

Precision at the Water's Edge



Royal Caribbean's Call Showcases The Ballard Pier's Operational Strength

Celebrity Millennium's first call at The Ballard Pier at the dawn of 25th November, highlighted a rare blend of scale and choreography along the city's coastline. With 2,062 travellers disembarking and 2,096 embarking, the pier demonstrated the operational rhythm it's built for.



An average immigration clearance time of just **25 seconds** kept movement smooth.



A forecourt with **35 coaches** arranged at once ensured that excursions began without delay.



Buggies transported guests comfortably



The '**Incredible India**' counter directed visitors to the city's must-see landmarks,



Behind the scenes, teams handled close to **4,000 bags** in both directions, completing the sortation and scanning process within **2-3 hours** - from cruise exit to terminal, through scanners, and into meticulously organised zones by number and category.

A calming Indian soundscape flowed through the terminal, softening the scale of operations with an atmosphere that felt warm, composed, and unmistakably rooted in place.

Designed to support both intermediate and turnaround calls, The Ballard Pier moved thousands through its spaces with clarity and ease - even at peak flow.

THE DIFFERENCE FROM OUR LAST VISIT TO TODAY IS REMARKABLE — A LEAP OF CHANGE. THE HOSPITALITY HAS BEEN EXCEPTIONAL. WE'RE LOOKING FORWARD TO RETURNING TO THE BALLARD PIER SOON. IT'S ENCOURAGING TO SEE HOW QUICKLY THE CRUISING EXPERIENCE IN MUMBAI, AND IN INDIA OVERALL, IS EVOLVING.

— Captain Pierre Caruana,
Celebrity Millennium

An urban arrival experience designed for clarity, flow, and cultural warmth - The Ballard Pier blends hospitality, next-gen infrastructure, and a deep sense of place.