

PORT INFORMATION GUIDE

Port of Rotterdam
October 2021

Legal disclaimer

Port Information Guide - Rotterdam Port Authority

Port of Rotterdam makes every effort to make and maintain the contents of this document as up-to-date, accessible, error-free and complete as possible, but the correctness and completeness of these contents cannot be guaranteed. Port of Rotterdam accepts no liability whatsoever for the occurrence and/or consequences of errors, faults or incompleteness or any other omission in connection with the information provided by this document. In case of any discrepancies or inconsistencies between this document and the applicable legislation, including the port bye-laws, the latter will prevail.

Changes

Version	Rev.	Date	Change	Remarks
2021.1	1	2021-01-04	Public holidays updates, page 4,5	None
2021.2	2	2021-01-05	Cancellation of pilot service, page 20	None
2021.3	3	2021-01-27	Websites for weather and tide	None
2021.4	4	2021-10-16	Added port code page 3	None

PORT GENERAL INFORMATION

General information

The port provides facilities for cargo handling, storage, and distribution. The port area also accommodates an extensive industrial complex.

Most major carriers include Rotterdam in their services. From this strategically located port, the containers destined for other European countries are then forwarded by feeder services, inland vessels, railway or trucks.

The size of the port's industrial area and its position at the gateway of the European inland waterway network makes the port of Rotterdam ideally located for the transshipment of cargo. The port of Rotterdam is well equipped for handling bulk and general cargoes, coal and ores, crude oil, agricultural products, chemicals, containers, cars, fruit, and refrigerated cargoes.

Facilities for ship repair, maintenance and storage are available. The port is never closed because of ice. Indeed, even in severe winters when drift ice is present in the river, the traffic of seagoing vessels continues uninterrupted.

For more information on the port of Rotterdam, visit the website

<https://www.portofrotterdam.com/en>

Developments

No developments at this time

Location

- Latitude: 51°54'N
- Longitude: 004°18'E
- Country Code: NL
- UN Location Code: RTM
- Portcode: NLRTM
- Location Description: Rotterdam is situated at the entrance of the Nieuwe Waterweg

Limits description

The nautical supervision of the Port of Rotterdam Authority covers the following areas:

- Eurogeul and Maasgeul channels, approach area and anchor areas
- Nieuwe Waterweg and Nieuwe Maas up to kilometre mark 991.5
- Oude Maas up to kilometre mark 998
- Dordrecht
- Zwijndrecht
- Papendrecht
- Schiedam
- Vlaardingen
- Rotterdam

ISPS level

- ISPS Security Level: 1
- Qualifying Remarks: na

Load line

North Atlantic Winter Seasonal Zone II

Winter November 1 to March 31, Summer April 1 to October 31

Maximum vessel sizes

- Maximum length: na
- Maximum beam: na
- Maximum draught: 22,55 meter
- Maximum air draught: na
- Supplementary information: na

Time Zone

- Standard Time UTC / GMT = +1 hr
- Daylight Saving +/- hrs: +1 hr
- DST Start: Night of last Saturday on Sunday in March
- DST End: Night of last Saturday on Sunday in October

Local holidays

- Name: New Year's Day
- Start Date: 01/01/21
- End Day: 01/01/21

- Name: Good Friday
- Start Date: 02/04/21
- End Day: 02/04/21

- Name: Easter Sunday / Monday
- Start Date: 04/04/21
- End Date: 05/04/21

- Name: Kings day
- Start Date: 27/04/21
- End Date: 27/04/21

- Name: Liberation day
- Start Date: 05/05/21
- End Date: 05/05/21

- Name: Ascension Day
- Start Date: 13/05/21
- End Date: 13/05/21

- Name: White Sunday and White Monday
- Start Date: 23/05/21
- End Date: 24/05/21

- Name: Christmas Day, Boxing Day
- Start Date: 25/12/21
- End Date: 26/12/21

Working hours

- Start Day: 09.00
- End Day: 17.00
- Week Day Start: Monday
- Week Day End: Friday

Cargo

- Cargo Type: Dry bulk
- Weight of Goods: 88 Ton
- Supplementary Information: na

- Cargo Type: Wet bulk
- Weight of Goods: 202 Ton
- Supplementary Information: na

- Cargo Type: Container
- Weight of Goods: 128 Ton
- Supplementary Information: na

- Cargo Type: Roro
- Weight of Goods: 20
- Supplementary Information: na

Nautical Publications

- Name: Dover Strait Pilot
- Identifier: NP 28
- Publisher: UKHO

- Name: Netherlands Coast Pilot
- Identifier: HP1
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

- Name: Tidal heights and currents
- Identifier: HP33
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

Nautical electronic charts

- Name: Approaches to Europoort
- Identifier: NL400122
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

- Name: Hoek van Holland to Maassluis
- Identifier: NL500207
- Publisher: Hydrographer of the Royal Netherlands at Den Haag

- Name: Maassluis to Rotterdam
- Identifier: NL500208
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

- Name: Rotterdam to Dordrecht
- Identifier: NL50209A
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

- Name: Dordrecht to Moerdijk
- Identifier: NL50209B
- Publisher: Hydrographer of the Royal Netherlands Navy at Den Haag

Nautical paper charts

- Name: Hoek van Holland to Vlaardingen
- Identifier: Int. 1465
- Publisher: Jointly by the Hydrographer of the Royal Netherlands Navy at Den Haag and by the Hydrographer of the Navy at Taunton

- Name: Rotterdam, Nieuw Maas and Oude Maas
- Identifier: Int. 1466
- Publisher: Jointly by the Hydrographer of the Royal Netherlands Navy at Den Haag and by the Hydrographer of the Navy at Taunton

- Name: Krimpen a/d Lek to Moerdijk, Dordrecht to Moerdijk
- Identifier: Int. 1467
- Publisher: Jointly by the Hydrographer of the Royal Netherlands Navy at Den Haag and by the Hydrographer of the Navy at Taunton

Shipping announcements

Can be obtained from <http://www.pin-rotterdam.nl/>

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Website

<https://www.portofrotterdam.com/en>

CONTACT INFORMATION

General contact information

The Harbour Master's Office is located in the continuously manned Harbour Coordination Center,

Point of contact

- Individual Name: Officer On Duty
- Department name: Harbour Coordination Center
- Role: For operational and maritime questions, messages and reports
- Hours Of Service: 24
- Contact Instructions: na
- Voice Number: +31-10-252-1000
- Fax Number: +31-10-252-1600
- VHF Channel: 11, 14, 19 (11 for traffic, 14 for operational matters, 19 for special situations)
- E-mail: hcc@portofrotterdam.com
- Delivery Point: Wilhelminakade 909
- City: Rotterdam
- Administrative Area: na
- Postal Code: 3072 AP
- Country: Netherlands

Point of contact

- Individual Name: Officer On Duty
- Department name: Traffic Center Rotterdam
- Role: For all matters related to manoeuvring
- Hours Of Service: 24
- Contact Instructions: na
- Voice Number: +31-10-252-2510
- Fax Number: NA
- VHF Channel: 11
- E-mail: NA
- Delivery Point: NA
- City: NA
- Administrative Area: NA
- Postal Code: NA
- Country: Netherlands

Intership Communication

- VHF Usage: Inter ship
- VHF Channel: 77
- Remarks: na

- VHF Usage: Inter ship for barges
- VHF Channel: 10
- Remarks: na

- VHF Usage: Tugs
- VHF Channel: 6 or 8
- Remarks: na

- VHF Usage: Intra ship for vessels
- VHF Channel: 15 or 17
- Remarks: na

WEATHER AND TIDAL INFORMATION

Real time weather and tidal information

For general information regarding traffic, weather, tides, current, sea conditions, fog, ice, etc. the appropriate Traffic Center sector can be contacted via VHF channel 11.

Online weather and tide information can be found on

<https://www.portofrotterdam.com/weather-tide/desktop/>

Online depth information can be found on

<https://portofrotterdam.maps.arcgis.com/apps/webappviewer/index.html?id=19a593c767cc4142a4ef07ac3fa7fbd8>

When gale force winds are expected (Beaufort 8), weather forecasts are being transmitted at 00.50, 01.50, 02.50, etc. on VHF ch. 19 by the Harbour Coordination Center.

Local weather and tidal phenomena

- Phenomena: Wind
- Details: Prevailing winds west to south west, force 4 or 5. Relative frequency of wind forces greater than force 7 Beaufort 2%.
- Location: Hoek van Holland

- Phenomena: Tide
- Details: In a period of 24 hours there are 2 high waters and 2 low waters, with different amplitudes. A special phenomenon manifests itself at Hoek van Holland, which has a double low tide with the second low water lower than the first. Strong and sustained winds from the north west raise water levels along the Dutch coast. Strong and sustained winds from the south-east have the opposite effect.
- Location: Hoek van Holland

- Phenomena: Sea
- Details: The wind and tide strongly influence the sea conditions in the approaches to the Maas Entrance. Storm conditions may make entering the harbour hazardous. The main effects are: storm force winds from the north west cause a rough sea with a possible ground swell at the time of Low Water. Wave heights may exceed 6 meters. The best time to enter is from about 2 hours before to 2 hours after High Water, especially about High Water. Reducing speed to let the waves run faster than the vessel is recommended in these circumstances. Storm force winds from the south west cause less severe seas. The best time to enter is 1 to 2 hours after high water, when the strength of the ingoing current will have decreased and the ship will be less likely to swing to starboard when entering. A ground swell can occasionally arise while the ebb current is running. A confused sea can occur when an out flowing current meets a strong westerly wind.
- Location: Hoek van Holland

- Phenomena: fog
- Details: Frequency of visibility less than 1500 meters is 1,4%. The frequency of visibility less than 500 meters is 0,6%
- Location: Hoek van Holland

- Phenomena: ice
- Details: open at all times
- Location: Hoek van Holland

- Phenomena: water density
- Details: ranges from 1025 at high water to 1012 at low water
- Location: Europoort

- Phenomena: water density
- Details: ranges from 1020 at high water to 1000 at low water
- Location: Botlek

- Phenomena: water density
- Details: 1000
- Location: Waalhaven

- Phenomena: seiches
- Details: appear in the Europoort area with extremes near the Rozenburg locks. Under extreme conditions a tidal difference of 0,20 meter can occur. Although seiches are hard to predict, they will be taken into consideration in the daily predictions whenever possible
- Location: Eurpoort

REPORTS & DOCUMENTATION

Pre arrival Reports

- Report Category: Harbour Master
 - Who: LNG carriers with a length of more than 180 meter and vessels with a draught of 17.4 meters and more
 - What: IMO number, Ship name, Port of destination, ETA, ETD, Total persons on board, PEC particulars if applicable, Particulars (defects, damage), Draught, Name of Pilot, Tug and Linemen service, Number of tugs, Name of Ship agent and contact person, Name and position of berth, Details if a ship has been fumigated with a gaseous fumigant
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 48 hours, at the latest on departure of the previous port if the duration of the journey is less than 24 hours, and when ETA has changed more than 30 minutes
 - Remarks: see <https://www.portbase.com/en/services>
 - Remarks: see also “Nautical services” for minimum notices
-
- Report Category: Harbour Master
 - Who: All ships with more than 300 GT
 - What: IMO number, Ship name, Port of destination, ETA, ETD, Total persons on board, PEC particulars if applicable, Particulars (defects, damage), Draught, Name of Pilot, Tug and Linemen service, Number of tugs, Name of Ship agent and contact person, Name and position of berth, Details if a ship has been fumigated with a gaseous fumigant
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 24 hours, at the latest on departure of the previous port if the duration of the journey is less than 24 hours, and when ETA has changed more than 30 minutes
 - Remarks: see <https://www.portbase.com/en/services>
 - Remarks: see also “Nautical services” for minimum notices
-
- Report Category: Customs
 - Who: All ships with more than 300 GT
 - What: IMO number, Ship name, Port of destination, ETA, ETD, Total persons on board
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 24 hours
 - Remarks: see <https://www.portbase.com/en/services>

- Report Category: Immigration
 - Who: All ships with more than 300 GT
 - What: IMO number, Ship name, Port of destination, ETA, ETD,
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 24 hours
 - Remarks: see <https://www.portbase.com/en/services>
-
- Report Category: Health
 - Who: All ships arriving from foreign ports
 - What: Maritime Declaration Of Health if applicable, passenger ships always
 - To: Harbour Master
 - How: porthalthauthority@portofrotterdam.com or per fax +31-10-252-1600
 - When: ETA Pilot Boarding Place – 24 hours
 - Remarks: NA
-
- Report Category: Dangerous Goods
 - Who: All ships with more than 300 GT with dangerous goods on board
 - What: see <https://www.portbase.com/en/services>
 - To: Harbour Master
 - How: www.portbase.com
 - When: as soon as possible after departure previous port
 - Remarks: see <https://www.portbase.com/en/services>
-
- Report Category: Waste
 - Who: All ships except small pleasure crafts and fishing vessels
 - What: Advance Notification Form for waste delivery to port facilities
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 24 hours
 - Remarks: see <https://www.portbase.com/en/services>
-
- Report Category: Security (SSPI)
 - Who: All passenger ships on international voyages, all cargo ships with more than 500 GT and Drilling units (MOU)
 - What: Ship Security Pre Arrival Information
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETA Pilot Boarding Place – 24 hours or at the time the ship leaves the previous port if the voyage time is less than 24 hours
 - Remarks: see <https://www.portbase.com/en/services>

In port Reports

- Report Category: Harbour Master
 - Who: All ships with more than 300 GT shifting to another berth
 - What: Call reference number, Ship name, Call sign, IMO number, Captain's name, PEC particulars if applicable, Particulars (defects, damage), Total number of persons on board, Draught, Name of Pilot, Tug and Linemen service, Number of tugs, Name of Ship agent and contact person, ETD from present berth, Name and position of berth
 - To: Harbour Master
 - How: www.portbase.com
 - When: ETD Berth – 6 hours or ETD Berth – 12 hours if one makes use of pilots or tugs or if it's a vessel with more than 17.40 meter draught or a LNG carrier
 - Remarks: see <https://www.portbase.com/en/services>
-
- Report Category: VTS
 - Who: All seagoing vessels
 - What: Ship name and call sign, Draught, Position, Destination, Any particulars. Pilotage Exemption Certificate holders have additional reporting requirements.
 - To: VTS sector
 - How: VHF
 - When: Passing first Calling In Point of VTS area
 - Remarks: NA
-
- Report Category: VTS
 - Who: All seagoing vessels
 - What: Ship name, Destination, Any particulars
 - To: VTS sector
 - How: VHF
 - When: When undocking, Before starting a particular manoeuvre, For making passing arrangements, When lowering rafts and boats
 - Remarks: NA
-
- Report Category: VTS
 - Who: All seagoing vessels
 - What: Ship name and call sign, Draught, Position, Destination, Any particulars. Pilotage Exemption Certificate holders have additional reporting requirements.
 - To: Traffic Center
 - How: VHF
 - When: Before departure or shifting or when one needs any information not directly related to traffic
 - Remarks: NA

- Report Category: Harbour Master
 - Who: All seagoing vessels
 - What: Bunkering, Under water inspections, Spills, Collisions, Groundings, Losing anchors or chain, Anchoring in port, ETD if not reported yet via pre departure notification, , Sunk in collision or in any way out of control or in situation that may endanger the safety of shipping
 - To: Harbour Coordination Center
 - How: VHF or telephone
 - When: Before start of operations
 - Remarks: NA
-
- Report Category: Harbour Master
 - Who: All seagoing vessels
 - What: Tankers loaded with or not cleaned of dangerous goods, wishing not to berth in a Petroleumhaven, Non tankers (seagoing) wishing to enter a Petroleum haven
 - To: Harbour Coordination Center
 - How: E-mail
 - When: Before start of operations
 - Remarks: NA
-
- Report Category: Harbour Master
 - Who: All seagoing vessels
 - What: Seagoing vessels with the intention to clean or wash cargo tanks
 - To: Harbour Coordination Center
 - How: www.portbase.com
 - When: Before start of operations
 - Remarks: NA
-
- Report Category: Terminal Security
 - Who: All seagoing vessels
 - What: Stores over land, Embarking / disembarking passengers and crew
 - To: Port Facility Security Officer
 - How: Ask terminal
 - When: Before start of operations or (dis) embarkation
 - Remarks:

Pre departure Reports

- Report Category: Harbour Master
- Who: All ships with more than 300 GT
- What: Call reference number, Ship name, Call sign, IMO number, Captain's name, PEC particulars if applicable, Particulars (defects, damage), Total number of persons on board, Draught, Name of Pilot, Tug and Linemen service, Number of tugs, Name of Ship agent and contact person, Name and position of berth, ETD from berth
- To: Harbour Master
- How: www.portbase.com
- When: ETD Berth – 6 hours or ETD Berth – 12 hours if one makes use of pilots or tugs or if it's a vessel with more than 17.40 meter draught or a LNG carrier with a length of more than 180 meter and when ETD has changed more than 30 minutes
- Remarks: see <https://www.portbase.com/en/services>
- Remarks: see also "Nautical services" for minimum notices

Documentation Requirements

- Vessel Type: general cargo
- Document: IOPP, SOPEP, Garbage record book, oil record book, part I, Document of Compliance (in respect to dangerous goods), Dangerous goods manifests and detailed stowage plan arrival and departure, documentation regarding fumigate used to fumigate bulk cargoes

- Vessel Type: Chemical Tanker, Crude Tanker, LNG Tanker, LPG Tanker
- Document: IOPP, SOPEP, Shipboard marine pollution emergency plan, Garbage record book, Oil record book part I and II, Certificate of Fitness chemical / gas, including product list, Procedures and arrangements manual, Cargo record book, Safety checklist of Port of Rotterdam, Stowage plan arrival and departure, Material safety data sheets, Bill of lading, Shipping document for bulk liquid cargoes

REGULATIONS & REQUIREMENTS

Regulations

The rules and regulations in the port contribute to the safe, efficient and environmentally responsible handling of shipping traffic. The international rules of the IMO, such as the SOLAS convention and its amendments (e.g. the IMDG code and IBC) and national regulations, including the recommendations of the European Community, are in force in the port of Rotterdam. Furthermore, the Port Bye-laws are the "house rules" of the port.

Based on the Rotterdam Port Bye-laws, the Port Rules on dangerous substances contain additional, specific regulations for ships carrying dangerous cargoes in the port.

The Shipping Announcements inform you about all activities in the port and amendments to the regulations. An overview of the Shipping Announcements can be found on <https://www.portofrotterdam.com/en/shipping/up-to-date-information/shipping-announcements>.

Applicable regulations

- Shipping Traffic Act
- Inland Navigation Police Regulations (BPR)
- Shipping Regulations for Territorial Waters (STZ)
- Compulsory Pilotage Decree 1995
- Decree on Pilot Exemption Certificate Holders Shipping Traffic Act
- Regulation for Licensed (Maritime) Pilots
- Regulation for the Prevention of Pollution from Ships
- Regulation on the Transportation of Dangerous Substances, 2007
- Rotterdam Port Management Byelaw 2010
- Port Bye-laws Schiedam, Vlaardingen, Dordrecht, Papendrecht, Zwijndrecht and Maassluis
- Regulation for Communication and Pilot requests sea shipping
- Port Security Law (ISPS)
- Regulations seagoing vessels required to notify Rotterdam 2015
- Regulations Notifications and Communication Shipping 2012

Exemptions

The Harbour Master can grant exemptions from specific regulations. Permission can also be granted for special activities such as repairs and cleaning - contact the Harbour Coordination Center. Forms can be downloaded from www.portofrotterdam.com/en/Shipping/contact-support/Pages/forms-checklists.aspx

PORT SAFETY

Emergency coordination centre

Harbour Coordination Center

Emergency response equipment

- Equipment Type: emergency patrol vessels
- Equipment Availability: 8 patrol vessels, equipped with oil absorbing booms (up to 100 meters per vessel) , firefighting equipment (up to 1 x 2700 m³/hr and 2 x 600 m³/hr with foam per vessel),
- Equipment Type: shore connections for fire fighting
- Equipment Availability: special shore connections to connect patrol boats so they can provide extra pressure on the shore fire line
- Equipment Type: oil spill response
- Equipment Availability: containers with 300 meter boom inside are strategically positioned in the port area. In total there is 4500 meter of boom available. The booms are deployed by the royal boatmen association Eendracht. There are 3 to 5 special designed vessels stand by to recover the oil.

Emergency procedures

- Emergency Type: Grounding
- Emergency Procedure: Contact Harbour Coordination Center
- Emergency Type: Fire
- Emergency Procedure: Go inside and stay there until further notice. Close all windows and doors. Close all air inlets and outlets. Shut down the air conditioning. Try to select accommodation that is central, out of the wind, as high as possible, but without ventilation. Keep wet cloths ready to cover your nose and mouth if necessary. Do not smoke and avoid exertion so as to limit the use of oxygen. Render help to others and offer shelter. Extinguish open fires and boilers, including pilot lights. Inform other people. When a ship is underway, maintain a listening watch via the appropriate VTS sector channel.
- Emergency Type: Personal Injury
- Emergency Procedure: Contact Harbour Coordination Center
- Emergency Type: Marine Pollution
- Emergency Procedure: Contact harbour Coordination Center
- Emergency Type: Collision
- Emergency Procedure: Contact harbour Coordination Center

PORT ENVIRONMENT

Ballast water disposal

Ballast water is permitted to be discharged into port waters only when in compliance with standard D1 (exchanged at sea in designated exchange areas) or standard D2 (treated to conform with the Ballast Water Performance Standard) of the Ballast Water Convention.

Scrubber Use

Scrubbers may be operated for the cleaning of exhaust gases, to comply with the Sulphur limits of MARPOL Annex VI. The use of both open and closed loop scrubbers in port is allowed. Scrubber sludge is to be disposed of into port reception facilities.

Sewage

Sewage may be discharged in port waters only if the sewage is prior to discharge treated conform MEPC 159 (55).

Waste

All ships are charged with a fee for the disposal of waste Annex I and V and the fee is charged irrespective of the actual use of the reception facilities. The waste reimbursement is based on a fixed amount which every waste collector receives per disposal (once per ship's call to the port) and a variable amount, which is dependent on the amount of waste disposed per m³

Underwater Cleaning

Underwater and propeller cleaning is only permitted if the underwater cleaning company has a permit issued by Rijkswaterstaat.

NAUTICAL SERVICES

- Nautical Service Type: VTS
- Service Name: Rotterdam VTS
- Service Location Description: Traffic Center Rotterdam
- Service Area Description: Extending 38 nautical miles seawards of the port entrance to 2 nautical miles east of the Van Brieneoord Bridge and 4 nautical miles east of the Spijkenisse Bridge across the Oude Maas river, including all adjacent harbour basins
- Service Hours: H24
- Working Hours: NA
- Service Details:
 - The language to be used in sectors Maas Approach, Pilot Maas, Maas Entrance is English, secondary Dutch. All other sectors Dutch, secondary English. For sector channels see <https://www.portofrotterdam.com/en/shipping/sea-shipping>
 - VHF channels 21, 22, 23, 80, 81, 82 and 83 in VHF equipment must remain programmed for analogue modulation

- Nautical Service Type: Pilot
- Service Name: Regional Pilot Corporation Rotterdam-Rijnmond
- Service Location Description: Hoek van Holland
- Service Area Description: Rotterdam, Vlaardingen, Schiedam, Maassluis, Dordrecht, Moerkijk
- Service Hours: H24
- Service Details:
 - Minimum notice for inbound vessels: LNG carriers with a length of more than 180 meter and vessels with a draught of 17.4 meter and more: 12 hours before arrival pilot boarding place ; all other vessels 3 hours before arrival pilot boarding place; orders may be cancelled without costs 2,5 hours before requested service time
 - Minimum notice for outbound and shifting vessels: 2 hours before departure berth
 - Pilot cutter: black vessel with yellow stripes and white superstructure with the word "pilot" in white letters
 - Small tender: yellow open tender surrounded by a black fender
 - Large tender: yellow tender with a white superstructure with the word "pilot" in black letters
 - Helicopter: yellow helicopter, is sometimes replaced by a white one with red stripes

- Nautical Service Type: Shore Based Pilotage (SBP)
- Service Name: Regional Pilot Corporation Rotterdam - Rijnmond
- Service Location Description: Hoek van Holland
- Service Area Description: between pilot station Maas Center and off Hoek van Holland Traffic Center
- Service Hours: when applicable H24
- Service Details:
 - Advises will be provided by a pilot via VTS sector channel.
 - Vessels destined for Calandkanaal / Beerkanaal will get the pilot by large tender close to buoy Maas 5, pilot ladder on starboard side
 - Vessels destined for Nieuwe Waterweg will get the pilot by large tender, close to buoy NW7, pilot ladder on starboard side

- Nautical Service Type: Tugs
- Service Name: KotugSmit, Fairplay and Svitzer
- Service Location Description: Throughout the Port of Rotterdam
- Service Area Description: Throughout the Port of Rotterdam
- Service Hours: H24
- Service Details:
 - Conventional, ASD and Tractor tugs, ranging from 28 to 90 Tons Bollard Pull are available, but 60 Tons is the average Bollard Pull. Number of tugs available is about 30. All the tugs are equipped with proper rubber fenders on the bow and stern. The normal way of towing is by a line from the tug.
 - Keep stand by an extra heaving lie in case the first attempt fails. The tugboat crew will connect a messenger line to the heaving line. The messenger line can be put on the gypsy head to heave in the towing line.

- Nautical Service Type: Boatmen
- Service Name: Royal Boatmen Association Eendracht, KRVE
- Service Location Description: Heijplaat
- Service Area Description: Throughout the Port of Rotterdam
- Service Hours: H24
- Service Details:
 - Mooring boats: robust, powered by engines up to 200 hp. They are equipped with direct radio communication with the pilot and fitted with watertight compartments. Ropes are secured with a special hydraulic clamp to secure the mooring line for extra safety.
 - Winch cars: fitted with a hydraulic winch with a SWL of 1,2 Tons and spot lights for berthing at night time. These winch cars can also assist with bringing the ship's gangway in position.
 - Shore moorings: an extra line paid out to the vessel and tensioned ashore with a hydraulic device. Tension can be set up to 60 Tons, depending on the SWL of the bollards on deck and ashore.
 - Optimoor study: for a detailed study one can contact the KRVE for an Optimoor analysis of the mooring arrangements, including the local expertise of the boatmen regarding exact positions of mooring facilities.

- Nautical Service Type: Deep Sea Pilotage
- Service Name: Redwise Deep Sea & Costal Pilots
- Service Location Description: Huizen
- Service Area Description: rendez vous at Brixham or Cherbourg
- Service Hours: H24
- Service Details:
 - Tender in Brixham: orange hull, orange superstructure, the word “Pilot” in black letters
 - Tender in Cherbourg: black hull, white superstructure, the word “Pilot” in black letters
 - Helicopter in Cherbourg: a navy helicopter
 - The use of Deep Sea Pilotage is not compulsory but IMO resolution A.1080(28) recommends to use Deep Sea Pilotage for navigational assistance as competent Deep Sea Pilots can make an effective contribution to the safety of navigation in confined and busy waters such as the North Sea, the English Channel and Skagerrak.

VESSEL SERVICES

- Vessel Service Type: Bunkers / Provisions / Water / Lubrication oil / Waste / Repairs / Underwater cleaning / Compass corrections / Medical care / etc.
 - Service Name: contact for details your ship agent.
 - Service Location Description:
 - Service Area Description:
 - Service Hours:
 - Working Hours:
 - Start Day:
 - End Day:
 - Week Day Start:
 - Week Day End:
 - Service Details:
-
- Vessel Service Type: crew welfare
 - Service Name: Rotterdam Port Welfare
 - Service Location Description:
 - Service Area Description:
 - Service Hours:
 - Working Hours:
 - Start Day:
 - End Day:
 - Week Day Start:
 - Week Day End:
 - Service Details: see www.rotterdamportwelfare.com