

COZUMEL

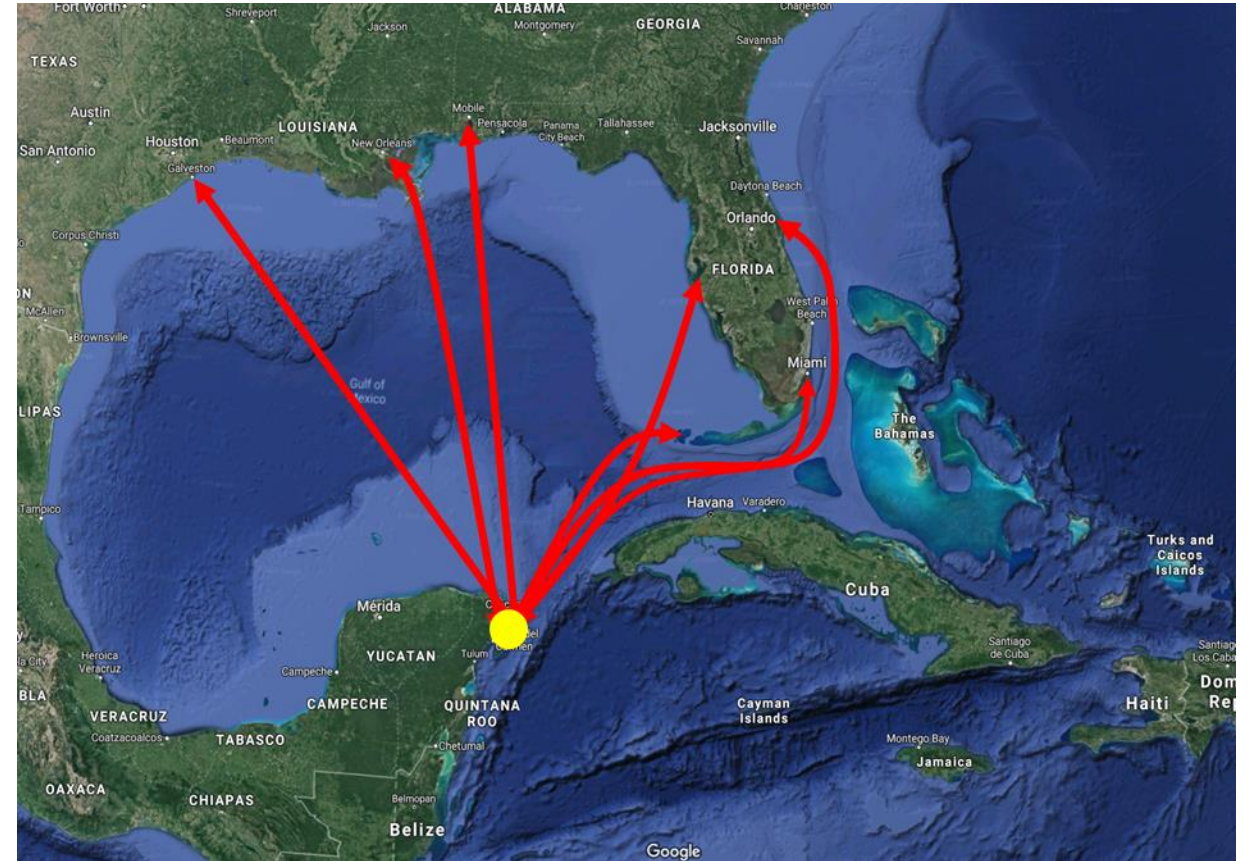


**AAPA Cruise Seminar
Dustin Nason**

February 21, 2019

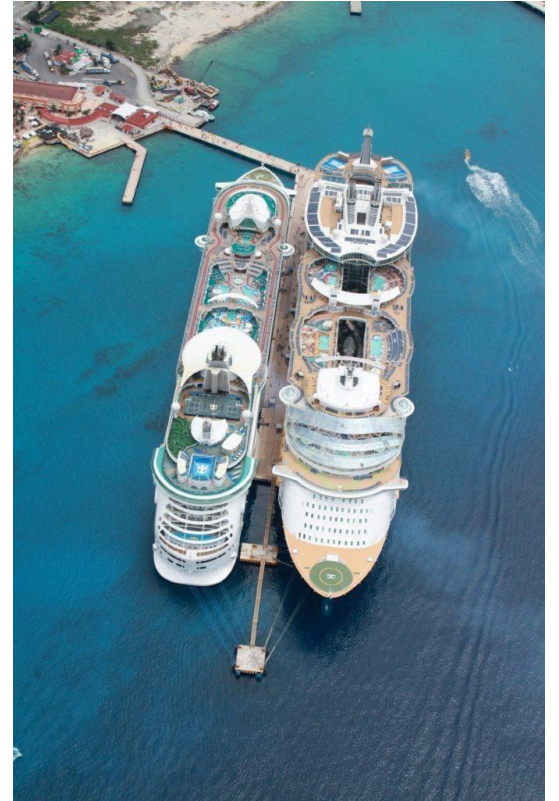
COZUMEL'S IMPORTANCE

- ✓ Proximity
 - 8 U.S. home ports within 1,000 mile range
- ✓ Destination Desirability
 - Scores high on guest satisfaction
- ✓ Accessibility
 - Three ports within 6km of downtown Cozumel
 - Depth



EARLY ADOPTER – Scaling for Size & Volume

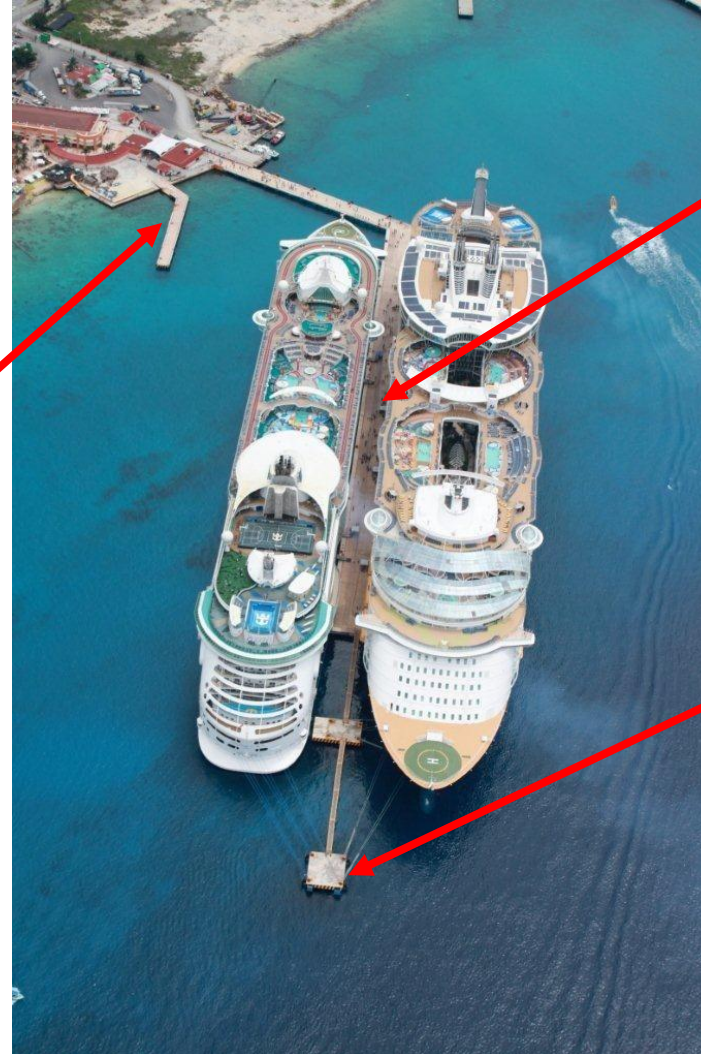
- One of three W. Caribbean ports expanded to accept Oasis Class in 2009
- Accommodate between 15k-18k guests and crew
- Scaling of
 - Infrastructure
 - support functions
 - guest and crew facilities



SOLUTIONS

INFRASTRUCTURE – “SCALE UP”

Tender pier – 68m

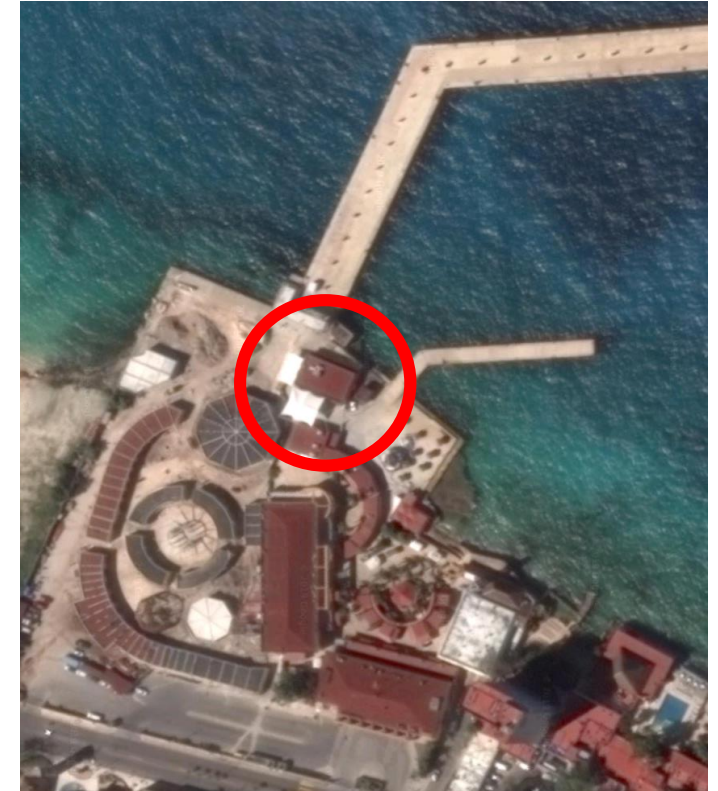


Pier widened – 12m to 17m

Pier extended (mooring dolphin) berths span 420m and 408m (2 x OA class)

SECURITY – SHORESIDE FACILITY

- Only cruise port in Mexico to offer shoreside ISPS screening for cruise customers – 2,000 guest/crew per hr.
- Reduces on-board security hours and expense (crew cost vs. shoreside staff cost)
- Guest wait in shade, screened in climate controlled facility



TOUR DISPATCH



Before

Tour dispatch
area relocated to
front of terminal...



After

RETAIL, F&B, ENTERTAINMENT



Retail and F&B
expanded



RETAIL, F&B, ENTERTAINMENT



136 Shops, Restaurants and Bars
"Something for Everyone"



RETAIL, F&B, ENTERTAINMENT



136 Shops, Restaurants and Bars
“Something for Everyone”



ONSITE STAFF AND OTHER SERVICES



- **22** direct employees **81** subcontracted Security and Maintenance staff
- Other services available include:
 - Water
 - Grey Water
 - Recycling
 - Luggage handling



CONTINUOUS IMPROVEMENT

EVOLVING OUR FACILITY

- Leveraging terminal technology – “bottlenecks and opportunities”
- Biometrics (facial recognition)
- Dedicated crew facilities
- Aesthetics
- Brand partnerships
- Expansion

THANK YOU