

F.A.Q. Frequently Asked Questions on COVID-19 contingency measures at the Gibraltar



Updated on 16th June 2020

1. Which are the measures that Gibraltar has adopted in reference to Covid-19 outbreak?

On 24 March, the Government of Gibraltar declared a lockdown ordering population to stay at home and presently is in force until 22 May. Port services are operative, except STS transfers, which are being conducted at Ceuta off-ports limits. **De-escalation Phase 3** starts 1 June and New Normality is expected to arrive on 15 July. Border with Spain are essentially functional only to cross-border workers due to restrictions at both countries until 22 June.

2. What are the local regulations if a ship has a covid-19 infected on board?

As of 31 January, Gibraltar Port Authority requires a Coronavirus Declaration to be completed by every vessel calling Gibraltar even if it is an Off Port Limits call. [Click on this link to get a copy of the Declaration.](#)

In case there is any Yes answer on this declaration the following special conditions will be applied:

- Remote pilotage
- No crew member leave will be allowed
- No shore personnel will be allowed to go on board
- Shore personnel will have to minimise all interaction with crew
- Service boat operator will have to limit contact with crew members

In any case, the Gibraltar Port Authority reserves the right to further scrutinise any incoming vessel.

Agents will receive via email from the Vessel Traffic Service Supervisor (VTSS) a special condition clause that will have to be forwarded to the master and to service boat operators.

Usually ships with an infected person on board are not allowed to call alongside berth and bunkering or husbandry services are performed at anchorage or off port limits.

Please click on the following link to have access to [W.H.O.'s operational considerations for managing COVID-19 cases or outbreaks on board Ships \(Interim guidance 25 March 2020\).](#)

3. Are there disinfection companies available to clean ships' accommodations?	At present moment there is no company available to conduct this disinfection service.
4. Is Gibraltar Port Open?	The Gibraltar port, anchorage and off-port limits areas are open and operative, except for STS transfers. All cruise calls have been cancelled until further notice. Cruise liners intending to carry out a technical call will be subject to Gibraltar Port Authority approval on a case by case basis.
5. Are Port State Control inspectors attending on board?	Yes, they are attending on board.
6. Are Pilots boarding ships for berthing or unberthing?	Yes, pilots are operative. Remote pilot will be used in case of a Yes answer to Gibraltar Covid declaration.
7. Is towage service restricted?	Towage service is working as usual.
8. Is linesmen/boatmen service restricted?	Mooring service is working as usual.
9. Are Liquid & Gas terminals working as usual?	Not applicable.
10. Have local factories shut down due to Covid-19?	Not applicable.
11. Are customs offices operative?	Yes, customs office is operative, but prioritising telematic clearance.
12. Are surveyors working as usual?	Surveyor are all operative and attending onboard, subject to Gibraltar Port Authorities restrictions if there is an infected person on board. Some bunker suppliers do not allow them to go onboard the bunker barge for the bunker survey.

13. Are there available masks, gloves, hygiene gels and Covid-19 test?

There are not available.

14. Is crew change allowed?

On 26 March the Gibraltar Port Authority advised that crew changes were not permitted, but now its is allowed subject to following provisions:

- The Gibraltar Border & Coastguard BCA will issue an Immigration Pre-clearance Letter that will need to be hand-carried by crew member.
- No Off-Port Limits crew change is allowed, vessel must be at anchorage of alongside.
- Special private transport must be arranged. No public taxi can be picked up.
- Launch crew to keep social distancing with disembarking crew.

Disembarkation

- Vessel disembarking any crew member cannot depart Gibraltar until crew member has boarded aircraft.
- In case of flight cancellation, crew member must be returned to vessel. Master will need to confirm his acceptance in writing.
- No hotel stay is allowed for disembarking crew.
- E-Tickers to final destination will need to be forwarded to immigration for their approval.

Embarking

- Onsigners must be isolated in their hotel rooms for stay, if hotel is required prior vessel arrival.
- Onsigners must be accommodated in designated hotels only.

Please click on the following link to have access to the [Communication from the Commission with Guidelines on protection of health, repatriation and travel arrangements for seafarers, passengers and other persons on board ships dated Brussels 8 April 2020.](#)

15. Have Taxi companies taken any special contingency measures?

There is only one company authorised to transport crew members.

16. Is there any specific hotel regulation due to Covid-19?

Only embarking crew can go to a designated hotel meanwhile vessel is arriving.

17. Can ships receive spareparts, couriers and provisions?

Lubricants supplies, waste collection, delivery of store, provisions, spare parts and other consignments will continue to be allowed subject to limitations on the human interface.

18. Is bunkering allowed?

Bunkering operations continue to be performed, however operators who require an independent surveyor to conduct a Bunker Survey will need to get authorisation from Gibraltar Port Authority.

Peninsula Petroleum has forbidden the stay on board of their barges of any surveyor or agents. So bunker surveys are not possible with them so far.

19. Are repairs allowed during ship's stay?

Underwater works such as hull cleaning or underwater surveys will continue to be allowed subject to limitations on the human interface.

20. Are Ship's Sanitation Certificates being renewed and/or extended?

It is will studied by the Sanitary Office on a case by case basis.

21. Which is the contingency plan of local agency?

During ship's port call the following guidelines will be followed:

- 1) Avoid visiting the vessel whenever possible.
- 2) There should be no close contact, handshake between crew and shore personnel and a minimum distance of 1 meter should be maintained.
- 3) Contact to be made by phone or radio.
- 4) Paperwork to be sent by email if possible.
- 5) In case we must visit the vessel we will request permission to Master/Owners for following all precautions in accordance to their guidelines + Point 2.

We are fully committed to continually providing the highest level of service and appreciate your understanding and support throughout this period.

For any other question please send us your request and/or call us at our usual telephone numbers.