimum width of 160m. Maximum draught allowed 11.4m
Direction for leaving harbour	In accordance with pilots' instructions (mandatory)
Port Services - Other facilities	Bunkering, garbage collection, oil waste
Port Services - Supplies	Stores, fresh water, provisions
Communications	Taxi & bus service available at port gate
Harbour regulations	IMO regulations applicable

PART 1

TERMS AND CONDITIONS

1 Definitions

Agreement: the Client's agreement to these Terms & Conditions by making use of the Port with a Vessel, using the Port's facilities and purchasing Services from the Supplier.

Applicable Law: all international, European and the laws of the Republic of Cyprus, SOLAS Convention, regulations, regulatory requirements, codes of practice, practice directions of the International Maritime Organization and the Director of the Department of Labor Inspection, sanctions and bylaws.

Baggage: any property carried by or belonging to a Passenger but excluding any Goods contained in or carried on board a Vessel.

Client: natural person or legal entity making use of the Port with a Vessel or purchasing Services from the Supplier

Customs & Excise: the Republic of Cyprus Department of Customs & Excise.

Days: working days, when banks are open in the Republic of Cyprus, excluding public holidays in Cyprus.

Equipment: including but not limited to any plant, machinery, container package, case, pallet, vehicle, trailer and truck of any description.

Force Majeure Event: the events listed in Clause 19.4(a).

Goods: cargo of whatever nature.

Order: the Client's purchase order form.

Passenger: any person using the Port Area as a point of on boarding and off boarding a Vessel for the purpose of travelling.

Port: the port of Larnaca.

Port Area: the land and water space of the port of Larnaca.

Port Community System: the computer system used by the Supplier, shipping lines, agents, forwarders, hauliers, freight operating companies and other persons for the purpose of customs clearance and inventory control of imports and exports and any electronic data system that may succeed it.

Port Dues: as specified in Part 2.

Rates: as specified in Part 2.

Retail Price Index: the measure of inflation published by the office for national statistics.

Services: any operation, work or services performed or provided by the Supplier in connection with Goods, Equipment or a Vessel and in particular with the berthing, unberthing, moving and servicing, repairing for any Vessel or Equipment, shipping and unshipping of Goods, sorting, weighing, marking, checking, recording, storing, general handling and movement of Goods and Equipment by road or otherwise, embarking, disembarking and movement of crews and Passengers and as specified in Part 2.

SOLAS: the International Convention for the Safety of Life at Sea of the International Maritime Organization supplemented by the SOLAS guidelines as amended from time to time.

Supplier: Kition Ocean Port Ltd including an affiliate of Kition Ocean Port Ltd.

Vessel: any floating mean of transportation used for transportation by water or for carrying objects.

VAT: the value added tax as specified by the laws of the Republic of Cyprus.

Waste Fee: the contribution in the costs of the receipt, storage and disposal of ship-related waste.

2 Applicability

2.1 These Terms & Conditions apply to the use of the Port Area by the Client, to all agreements under which the Supplier provides Services to the Client and to all offers and quotations of the Supplier, unless otherwise agreed by the parties in writing.

2.2 Unless otherwise agreed explicitly and in writing, the Client waives the applicability of any other including its own terms and conditions.

2.3 These Terms & Conditions apply to the Agreement to the exclusion of any other terms that the Client seeks to impose or incorporate, or which are implied by law, trade, custom, practice or course of dealing.

2.4 Where the Client is required to obtain any security pass in connection with its access to the Port Area, the Client must comply with any additional terms and conditions governing the obtaining and use of such security pass.

2.5 These Terms & Conditions constitute the entire agreement between the Supplier and the Client and supersede any previous agreement between them relating to the subject matter.

2.6 Subject to Clause 2.5, the Supplier may issue separate terms and conditions governing the provision of specialist services. Unless specified explicitly and in writing, such additional terms and conditions shall apply in respect of the specialist services but these Terms & Conditions shall continue to apply to the extent they are applicable.

2.7 Subject to Clause 2.5 and Clause 2.6, the use of the Port Community System, is subject to the standard terms of use for the Port Community System.

2.8 Where the Client is acting or purports to act as an agent for a principal, they shall be bound to the Supplier under the provisions of these Terms & Conditions.

2.9 Any amendments and/or deviations from these Terms & Conditions will only be binding on the Supplier if explicitly accepted by the Supplier in writing.

3 Order and Agreement

3.1 The Order constitutes an offer by the Client to purchase Services in accordance with these Terms & Conditions.

3.2 The Order shall only be considered as accepted when the Supplier issues a written acceptance of the Order at which point and on which date the Agreement shall come into existence.

3.3 In the absence of any express acceptance by the Client of these Terms & Conditions, acceptance is implied upon the entry or delivery of any Vessel, Passenger, person, Goods, Luggage or Equipment into the Port Area and/or the submission of any documentation in the Port Community System or the [oral] application to the Supplier for entry to the Port Area and/or for any Services and/or the use of any facility by or on behalf of any Client.

4 Invoicing

- 4.1 Port Dues, Facilities and Services provided shall be invoiced to the Client.
- 4.2 All amounts due are VAT exclusive, which shall be paid by the Client to the Supplier in addition to the amounts due.

5 Payment

- 5.1 The Client shall effect the payment of Port Dues to the Supplier no later than 30 (thirty) Days from the date of issuance of the invoice, to the Supplier's bank account as indicated on the invoice.
- 5.2 Any disputes between the Supplier and the Client do not entitle the Client to suspend or delay any payment due to the Supplier.
- 5.3 Any deductions, discounts and/or set off are excluded from the payments.

6 Port Dues

- 6.1 Port Dues are incurred by the Client upon commencement of the use of berthing facilities, other Port Area facilities and/or any Services performed by the Supplier.
- 6.2 Port Dues are calculated according to Part 2.
- 6.3 For calculating and collecting purposes of the Port Dues, the Port shall be regarded as a single entity.
- 6.4 The Client shall provide to the Supplier all information for the determination of the Port Dues.
- 6.5 The Supplier shall be entitled to charge an overtime rate for each part of the day or for any time worked by individuals whom it engages on the Services outside the official operating hours.
- 6.6 In addition to these provisions, the Supplier shall be entitled to charge the Client additional fees for accidents or spills caused by the Client, general non-performance or for breach of these Terms & Conditions or any Applicable Law or for not acting with reasonable skill and prudence which may result to delays, costs or any additional work to be performed by the Supplier.

7 Waste Fees

- 7.1 The Waste Fee rate is calculated according to the rates as set out in Part 2.
- 7.2 Waste Fee is incurred every time the Client uses the Port with a Vessel, irrespective of whether any waste has actually been generated.
- 7.3 The Client shall provide the Supplier with all information about the determination of the Waste Fee.

8 Variation of Terms & Rates

- 8.1 The Supplier reserves the right to unilaterally vary these Terms & Conditions, including the Rates in Part 2 at any time.
- 8.2 The Supplier reserves the right to increase the Rates on an annual basis in line with the percentage increase in the Retail Price Index in the preceding 12-month period and the first such increase shall take effect on 1st January and shall be based on the latest available figure for the percentage increase in the Retail Price Index.

9 Supply & Performance of Services

- 9.1 The Supplier endeavors to provide the Services with reasonable skill and care.
- 9.2 The Supplier reserves the right to make use of items other than those agreed and engage third parties, if required under circumstances, provided that the quality of performance is not compromised as a result.
- 9.3 Pursuant to Clause 9.2, the Client agrees that circumstances including but not limited to a shortage of berths and unforeseen circumstances, may affect the agreed or expected time at which the Services will be completed or performed.
- 9.4 The Supplier shall exercise reasonable care in executing Orders but shall not be liable for any delays whatsoever and howsoever caused.
- 9.5 Goods and Equipment which for any reason cannot be delivered will be placed on the quays, in a transit shed or elsewhere within the Port Area at the sole risk and expense of the Client, subject to charge.
- 9.6 The Client shall provide the Supplier with all information and cooperation necessary for the proper performance and billing of the Services.
- 9.7 The Client agrees that the Supplier shall solely decide and at its absolute discretion in the allocation of berths, quay plant, machinery, cargo handling gear, labor and storage space.
- 9.8 The Client understands and agrees that shipment of Goods is at the sole responsibility of the Client and acceptance of Goods for shipment by the Supplier does not warrant that the Goods will be shipped.
- 9.9 The Client warrants to the Supplier that:
- a) it has the authority of all owners having any title or interest to the Goods, Equipment or Vessel including any Luggage, to accept these Terms & Conditions on their behalf; and
 - b) has notified these Terms & Conditions to such persons.
- 9.10 Unless the Supplier is notified in writing of any title or interest to Goods, Equipment, and/or Luggage, these Terms & Conditions are deemed to have been accepted with the authority of the persons having the title or interest.
- 9.11 Pursuant to the provisions of Clause 9.10, such title or interest is subordinated to the rights of the Supplier under these Terms & Conditions.
- 9.12 The Client agrees that the rights, exceptions and defenses available to the Client in relation to third parties, either by statute or agreement, are extended to the Supplier.
- 9.13 The Supplier reserves the right to:
- a) decline the provision of the Services; and/or
 - b) suspend the performance of the Services.

10 Non-Performance

10.1 Subject to Clause 9.13, in the event the Supplier declines or suspends the Services, the Supplier shall not be liable for any loss or damage arising out of the non-performance or the suspension of the Services.

10.2 Subject to Clause 9.13, in the event the Supplier declines the performance of the Services, the Client must at its own expense, remove any Goods and/or Luggage and/or Equipment from the Supplier's premises within 15 (fifteen) days of a notice to the Client.

10.3 Pursuant to Clause 10.2, failure of the Client to remove any Goods and/or Luggage and/or Equipment from the Supplier's premises will result in the Supplier removing them at the expense and risk of the Client.

10.4 Subject to Clause 9.13, in the event the Supplier suspends the performance of the Services and declines to resume the performance, the Supplier shall notify the Client and the Client must at its own expense, remove any Goods and/or Luggage and/or Equipment from the Supplier's premises within 15 (fifteen) days of a notice to the Client.

10.5 Pursuant to Clause 10.4, failure of the Client to remove any Goods and/or Luggage and/or Equipment from the Supplier's premises will result in the Supplier removing them at the expense and risk of the Client.

10.6 Where it becomes exceptionally difficult to provide the Services due to unsoundness of the Goods, bad or collapsed stowage, damage to the Goods or the Vessel or other matter causing difficult working conditions (including but not limited to adverse weather conditions), the Supplier may at its discretion elect whether to provide or continue providing the Services. If it elects so and informs the Client, then the Supplier will not be liable for any loss or damage whatsoever or howsoever caused (including where caused by the negligence of the Supplier, its employees, agents or independent contractors) to the Goods or the Vessel and the Client shall indemnify the Supplier against all proceedings, claims and expenses arising out of or consequent on any such election by the Supplier including all proceedings, claims and expenses relating to the handling of Goods on the quay or in a transit shed. The Supplier reserves the right to solely decide on whether the working conditions are rendered as difficult and whether the prevailing weather conditions permit the Services to be provided.

10.7 Where cargo is not sound cargo being able to be worked under normal conditions on a normal Vessel or, at the discretion of the Supplier, for any other reason that a reasonable rate of loading or discharging is not achievable, then the Rates per ton specified from time to time by the Supplier shall not be applicable but shall be substituted by the Supplier charges for labor plant gear and equipment and, in addition, all extra costs, charges and expenses incurred by the Supplier shall be repaid by the shipowner of the Vessel and/or the agent of the Vessel.

11 Incorrect Statements

11.1 In the event of any payment deemed as incorrect by the Client due to an incorrect statement by the Client, the Client must inform the Supplier accordingly and in writing, enclosing all documentation evidencing the inaccuracy.

11.2 Subject to Clause 11.1, in the event the Supplier decides that the payment was incorrect, the surplus or deficit amount shall be settled via refund by either the Supplier or the Client accordingly.

11.3 In the event of a deficit due to the Client's incorrect statement, the Client shall pay to the Supplier the amount of the difference plus a 15% (fifteen per cent) surcharge of the difference.

11.4 Pursuant to Clause 11.3, the Client shall be relieved of the 15% (fifteen per cent) surcharge if the Client notifies the Supplier of the difference in writing no later than 2 (two) days after the date of issuance of the invoice.

12 Refunds

12.1 In the event of the Client paying Port Dues for a 1 (one) year period and the use of the Port terminates prior to the expiry of the 1 (one) year period, the overpaid amount shall be refunded to the Client, subject to the Client's written request accompanied by all supporting documentation.

12.2 Subject to Clause 12.1, the Client's written request must be received by the Supplier 2 (two) months prior to the termination of use of the Port.

13 Berths

13.1 Access to the Port Area does not imply the provision of a berth to the Client. The Supplier reserves the right to refuse the provision of a berth for any reason and subject to the Supplier's sole discretion.

14 Pollution

14.1 Any pollution caused in the Port Area by the actions of the Client or a third party associated with the Client's activities, must be cleared immediately at the Client's sole expense and responsibility.

14.2 Pursuant to Clause 14.1, the Client shall immediately notify the Supplier and the Supplier shall decide on the measures to be taken.

14.3 If the Client fails to fulfill its obligations as per Clause 14.1 and Clause 14.2, the Supplier shall clear the pollution at the expense and risk of the Client plus a surcharge of 30% (thirty per cent).

15 Imports & Exports

15.1 Authorization for the removal of imported Goods and Equipment shall not be granted by the Supplier unless such Goods and Equipment are correctly released and cleared with no statutory authority holds applied via the Port Community System, or local holds that may be applied via equipment control systems operated by or on behalf of the Supplier. Goods and Equipment which fall outside the scope of the Port Community System are subject to acceptance of other documentation as prescribed from time to time by the Supplier in order for Goods and Equipment to be released.

15.2 All Goods and/or Equipment brought to the Port Area for shipment shall only be accepted to the Port Area if correctly entered by or on behalf of the Client on the Port Community System and arriving at the Port Area within the stated receiving period.

15.3 Any hazardous Goods shall be pre-entered as such on the Port Community System and must include the IMDG class and UN number. Such hazardous Goods must be labelled by or on behalf of the Client in accordance with all Applicable Laws and accompanied by a duly authorized dangerous goods note.

15.4 Goods which fall outside the scope of the Port Community System must be accompanied by a standard shipping note, unit load note, dangerous goods note, vehicle condition report or temperature control document, not later than the arrival of trucks/lorries conveying such Goods and/or Equipment at the Port Area in respect of Goods and/or Equipment brought to the Port Area by road.

15.5 Subject to other arrangements agreed in writing with the Supplier, a standard shipping note, unit load note, dangerous goods note, vehicle condition report or other document accompanying the Goods or Equipment must specify the number of packages, description of Goods, gross weight, name of the Vessel, port to which the Goods or Equipment are to be shipped, any special carriage or storage requirements and the name and address of the Client or the Client's agent to whom charges are to be imposed.

15.6 The Client is responsible for all import duties, export duties, fines, charges and taxes in relation to the Goods.

16 Lien

16.1 The Supplier shall have a general lien on all Goods, Equipment and documents relating to the Goods and Equipment in its possession custody or control, for all and any sums due to the Supplier at any time from the Client or any other person interested in the Goods or Equipment whether in relation to the same Goods and Equipment or otherwise.

16.2 Pursuant to Clause 16.1, the Supplier shall be entitled to sell or dispose of such Goods or Equipment or documents at the expense of the Client and apply the proceeds in or towards the payment of such sums upon 14 (fourteen) days' written notice to the Client.

17 Indemnities

17.1 The Client indemnifies the Supplier against any claims brought by third parties for damages incurred through the use of the Port Area and/or through the Services provided by the Supplier to the Client.

17.2 The Client indemnifies the Supplier against any claims against the Supplier by the Customs & Excise department or any other Government or regulatory authority in relation to any Goods under bond.

18 Joint and Several Liability

18.1 Where the Client comprises of more than one person, those persons shall be jointly and severally liable for the obligations and liabilities of the Client towards the Supplier. The Supplier may take action against, or release or compromise the liability of, or grant time or other indulgence to any one of those persons without affecting the liability of any other of them.

19 Exclusion and Limitation of Liability

19.1 The Supplier's liability in relation to any activity carried out by the Supplier or any person covered by the liability of the Supplier by law, shall not exceed the amount of the Supplier's insurance paid to the Supplier by the Supplier's insurer.

19.2 Subject to Clause 19.1, a series of incidents shall be deemed as a single incident in the calculation of the amount to be compensated.

19.3 Except to the extent that liability may not be so excluded under Applicable Law, the Supplier's liability is excluded for:

(a) activities as part of the Supplier's public tasks, loss of profits, reduced revenue and/or turnover, delays and any other indirect and/or consequential losses howsoever caused.

(b) any failure, disruption or other malfunction of the Port Community System.

(c) deficiency, loss, damage, taint, delay, accuracy, failure or mis-delivery of or to Goods or Equipment or damage or delay to a Vessel, however or whenever caused except upon proof by the Client (otherwise than by evidence only of such deficiency, loss, damage, delay, or mis-delivery) that the deficiency, loss, damage, delay, mis-delivery, accuracy or failure was caused by the negligent or unlawful act or omission of the Supplier.

19.4 Subject to Clause 19.3, the Supplier has no liability whatsoever for any deficiency, loss, damage, taint, or mis-delivery or delay, to a Vessel and/or Equipment and/or Goods if the same arises out of or is caused by:

(a) a Force Majeure Event including, storm, tempest, lightning, snow, ice, drought or flood;

(b) fire (including steps taken for extinguishment), explosion or smoke;

(c) strikes, blockades, or other industrial action (whether lawful or not) by any person or anything done in the course of furtherance of a trade dispute;

(d) improper, insufficient, indistinct or erroneous marking or labeling of Goods or Equipment;

(e) improper or insufficient packaging of Goods or Equipment;

(f) any inherent defect, flaw or quality of the Goods or Equipment;

- (g) any act of the Supplier, its employees, agents or contractors reasonably necessary for the safety or preservation of persons, the Port Area, a Vessel and/or any Goods and Equipment;
- (h) theft or willful damage unless proven by the Client to have been committed by the Supplier;
- (i) parasites, insects, fungal attack, rot or corrosion;
- (j) temperature fluctuations;
- (k) any act directly or indirectly occasioned by happening through or in consequence of war, threat of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, terrorism or acts of terrorism;
- (l) any act of any person or persons for activities directed towards the overthrow by force of the government;
- (m) civil disobedience at or in the vicinity of the Port Area;
- (n) shortage of berthing space, labor, plant deficiency, fuel or power or any form of storage accommodation;
- (o) insufficient depth of water at any berth or the approaches thereto or the unsafe condition of any berth;
- (p) late receipt of Customs & Excise of entries or deliveries or landing orders, disputes in respect of documents, or declarations made for entry purposes by or on behalf of any person, delay in passing Customs & Excise entries or obtaining clearance of the Goods, or omission of information from or an incorrect statement in any order to the Supplier relating to the Goods or Equipment;
- (q) the total or partial failure of the Port Community System or any other electronic services or systems offered at any time by or on behalf of the Supplier including the total or partial failure of any communication links with those services or systems;
- (r) human error on the part of the Supplier, its employees, agents or contractors in inputting any information into any electronic service or system operated or managed by the Supplier or its contractors;
- (s) Compliance with the instructions or orders of Customs & Excise or any other regulatory or statutory body or court of law, in any jurisdiction; and
- (t) any other cause or event which the Supplier is unable to avoid and the consequences of which the Supplier is unable to prevent by the exercise of reasonable care.

20 No waiver

20.1 A waiver of any right or remedy under these Terms & Conditions or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.

20.2 A failure or delay by the Supplier to exercise any right or remedy provided under these Terms & Conditions or by law, shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under these Terms & Conditions or by law shall prevent or restrict the further exercise of that or any other right or remedy.

21 Suspension and Termination

The Supplier reserves the right to suspend the Services, terminate the Services and dissolve the Agreement to all or part of any unfulfilled portion of the Agreement at the Supplier's sole discretion with a written notice to the Client in the event of:

- a) a default by the Client of any of its obligations towards the Supplier.
- b) bankruptcy of the Client.
- c) suspension or cessation of the Client's business.

The Supplier's right under this Clause 21, does not affect or diminish any other rights which the Supplier has.

22 Removal of Vessels

The Supplier reserves the right to remove Vessels from the Port Area, in the event of the Client's failure to fulfill any of its obligations or to fulfill its obligations in a timely manner, at the expense and risk of the Client.

23 Severance

23.1 If any provision or part-provision of these Terms & Conditions becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of these Terms & Conditions.

24 Applicable law and disputes

24.1 These Terms & Conditions shall be governed by the laws of the Republic of Cyprus.

24.2 The courts of the Republic of Cyprus shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms & Conditions.

25 Complaints Handling

25.1 The Supplier maintains effective and transparent procedures for the reasonable and prompt handling of complaints or grievances received from all Clients and keeps a record of each complaint or grievance and the measures taken for the respective resolution, as applicable. Such procedures and records fall under the responsibility of the Complaints Handling Officer:

(a) Clients may send their complaint via email directly to the Complaints Handling Officer at admin@kitionoceanholdings.com or by calling at number: +357 24330000

(b) The Complaints Handling Officer may contact the Client directly in order to obtain further clarifications and information, if needed. The Supplier shall consider the complaint as closed and cease the relevant investigation in case the Client fails to respond to the Complaints Handling Officer within the period of 1 (one) month from the date of the submission of the complaint.

(c) The Supplier examines all complaints received from Clients and provides information accordingly, within 15 (fifteen) Days from the date of submission of the complaint.

PART 2

PORT RATES
2023

*FOR LARNACA
MULTIPURPOSE
TERMINAL*

26 Container Rates

26.1 Container Vessel Operation

Item	Full Container Load (FCL) Charges	20FT	40FT
1.1.1	Discharge FCL container from vessel, move container from wharf to container yard (CY) and subsequently load onto haulier's chassis	€ 218.37	€ 327.57
1.1.2	Lift FCL container from haulier's chassis to CY and subsequently move container to wharf and load onto vessel	€ 218.37	€ 327.57
	Less Container Load (LCL) Charges		
1.1.3	Discharge LCL container from vessel, move container from wharf to CY and subsequently move container to depot for unpacking and return the empty container to CY.	€ 327.57	€ 491.35
1.1.4	Move empty (MT) container from CY to CFS for LCL packing, return to CY and subsequently move container to wharf and load onto vessel.	€ 327.57	€ 491.35
	Empty Container (MT) Charges		
1.1.5	Discharge MT container from vessel, move container from wharf to CY and subsequently load onto haulier's chassis or move to CFS for packing	€ 109.20	€ 163.79
1.1.6	Lift MT container from haulier's chassis to CY and subsequently move container to wharf and load onto vessel or move from CFS into storage and then onto vessel	€ 109.20	€ 163.79
1.1.7	IMDG (rates according to IMO Class)	POA	POA

Note 1: For Transshipment Container (FCL/MT) inquiries please address your inquiry to the commercial department.

Note 2: For Container Restow via quay and restow onboard inquiries please address your inquiry to the commercial department.

26.2 Container Storage Charges

Item	Description	20FT	40FT
	IMPORT / EXPORT FCL charges in € per day		
1.2.1	First 3 Days (IMDG excluded)	Free	Free
1.2.2	04 th Day	€ 3.22	€ 5.37
1.2.3	05 th day	€ 3.22	€ 5.37
1.2.4	Over 5 th day per day	€ 3.22	€ 5.37
	IMPORT EXPORT MT CONTAINER		
1.2.5	After first 3 days, per day	€ 2.15	€ 4.29

Note 1: For Transhipment Dangerous Good Containers (according to IMO Class) inquiries please address your inquiry to the commercial department.

Note 2: For Over-dimension (OG) container lifting and storage inquiries please address your inquiry to the commercial department.

Note 3: For Refrigerated Container (RF) handling, storage and electricity inquiries please address your inquiry to the commercial department.

Note 4: For any container FCL/LCL/MT (according to IMO Class) yard operations inquiries please address your inquiry to the commercial department.

27 Break Bulk Rates

Charges cover exports delivered directly to vessel's hook and or imports of which delivery is taken directly from vessel's hook onto road transport or other mode arranged by the shipper/receiver/agent and which are received onto such transport at such speed as the vessel or terminal can deliver. If for any reason whatsoever, goods for direct delivery are landed to the quay and/or removed to the transit sheds or warehouses or stacked in the open yard, secondary handling charges shall apply.

27.1 Loading / Unloading Operation

Item	Description	Rate (EUR)
2.1.1	General cargo (per ton and pro rata for part thereof)	€ 5.94
	Stevedoring Charges	
2.1.2	General Cargo (per ton and pro rata for part thereof)	€ 12.06
2.1.3	Palletized / Unitized / Mega-bags (per ton and pro rata for part thereof) (Note: rate is for pre-slung cargo, in any other chase delays charges may apply)	€ 10.98
2.1.4	Steel plates, bars and sections	€ 9.53
2.1.5	Dangerous goods	+ 50%
2.1.6	Breakbulk secondary lifting charges	POA
2.1.7	Special Cargo / Project Cargo / Over-dimensions	POA

Note 1: For Break Bulk Transit or any other break bulk inquiries that is not included in the table above please address your inquiry to the commercial department.

Note 2: Hauliers trailers can park in the terminal area one day prior vessel arrival and depart one day after vessel departure. In any other case storage charges applicable.

27.2 Break Bulk Storage Charges

<u>Item</u>	<u>Description</u> <u>For each Parcel / Unit</u>	<u>Per tonne per day,</u> <u>min charge 1 ton</u>	<u>Dangerous Goods</u> <u>Surcharge</u>
	All Cargo in Covered and Open Storage. First three calendar days free for Import Domestic cargo, except dangerous goods. (It Does not apply to Direct Delivery Cargo.)		
<u>2.2.1</u>	4 th – 7 th Day	€ 3.20	+50%
<u>2.2.2</u>	08 th – 14 th Day	€ 3.98	+50%
<u>2.2.3</u>	Over 14 th day and per day	€ 7.75	+50%

Note 1: For Break Bulk Storages Transit inquiries please send your inquiry to the commercial department.

Note 2: For Break Bulk Warehouse / Yard Rental inquiries please address your inquiry to the commercial department.

Note 3: For cargo handled under ship - to - ship operation, please address your inquiry to the commercial department.

Note 4: For any other Break Bulk inquiry which is not included in the table above, please address your inquiry to the commercial department.

28 Dry Bulk Rates

28.1 Dry Bulk: Non-Utilized cargo

Item	Description	Rate (EUR)
3.1.1	Dry bulk (per ton and pro rata for part thereof)	€1.93
3.1.2	Vessel loaded via Trucks Dry-Bulk - Admin/HSE/Gate handling of trucks – per truck. (Each truck must be accommodated with a weight certificate from a certified weighbridge)	POA
3.1.3	Trimming – Flattening	€ 15.12/ton
3.1.4	Trimming – Cleaning/Sweeping	POA
	Stevedore Charges	Rate (EUR) per ton and pro rata for part thereof
3.1.5	< 5,000 tons handled per shift (being any eight-hour fixed period during the day)	€ 5.35
3.1.6	> 5,000 tons handled per shift (being any eight-hour fixed period during the day)	€ 4.54

28.2 Dry Bulk: Non-Utilized Handling Cargo and Storage Charges

Item	Description	Rate (EUR)
3.2.1	Deliveries Using Specialized Machineries from storage area charges per ton	POA
	Storage Charges (per ton and pro rata for part thereof € per day)	
3.2.2	All cargo in covered storage (open storage 50% of the covered area) first three calendar day	FREE
3.2.3	From 4 th – 8 th day per day indivisible	€ 2.80
3.2.4	From 9 th day and each day after per day indivisible	€ 4.40

Note 1: For any other dry bulk inquiries that is not included in the table above please address your inquiry to the commercial department.

28.3 Liquid Bulk: Loading / Unloading

Item	Description	Rate (EUR)
3.3.1	Non – dangerous goods	€ 2.75 (per cbm and pro rata for part thereof)
3.3.2	Dangerous goods	€ 5.50 (per cbm and pro rata for part thereof)
	Stevedore charges	
3.3.3	General Cargo (per ton and pro rata for part thereof)	€ 12.06

Note 1: For Liquid Bulk Transit and Open/Closed Storage Areas inquiries please address your inquiry to the commercial department.

Note 2: For any other Liquid Bulk inquiry which is not included in the tables above, please address your inquiry to the commercial department.

29 Roll on – Roll off Rates

29.1 Import Export Vehicles Self-propelled

The term vehicle refers to:

- Motor Vehicles, Cars, Personal Vehicles (including Motor Cycles, Motor Homes and Caravans); and
- Commercial, Cargo and Special Vehicles (including Trailers, Tractors, Construction Equipment)

Item	Description	Rate per Unit (EUR)	
		Import	Export
	Loading/Unloading Vehicles Self-Propelled		
4.1.1	Up to 2.0 metric tons	€ 156.20	€ 156.20
4.1.2	Over 2.0 – 5.0 metric tons	€ 211.20	€ 211.20
4.1.3	Over 5.0 – 15.0 metric tons	€ 239.80	€ 239.80
4.1.4	Over 15.0 metric tons	€ 266.20 + € 2.00 per metric tons	€ 266.20 + € 2.00 per metric tons
4.1.5	Motorcycles	€ 85.80	€ 85.80
4.1.6	Construction vehicles, agriculture and other heavy machinery	POA	POA
4.1.7	Shifting of construction vehicles, agriculture and other heavy machinery	POA	POA

29.2 Ro Ro Additional Services

Item	Description	Rates per Unit (EUR)
4.2.1	Shifting of RORO Units within the ship	POA
4.2.2	Shifting of RORO Units via Quay	POA
4.2.3	Use of Booster per use	€ 5.00
4.2.4	Pick Up fees per vehicle	€ 6.00
4.2.5	Pick Up fees per trailer	€ 35.00
4.2.6	Vehicle remain on quay due to mechanical/electrical failure	POA

29.3 Ro Ro Storage rates

Item	Domestic cargo first 3 calendar days free	Charges in € per Day from 4 th -7 th	Charges in € per Day from 8 th – 15 th	Charges in € per Day from 16 th onwards	
	Vehicles- Self Propelled	Import	Import	Import	
4.3.1	Up to and including 2.0 metric tons	€ 3.70	€ 5.56	€ 8.34	
4.3.2	Over 2.0 and up to 5.0 metric tons	€ 7.26	€ 10.89	€ 16.33	
4.3.3	Over 5.0 and up to 15.0 metric tons	€ 9.72	€ 14.58	€ 21.87	
4.3.4	Over 15.0 metric tons	€ 13.61	€ 20.41	€ 30.61	
	Export Vehicles – Self Propelled (Domestic cargo first 3 calendar days free)	Charges in € per Day from 4 th -7 th	Charges in € per Day from 8 th – 15 th	Charges in € per Day from 16 th onwards	Charges in € delivery direct in same day
4.3.5	Up to and including 2.0 metric tons	€ 4.23	€ 6.35	€ 15.86	€ 25.38
4.3.6	Over 2.0 and up to 5.0 metric tons	€ 7.15	€ 10.01	€ 25.02	€ 35.03
4.3.7	Over 5.0 and up to 15.0 metric tons	€ 9.29	€ 13.01	€ 29.92	€ 41.89
4.3.8	Over 15.0 metric tons	€ 12.08	€ 16.91	€ 38.90	€ 50.57

Note 1: Storage charges are applicable for a full day charge irrespective of the time of pick-up.

Note 2: For transit vehicle self-propelled inquiries please address your inquiry to the commercial department.

Note 3: For any other inquiry which is not included in the table above, please address your inquiry to the commercial department.

30 Cruises Rates

Berth Allocation Principles:

- A Cruise vessel is allocated the berth directly next to the Cruise terminal when Notification is received from Cruise line or appointed agent for the vessels call including ETA and expected duration of stay on a first come first serve basis.
- A Cruise vessel which has been declared in advance and received berth confirmation from KOP Operations Department has priority over a cruise vessel call on last minute notice.
- In case of two cruise vessels calling Larnaca port at the same day/time, priority has the vessel with the highest number of passengers.

30.1 Cruise Home / Transit Rates

Item	Type	Charge unit	Rate (EUR)
Cruise Transit Calls			
5.1.1	Same Day Call (12 hrs port stay)	Per passenger	€6.00
Cruise Home port			
5.1.2	Embarkation	Per passenger including luggage handling	€ 15.53
5.1.3	Disembarkation	Per passenger including luggage handling	€ 15.53
Other Services			
5.1.4	Loading of supplies	20FT/40FT Container or equivalent truck	POA
5.1.5	Loose packaging	Per ton	POA
5.1.6	FW supply	Per ton	POA
5.1.7	Equipment hire	Per request	POA
Cruise Line Discounts can be based on agreement between <i>Kition Ocean Port</i> and <i>Cruise Line</i> directly.			

Note 1: Cancellation of call for cruise vessel carries no penalties

Note 2: For smaller (passenger) vessels inquiries please address your inquiry to the commercial department

Note 3: For children between ages 4 and 12 a discounted rate will be applicable, in accordance to a commercial agreement.

Note 4: For any other inquiry related to Cruises which is not included in the table above, please address your inquiry to the commercial department.

31 Marine Services Rates

The Marine charges for the movement of a vessel which includes entering and exiting the port and are based on the length overall (LOA) of a vessel and relate to the following services:

- (a) Pilotage from pilot board to berth and vice versa.
- (b) Operation of tugs for port entry in respect of towage and the provisions of a single tug during arrival and berthing and/or departure of a vessel.
- (c) Mooring of a vessel alongside or by stern to quays within the Port.

These rates shall apply to all vessels entering and staying alongside or by stern to a quay in the Port with LOA 45m and above. In accordance with Applicable CPA Regulations, all vessels below 45m LOA (excluding any such vessels carrying any kind of cargo including dangerous goods) may enter the Port without requiring pilotage and towage. Will be entitled to a 25% discount to the consolidated marine charges when not requesting a pilot and a 50% discount, if they do not request both a pilot and a tug.

31.1 Consolidated Marine Rates

Item	Description	Rate (EUR)
6.1.1	Vessel not exceeding 80 meters	€ 1,050
6.1.2	Vessel LOA from 80m - 100m	€ 1,392
6.1.3	Vessel LOA from 100m - 140m	€ 2,386
6.1.4	Vessel LOA from 140m - 200m	€ 3,381
6.1.5	Vessel LOA from 200m - 250m	€ 4,475
6.1.6	Vessel LOA from 250m - 300m	€ 5,469
6.1.7	Vessel LOA above 300m	€ 6,961

31.2 Other Related Rates

Item	Description	Rate (EUR)
6.2.1	Tug Charges when a vessel requires towage for transit within the port limits.	€ 32.40 per meter LOA and pro rata for part thereof per movement
6.2.2	Tug boat detention charges, where the tugboat is detained due to delay in arrival or departure of a vessel, a detention charge shall be imposed from the time the service is required.	€ 1,245.45 per tugboat per hour and pro rata for part thereof
6.2.3	Amendment or Cancellation of towage services, when support from a tug is requested and the time of such service is subsequently amended or cancelled less than 2 hours before the time it is required, an amendment or	€ 1,245.45 per event

	cancellation charge shall be imposed.	
6.2.4	Standby Tug Hire - Immobilization of vessel in the port and at the anchorage - per tug boat / per hour / minimum charges 2 hour.	POA
6.2.5	Tug boat mobilization alongside vessel or for a movement	As per public tariff
6.2.6	Pilotage Dues, if a vessel only requires pilotage service for transit within the pilotage limits, the charges shall apply for piloting a vessel from designated pilot station inwards to any anchorage or from an anchorage outward to a pilot station.	€ 2.00 per meter LOA and pro rata for part thereof
6.2.7	Pilot detention charges, if the pilot waits at a pilot station for the arrival of a vessel or at a berth or anchorage for the departure of vessel a charge shall be imposed from the time the service is required	€ 21.50 per hour and pro rata for part thereof
6.2.8	Amendment/Cancellation charges for pilot, where the services of a pilot requested and the time of such services is amended or cancelled less than 2 hours before the time of the service an amendment or cancellation charge shall be imposed	€ 249.09 per event

31.3 Tug Boat Hire Fees including additional tug provision for port movements

The following principles shall apply to this tariff:

- a) Charges apply for the duration of time that the tug boat leaves its base until the time it returns to the base.
- b) When a tug is ordered and attends, but it is not further employed or when a tug boat is ordered and attends, but is dismissed before the operation commences or is deemed as completed, then charges still apply.
- c) When a tug is ordered and the order is subsequently amended or cancelled less than 2 hours before the services are to be provided, a minimum charge of **€ 4,000.00** shall be applied.

Item	Description	Rate (EUR)
6.3.1	Per tug boat for every hour and pro rata for part thereof	€ 2,651

31.4 Anchorage Charges

Where a vessel anchors within the Port Limits for purposes other than cargo handling or port entry, they shall be charged anchorage dues (calendar days), calculated as per the table below.

Item	Description	Rate (EUR)			
		4 th – 7 th day (per m/LOA)	8 th – 15 th day (per m/LOA)	16 th – 30 th day (per m/LOA)	Over 30 days (per m/LOA)
6.4.1	The first 3 days will be free allowance (in case of a stay more than 3 continuous days then charges shall be applicable from 1 day onwards)				
6.4.2	Vessel LOA 0m – 80m	€ 1.34	€ 1.62	€ 1.94	€ 2.23
6.4.3	Vessel LOA 80m - 250m	€ 1.69	€ 2.03	€ 2.44	€ 2.92
6.4.4	Vessel LOA 250m and above	€ 2.07	€ 2.48	€ 2.98	€ 3.57

Note 1: If the duration of vessel stay is for more than three calendar days, then on the 4th day the first calendar days of the stay will also be included in the calculation of the charges.

Note 2: If a vessel stays over 15 days or a calendar month may lead to a discount based on anchorage use, availability and provided port services, subject to a commercial agreement.

Note 3: For any other inquiry related to Marine Services which is not included in the table above, please address your inquiry to the commercial department.

31.5 Vessel and Quay related rates

Item	Description	> 24hrs before arrival	<24 - 12hrs prior arrival	less than 12hrs
6.5.1	Vessel Cancellation Charges	NIL	2,000/- - € 6,000/-	
6.5.2	Vessel Related Delays	POA	Applicable in operational delays resulting from vessel delays, including berthing delays scheduled to commence at the start of the shift.	
6.5.3	Vessel Late Departure	over 2 hours delay to sail, layover charges shall be applicable / pro rata		
6.5.4	Layover charges (related to vessel departure)	€ 25.20/m length of quay occupied by the vessel for every 24hrs period and pro rata for part thereof may be charged.		
6.5.5	Double banked vessel layover	POA		
6.5.6	Cancellation of berth booking for layover fees	>48hrs prior arrival	<24 - 12hrs prior arrival	less than 12hrs
		NIL	POA	POA
6.5.7	Navy Vessels Layover Fees (per meter length of quay occupied by the vessel for every 24 hrs.)	1 st Day	€ 16.70/m/day	
		2 nd Day	€ 19.09/m/day	
		3 rd Day	€ 21.12/m/day	
		4 th Day and above	€ 29.24/m/day	

Note 1: For any other Vessel and Quay Related inquiry which is not included in the above table please address your inquiry to the commercial department.

32 Additional Services Rates

32.1 Administration Services

Item	Description	Rate (EUR)
7.1.1	Provision of Supplier License	POA
7.1.2	Change of Invoice Admin fee (Per Invoice)	11.00
7.1.3	Vessel Crew Change Embarkation	€5.00/pax
7.1.4	Vessel Crew Change Disembarkation	€5.00/pax

32.2 Other Services

Item	Description	Rate (EUR)
ISPS		
7.2.1	ISPS – per vessel up to 3 continuous calendar days port stay	€350.00
7.2.2	Additional stay per day after completion of 3 days	€90.00
7.2.3	ISPS for crew changes and supply boats (per call)	€50.00
Yard Related Rates		
7.2.4	Gate overtime during weekdays, prior/after normal operations hours (07:30 – 16:30), per hour	€26.00
Bunkering and Water Provision		
7.2.5	Provision of fuel from tanker truck on the quay direct to vessel	€95.00/per truck
7.2.6	Provision of water from tanker truck on the quay direct to vessel	Cost +15%
Waste Collection		
	Waste Collection from licensed area within the terminal and Anchorage	
7.2.7	Collection from Cruise Vessels (compulsory)	€ 155.00 / day
7.2.8	Collection from Navy Vessels (compulsory)	€ 125.00 / day
7.2.9	Collection from Commercial Vessels (compulsory), applicable on the anchorage as well	€ 45.00/day/vessel

Note 1: For any Licensed Areas inquiries please address your inquiry to the commercial department.

Note 2: For any Equipment/Manpower Hire inquiries please address your inquiry to the commercial department.

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