

BARCELONA CRUISE PORT

Monthly newsletter



BARCELONA CRUISE PORT HAS LEARNT THAT HINDSIGHT IS 2021, NOT 2020

Text & Photos by Victoria Plank

As the end of the year approaches, December is always a time to reflect on the past year and make resolutions for improvement in the following, and this has never more applicable now after the turmoil of 2021. In the wake of the pandemic everyone forecasted this year to be the reintroduction of travel yet what no one included into the equation was the importance of adjustment. Around the world the tourism industry was at the heart of showcasing these changes and for Barcelona Cruise Port, 2021 has been a huge learning for all of us in order to keep safety as a priority.





Over the course of the year, we have applied various protocols within our cruise terminals in the interest of aligning with the needs of the cruise line's operations.

As medical certificates and COVID 19 testing became mandatory prior to embarking, we received an increase in demand for terminal space per operation and resolved this obstacle by allowing for dual terminal operations. In order to do so, we studied passenger flow within the terminals and designated areas for specific functions thereby ensuring social distancing measures and minimizing passenger contact.

In some cases, we increased operational spaces with the temporary installation of marquees within the port to control passenger flow and enforce social distancing.

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www.bcn-cruiseport.com

We have also extended our WIFI connections to allow for internet access to reach the marquees during waiting periods.

Having spent 2021 adjusting our operations to these changes whilst this month working the same number of calls as we had in December 2019, we are looking forward to applying these new techniques with confidence to our 2022 season.

As confirmation of calls arrive for our 2022 season, Barcelona Cruise Port is expecting over 520 calls, a speedy return to 2019 statistics after a two year COVID 19 hiatus.

As we're stepping into the unknown for what 2022 may bring, we want to thank our colleagues for supporting us as we all try to find our way in the industry.

May the upcoming year bring the biggest success to all of us. Happy New Year!

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With the new season upon us, we look forward to showcasing our skills developed over the past year and hope that 2022 will be the forerunner for a good return to business.
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