



**Unclassified**

# MTPC Air and Sea Approval Portal Frequently asked Questions

How far in advance do I need to submit applications?

*Table 1: Request type and Submission time frames for applications*

Request Type	Submission time frames for applications
<b>International or domestic cruise</b>	Up to 2 years – minimum 30 days in advance
<b>Round Trip Cruise</b>	Up to 2 years – minimum 3 months in advance
<b>Superyachts</b>	Up to 2 years – minimum 10 days in advance
<b>On Board Functions</b>	Minimum 10 business days Visitor list (form B) must be attached to function in the ASAP portal minimum 2 business days ahead of function. Exemptions can be considered for extenuating circumstances.
<b>Embarkation or disembarkation requests</b>	Minimum 10 business days Exemptions can be considered for extenuating circumstances.
<b>En Route Clearances</b>	Up to 2 years – minimum 6 months in advance Exceptions can be considered for extenuating circumstances.

What is the difference between in port, tender and anchored when inputting voyage itinerary?

*Table 2: Vessel status and definitions*

Status	Definition
<b>In port</b>	The vessel is docked at a wharf or port, this includes being docked to undertake day trips and activities.

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Status	Definition
<b>Tendor</b>	The vessel is too big to be docked at a port or wharf, however tender boats are utilised to ferry passengers and cargo to the mainland. This includes on water activities e.g. snorkelling.
<b>Anchored</b>	The vessel has lowered its anchor and is stationary. No passengers or cargo are moving on or off the vessel.

### I have an emergency / unexpected disembarkation – what do I do?

Emergency or high risk disembarkation request can be submitted, even after a routine disembarkation has already occurred.

If you have an emergency disembarkation, please contact the MTPC during AEST business hours by phone 02 6198 7226.

Outside of hours, weekends and public holidays please contact the local ABF officers at the port or the Australian Border Operations Centre - Phone: 02 6275 6413.

You will need to submit the request, including all relevant information via the ASAP portal as soon as practicable. Relevant information will include documentation (e.g. medical documents) to support the request.

### A port the vessel is visiting is not listed – what do I do?

Contact the MTPC Secretariat via email – [mtpc@abf.gov.au](mailto:mtpc@abf.gov.au).

They will be able to add the port into the Air and Sea Approval Portal.

### What do you consider extenuating circumstances?

**Table 3:** *Extenuating circumstances and examples*

Circumstance	Example
<b>Medical</b>	A cruise ship's doctor requests a passenger be disembarked as they require medical attention in hospital.
<b>Security</b>	An on-board security incident involving a passenger has led the cruise ship to contacting local police. The disembarkation request is based on maintaining the safety of other passengers and crew on the vessel.
<b>Major weather event</b>	A cyclone prevents a voyage from continuing, resulting in voyage termination or attendance at a different port.

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Circumstance	Example
<b>Biosecurity</b>	An outbreak of illness or biosecurity concern requires a voyage to be terminated.

### Can I edit my application?

You cannot edit an application once it has been submitted. If you have made an error you will need to cancel your application and resubmit.

You can copy the details from the previous application to a new one, this will allow you to only change the incorrect information.

### I need to cancel or withdraw an application – how much notice do I need to provide?

When you submit an application you can cancel it while it remains in the 'submitted' state. Once the state changes to 'under review' you will need to contact the MTPC Secretariat by email to request the application be withdrawn.

**Table 4:** Request type and cancellation timeframes

Request type	Cancellation timeframe
<b>International or domestic cruise</b>	Minimum 10 business days Exemptions can be considered for extenuating circumstances.
<b>Round Trip Cruise</b>	Minimum 30 days Exemptions can be considered for extenuating circumstances.
<b>Superyachts</b>	Minimum 5 business days Exemptions can be considered for extenuating circumstances.
<b>On Board Functions</b>	Minimum 5 business days Exemptions can be considered for extenuating circumstances.
<b>Embarkation or disembarkation requests</b>	Minimum 5 business days Exemptions can be considered for extenuating circumstances.
<b>En Route Clearances</b>	Minimum 10 business days Exemptions can be considered for extenuating circumstances.

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### I don't know the final number of guests that will be expected at a function on board a cruise vessel, is this okay?

When submitting a request for an on board function you can provide an approximate number of guests if the exact number is not known.

Upon approval, you will receive a form to provide the finalised visitor details two days prior to the function commencing. This form needs to be completed and attached to the function within the ASAP portal two business days prior to the function request date.

This two business days is **not** subject to extenuating circumstances.

### I have found a fault with the portal, how do I get it resolved?

Email the MTPC Secretariat [mtpc@abf.gov.au](mailto:mtpc@abf.gov.au) to advise of any issues. Provide as much detail as you can, if possible screenshots will also aid resolution.

The MTPC Secretariat will be able to escalate the issue for resolution.

### My staff have changed, what do I do?

Companies will likely hold an organisational ASAP account that is managed by an administrator within the company.

The administrator has the ability to add/remove users for their organisation.

If a change to the organisation administrator is required, please email the MTPC Secretariat [mtpc@abf.gov.au](mailto:mtpc@abf.gov.au).

### I have a question that isn't mentioned here

Companies If you have a specific question don't hesitate to email the MTPC Secretariat [mtpc@abf.gov.au](mailto:mtpc@abf.gov.au).

The MTPC Secretariat will be able to answer further questions you may have.