

addition, cruise ships are increasingly introducing new venues for generating income: extra-tariff restaurants, outlets offering snacks and speciality coffees, virtual reality games, cooking and other demonstrations for which there is an admission charge, concerts with an admission charge and a full range of activities including such things as ice skating, rock-climbing walls, **surfing**, golf lessons, bowling alleys and more. According to a **Royal Caribbean Cruise Line** Vice President, roughly 30% of the company's net profits in 2002–2003 (US\$100 million) were generated from a single source of on-board revenue: shore excursions.

Ross A. Klein

Onshore Facilities Most **ports** have clearly designated zones for different types of shipping, partly because of the significant variations in onshore facilities required. Generally, the larger the **vessel**, the greater are the requirements for specific **infrastructure** and facilities. For instance, kayaks and small sailing boats or houseboats often require very little specific onshore infrastructure or facilities. Larger yachts and motor-cruisers are often moored or kept in a **marina** in protected **bays** or rivers and outside major **navigation** channels. These locations may be attached to a club offering facilities such as slipways, power and **water**, zero-discharge or treated containment wash areas, parking, sheds for maintenance, security and clubrooms offering a variety of social extras.

Local scenic **cruise** vessels and **ferries** need booking or ticketing offices, passenger waiting areas, parking, easy linkages with other types of public transport access, as well as the ability to service and provision the vessel regularly. These are often located close to passenger access points and central to a city or town.

Vessels offering additional services, such as commercial **diving** vessels, may require further facilities to support regular maintenance and storage needs. In contrast, international cruise vessels that may intermittently visit require port facilities (**wharf**, waste removal services, ability to undertake significant reprovisioning and repair/maintenance, bunkering and services such as security, quarantine, customs and **tour operations**). Wharfs are often located close to major

shipping cargo areas where berthing needs, security and deepwater access are available, and most port web sites list their facilities available.

See also: Port Dues.

Related internet sources

Cruise Down Under: <http://www.cruisedownunder.com>

Hong Kong Port Development Council: <http://www.pdc.gov.hk/eng/facilities>

Port of Redwood City, California: <http://www.redwoodcityport.com>

US Army Corps of Engineers, Institute for Water Resources: <http://www.iwr.usace.army.mil/ndc/ports>

Claire Ellis

Onshore Time Cruise ships might spend only a few (6–10) hours in a **port of call**. Onshore time is spent either personally or as part of an organized **shore excursion** that highlights sightseeing, shopping and gives the cruise passenger a chance to experience the local culture. Typical excursions include **snorkelling**, **scuba-diving**, horseback riding, golfing and scenic tours.

Related internet sources

Cruise shore excursions: <http://www.portpromotions.com>

Shore trips: <http://www.shoretrips.com>

Cruise reviews: <http://www.cruisereviews.com>

Dagmar Fertl

Open Seating Dining rooms of cruise ships offering open seating have no assigned seats or set times, but are open within a window of time. Depending on the **cruise line's** style and **cruise** itinerary, open seating may be offered at all meals; at breakfast and lunch only with dinner fixed; or at select meals – for example, lunch on a **port** day.

Dorothy M. Chase

Optimal Arousal In the book *Flow: the psychology of optimal experience* by Csikszentmihalyi (1990) the author describes characteristics of what he deemed a flow experience. He has also called the flow experience an optimal experience or optimal arousal. The characteristics of the flow experience or optimal arousal experience include: (i) that the person's skills are matched to the challenge at