



**PREMIUM PASSENGER SERVICES
AT GALATAPORT ISTANBUL**

**PORT
PASS**

About Us

Galataport Istanbul, the city's prestigious homeport, has redefined the cruise experience since its opening in 2021. With our state-of-the-art underground terminal, seamless operations, and a vibrant waterfront offering arts & culture, gastronomy, shopping, and rich history, we continue to welcome more calls, passengers, and crew with world-class hospitality.

Enhancing the destination's luxury appeal, The Peninsula Istanbul offers an elegant waterfront stay with exceptional accommodations, dining, and wellness experiences.

Combining cutting-edge technology, exclusive services, and premium hospitality, *Galataport Istanbul makes every call an exceptional experience.*

Join us at stand

#1426





Elevating the Cruise Experience with **Seamless Services**

**PORT
PASS**



FAST-TRACK ACCESS

Ensure a smooth journey for your passengers with dedicated express lanes for security and passport control, available for both embarkation and disembarkation.

PRIORITY BAGGAGE CLAIM & STORAGE

Offer a hassle-free experience with priority baggage handling. Luggage is swiftly delivered to the designated area, with secure storage available upon request.



MEET & GREET AND PORTER ASSISTANCE

Provide seamless assistance from arrival to departure with our professional team. Porters handle baggage efficiently, ensuring a stress-free experience within Galataport Istanbul.

A vertical image on the left side of the page showing the Galata Tower in Istanbul at night. The tower is illuminated with warm yellow lights, and its conical roof is lit with blue light. The background is a dark blue sky with stars.

Why Choose PortPass?

01 Fast-Track Passport Control

Provide your passengers with priority clearance through security and customs.

02 Personalized Assistance

Enhance their journey with dedicated assistance from arrival to embarkation.

03 Hassle-Free Handling

Ensure swift baggage drop-off and porter services for a seamless experience.

04 Exclusive Terminal Benefits

Offer access to premium services that elevate the overall cruise experience.

05 One-Price Bundle

A cost-effective solution combining all essential services in a single package.



Frequently Asked Questions

✓ WHAT IS PORTPASS?

PortPass is a set of premium services designed to provide cruise passengers with a seamless and hassle-free embarkation and disembarkation experience at Galataport Istanbul.

✓ HOW CAN PASSENGERS PURCHASE PORTPASS?

Cruise passengers can purchase PortPass services in advance through participating cruise lines, travel agencies, or directly at the terminal on the day of their cruise.

✓ CAN PORTPASS BE USED FOR GROUP BOOKINGS?

Yes, PortPass services can be arranged for individuals, families, and groups. Contact your cruise line or travel agent for customized options.

✓ WHAT HAPPENS IF I LOSE MY PORTPASS TAG?

PortPass tags are required for service validation. If lost, the service cannot be redeemed. Please ensure you keep your tag secure after purchase.

✓ ARE PORTPASS SERVICES AVAILABLE YEAR-ROUND?

Yes, PortPass services are available for all participating cruise lines' arrivals and departures at Galataport Istanbul.

✓ CAN I PURCHASE PORTPASS ON THE SAME DAY AS MY CRUISE?

Yes, subject to availability. Same-day purchases can be made at designated PortPass service desks within the terminal.

GALATAPORT

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FOR MORE INFORMATION

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