

## Cruise Forth wins Warmest Welcome award

Posted: 2015-03-06



### Forth Ports Cruise partners award success for the Warmest Welcome

6 March 2015

The CruiseForth Welcome Volunteers, a partner organisation of Forth Ports, has won the ‘Warmest Welcome’ award at the prestigious Scottish Thistle Awards.

The award was presented to Ruaraidh Murray and Don Alexander by Stephen Carter of Visit Scotland at a gala dinner in Glasgow’s Crown Plaza hotel last night.

The Scottish Thistle Awards recognise outstanding work in the hospitality and tourism industry. The ‘Warmest Welcome’ accolade is awarded to an organisation **leading the field in delivering extraordinary customer satisfaction and a real Scottish welcome.**

The CruiseForth Welcome Volunteers are always on hand at the Ports of Rosyth and Leith and in Newhaven and South Queensferry to give a friendly welcome and advice to cruise passengers calling on the east coast of Scotland.

The group, all of whom are volunteers, provide local advice on unique ways for cruise passengers to spend their time, with directions to tourist attractions and historical points of interest as well as guidance on taxis, buses and train services.

**Stuart Wallace, Divisional Director for Forth Ports, said:** *“We are absolutely delighted that the efforts of the CruiseForth Welcome Volunteers have been rewarded at the Scottish Thistle Awards. This award is very well deserved and recognises the excellent service that the Volunteers give at each of the ports which welcomes around 80 cruise ships in the River Forth each year. Congratulations to all the team.”*

**Peter Wilson, Project Manager for CruiseForth said** *“We are thrilled to have won this award. Our volunteers take great pride in their communities and want to share their enthusiasm for the area with visitors. We have all worked extremely hard to create a special welcome to cruise passengers who come ashore.”*

**ENDS**

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#### **Notes to editors:**

Forth Ports Cruise Business brings 100,000 passengers into Scotland each year and contributes significantly to the local and national economy. In Scotland, the main locations for liners are the Ports of Leith and Rosyth and anchorage at Hound Point all located in the River Forth. For the 2015 season Forth Ports are developing an additional anchorage point at Newhaven which will bring larger liners even closer to the beautiful capital city of Edinburgh. The historic harbour at Newhaven offers a unique cruise shipping mooring with a short tender ride into the harbour’s local bars, cafes and restaurants as well as the excellent onward connections to the iconic visitor destinations of the Capital which can be reached in around 15 minutes.

Forth Ports also have liners calling at the port of Dundee on the River Tay and in London the Port of Tilbury is an award winning location for liners and manages a busy cruise season all year round.

#### **About Forth Ports:**

- Forth Ports owns and operates eight commercial ports in the UK – Tilbury on the Thames, Dundee on the Firth of Tay and six on the Firth of Forth – Leith, Grangemouth, Rosyth, Methil, Burntisland and Kirkcaldy.
- Within and around the Firths of Forth and Tay, Forth Ports manages and operates an area of 280 square miles of navigable waters, including two specialised marine terminals for oil and gas export and provides other marine services, such as towage and conservancy.
- [www.forthportscruise.com](http://www.forthportscruise.com)
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