



9th November 2018

Dear Sir/Madam,

Expressions of Interest Sought – Retail Outlet – Cruise Season 2019

Port of Cromarty Firth enjoyed another record breaking cruise season with 95 cruise ships and 163,000 passengers calling during 2018. With an ever-expanding amount of cruise liners being built (currently 110, between now and 2025), growth and passenger figures are set to keep rising. Invergordon and the Highlands will see the benefits of an increase of 22% in passenger figures next year.

At the beginning of 2018, the Port was approached by Cobbs Ltd of Inverness, who offered to invest a significant amount of money in a trial to establish whether a retail outlet on the Invergordon Service Base would be commercially viable. Their offer was accepted on the basis that we could use the 2018 season as a test to establish the size of the opportunity. I am happy to report that the outcome was extremely positive and will lead to retail services being offered to cruise passengers during 2019.

With this in mind, and as a commitment to local businesses, the Port of Cromarty Firth invites you to submit an expression of interest, along with a business plan and any new ideas, to operate a retail outlet on the Invergordon Service Base during the 2019 cruise season.

Scope of Operation

To provide the following services:

- Good quality Scottish gifts for cruise passengers
- Currency exchange facilities (Euros/Dollars)
- Local stock and produce where possible
- Excellent customer service practice
- Customer focused trained staff
- Opening hours to meet all cruise ship calls
- Employment of local people where possible

Expressions of Interest should include

- Company profile
- Proposed stock profile
- Quality management systems in place
- Ideas for innovation and improvement
- Social responsibility policy
- Recruitment, training and development policies
- Health and safety record and policy
- Sustainability policy

Port of Cromarty Firth, Port Office, Shore Road, Invergordon, IV18 0HD
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Port of Cromarty Firth is the company trading name for Cromarty Firth Port Authority



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There will be a sole retail outlet on the Invergordon Service Base. One organisation will be selected from the expressions of interest received. They will be notified in December to provide sufficient time to source premises, stock, utilities etc. prior to the start of the season. The land rental costs will be £180 per week (based on a maximum area of 13m x 13m) whilst land is occupied. This is on the same basis as other Port tenants and covers the land rental only. The cost excludes any additional costs/services such as electricity, water and rates.

All expressions of interest should be submitted to the above address or handed into our main Reception by 12:00hrs on Friday 7th December 2018.

We look forward to hearing from you soon.

Yours faithfully

Allison

Allison McGuire
Cruise Manager
Port of Cromarty Firth