

Information brochure BRUSSELS CRUISE TERMINAL



BRUSSELS CRUISE TERMINAL

GENERAL INFORMATION

Brussels Cruise Terminal is the only cruise terminal in Brussels. Officially opened in the spring of 2018, it was constructed as part of the Canal Plan by the Port of Brussels in collaboration with the Brussels-Capital Region, the City of Brussels, Brussels Mobility and Visit Brussels.

The project also received funding from the EU's European Regional Development Fund (ERDF).

Brussels Cruise Terminal is exceptionally well integrated into its urban environment: it is permanently open to the public and is linked by a footbridge to the 'Green Walk' area in Neder-Over-Heembeek. This same footbridge crosses over the waterway so that pedestrians can watch the arrival of the cruise boats.



LOCATION

In the north of the Brussels-Capital Region on the left bank of the Canal in the outer harbour.
Chaussée de Vilvorde 145, 1120 Brussels

[Find on Google Maps](#)



ACCESSIBILITY

Bus 57 – Pavillons Meudon bus stop, Monday to Friday 06:00 to 20:00 (consult the STIB Mobile App)

4 coach parking spaces and around ten car parking spaces on either side of the roadway.

Trans-European cycle route

Access for persons with reduced mobility



CONTACT

Harbourmaster's Office: +32 (0)2 247 91 21 (Ariane Wouters)

Harbourmaster: Philippe Herman

Ops Room – Permanent Surveillance Centre: +32 (0)2 247 91 24

Port of Brussels Head Office: +32 (0)2 420 67 00

Emergency services: 112

Police: 101

VHF: channel 68

TECHNICAL INFORMATION

The terminal can accommodate boats up to 135 m in length and up to 200 passengers.

The quay is 240 m long by 12 m wide and is split into 3 levels.

Upstream to downstream:

- Lower level: +14.30 for tour boats
- Intermediate level: +15.30 for tour boats
- Upper level: +16.30 for cruise boats

The clearance is 30 m and the maximum permissible draught 5.80 m at the Buda Bridge, the last lift bridge before reaching the terminal from the north.



PROCEDURE

Any boat wishing to moor at Brussels Cruise Terminal must first make a docking permission request to the Port of Brussels' Harbourmaster's Office, by email to awouters@port.brussels.



SUPPLY AND PRICES

- **Mooring and berthing fees**

The price is calculated based on boat size and number of days docked, at €53.2/20m.

- **Water and electricity**

The Terminal is equipped with water and electricity supply points installed at either end of the upper quay so that cruise boats can replenish their supplies independently.

To benefit from this service, cruise boats must first register at walstroom.io.

Then the boatmaster can activate the supply points when passing through the Terminal using the Brussels Cruise Terminal App (available on Google Play and Apple Store). See Annex I for detailed instructions.

The prices are €4.28/m³ of water and €0.22/kWh.

- **Waste**

All boatmasters must inform the Harbourmaster's Office at least 4 days prior to arrival if they wish to dispose of waste before leaving. The Harbourmaster's Office then arranges collection of this waste.

TO GO FURTHER

Useful links

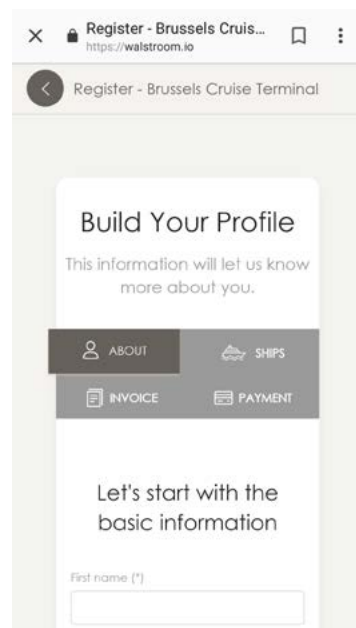
- The port.brussels site is the official Port of Brussels website.
- The visit.brussels site provides all the necessary information about must see & do attractions, accommodation, restaurants, cafés, entertainment venues, transport, etc. in Brussels.
- [Brussels By Water](#) and [La Fonderie](#) are the main organizers of boat trips on the Brussels Canal.
- The [Waterbus](#) is a boat shuttle service operating daily between Brussels and Vilvorde from May to October.



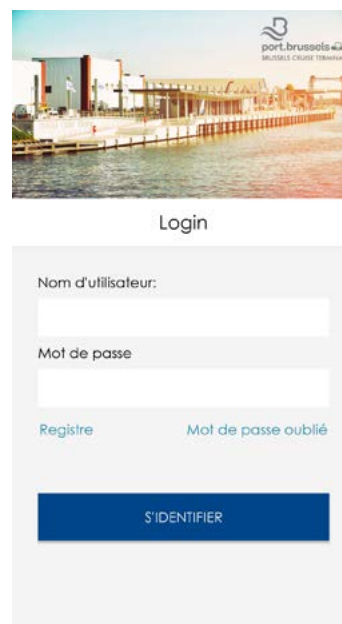
Annex I: Instructions for deployment of the water and electricity supply points

Registration

To access the water and electricity supply points for your boat, you must **register** via the website: walstroom.io. Enter all the required data relating to your company and for invoicing.

A screenshot of a web browser showing the registration page for 'Brussels Cruise Terminal' on the website 'walstroom.io'. The page has a title bar with the URL and a back button. Below the title bar, there's a header with a back arrow and the text 'Register - Brussels Cruise Terminal'. The main content area is titled 'Build Your Profile' with a subtext 'This information will let us know more about you.' Below this, there are four buttons: 'ABOUT' (with a person icon), 'SHIPS' (with a ship icon), 'INVOICE' (with a document icon), and 'PAYMENT' (with a credit card icon). At the bottom, there's a section titled 'Let's start with the basic information' with a label 'First name (*)' and an empty text input field.

Walstroom.io

A screenshot of a mobile app interface for 'port.brussels BRUSSELS CRUISE TERMINAL'. The top part shows a banner image of a harbor with a building and a boat. Below the banner, the word 'Login' is centered. There are two input fields: 'Nom d'utilisateur:' and 'Mot de passe'. Below the password field, there are two links: 'Register' and 'Mot de passe oublié'. At the bottom, there is a large blue button labeled 'S'IDENTIFIER'.

App

Before arrival at the terminal

- Download and open the “Brussels Cruise Terminal” App and **connect**
- Select your quayside supply point (No. 1 downstream or No. 2 upstream)
- Select the products you want (water / electricity)
- You will then receive a 4-figure access code

Annex I (suite)

On arrival at the terminal

- **Enter your code** on the keypad to unlock the connection access doors
- The following LED indicators are visible above the keypad



- Connect the electrical cable and/or water supply pipe
- The green light comes on - The connection is ready - Provision can begin

On departure from the terminal

- Via the App, **end the session** – the green indicator light goes off
- Disconnect after use of your chosen supply services

In case of problem

- **Alarm mode** -> Electricity and water shut off
To restart supply:
 1. press the Reset button
 2. re-enter the 4-figure code
- **Short circuit** -> Indicators 3 and/or 4 lit
To restart supply:
 1. re-enter the 4-figure code



Emergency contact: Opsroom +32 (0)2 247 91 24