

CRUISE GATE – USER GUIDE 2025

<https://westfieldhamburg.ctracker.co.uk/cruisegate>

**Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Register](#) [Log in](#)





Cruise Gate Delivery Management System

Westfield Hamburg-Überseequartier considers the health and safety of our employees, contractors, retailers and visitors to our city quarter, and the protection of the environment, to be of paramount importance.

The use of Contractor Tracker forms the basis of Westfield Hamburg-Überseequartier's delivery management system. It assists in minimising and managing risks associated with deliveries undertaken in an operational city quarter.

All companies must register on this system and use it to book deliveries required to be undertaken on site. Your co-operation and full compliance with this online system is appreciated.



CONTRACTOR TRACKER TEAM: +49 152 0930 3912 or rampmanagement@h2k-security.de
Westfield Hamburg-Überseequartier operate: **Monday to Saturday 06.00– 22.00 (excluding bank holidays)**

© Solution Technologies Ltd 2025 : [Terms and Conditions](#) : [Privacy Notice](#)

info@contractortracker.co.uk

CONTRACTOR COMPANY REGISTRATION

- All Cruise Gate Registrations are automatically approved on this system



DE [EN](#) [Register](#) [Log in](#)



COMPANY REGISTRATION

Initial registration to access the Westfield Hamburg-Überseequartier Contractor Tracker DMS is only required once.

Center Name

Company Name

Please enter your registered company name if applicable, otherwise enter your trading name.

Contact Person

Company Email Address

Password

Confirm Password

Office Telephone

Mobile Telephone

Emergency 24hr Contact Telephone

Company Description

COMPANY ADDRESS

Building and Street

Address Line 2 (optional)

Town/City

County (optional)

Postcode

[REGISTER](#)



CONTRACTOR SECTION – CREATE A BOOKING

Warning Information page – this can be updated when required.

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)



Westfield Hamburg-Überseequartier - Contractor Delivery Management System

BOOK DELIVERY - RECIPIENTS

 **Rules and regulations for bus area ZONE D**

Please note that no delivery will be permitted more than 15 minutes prior to the booked time slot and no later than 15 minutes after the start of your booking.

If you require longer booking slots, please email TBC@urw.com with your reference number and the reason why the extension is required. Please note bookings will not be extended to allow contractor parking during works.

No parking is permitted in the entire delivery area.

Please ensure that your driver has the booking confirmation on arrival. This will be your driver's identification should they be stopped by security within the quarter.

Please ensure vehicle and driver information on your booking matches the arriving vehicle and driver. Please provide full name of the driver. Failure to provide this information or updates and changes will result in your delivery being refused access. Drivers may be asked to present some form of identification when entering the service yards.

All persons must wear high visibility clothing when accessing/working in the driveway of the delivery area.

Please note that the entire delivery area is automated. Please ensure your driver reads signs and follows directions to the appropriate loading bay in **ZONE D**.

The entire delivery area is covered by CCTV and all drivers must always adhere to security instructions. Insulting of any team members will not be tolerated.

Do not tailgate as anyone found entering the delivery area unauthorized will be issued a ban. It is also forbidden to let passengers enter/leave the bus anywhere else than the respective loading bay.

Maximum vehicle height: 4,00m

Maximum vehicle width: 2,5m

Maximum vehicle weight: 40t

No speeding; maintain walking speed.

Engine must be switched off while unloading.

Only use marked and designated bays for stopping/unloading.

Do not use mobile phones when driving.

Please pay attention to all signs within the building and especially in ZONE D.

Smoking is prohibited throughout the entire delivery area.

CONTINUE

© Solution Technologies Ltd 2025 : Terms and Conditions : Privacy Notice

info@contractortracker.co.uk

Book Delivery - Contractor

- SELECT THE LOCATION – STEP 1 OF 5



 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)

BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

RECIPIENTS

Westfield Hamburg-Überseequartier

Cruise Gate

Zone D

Cruise Gate Terminal

ADD LOCATION TO LIST

- SELECT THE LOCATION – LOCATION ADDED



 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)

BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

RECIPIENTS

Westfield Hamburg-Überseequartier

Select Type

RECIPIENT INFORMATION SELECTED

Westfield Hamburg-Überseequartier

Cruise Gate: Cruise Gate Terminal

Zone: Zone D • Unit: Cruise Gate

REMOVE LOCATION

CONTINUE

- SELECT VEHICLE DETAILS - BUS AND ADD VEHICLE REGISTRATION NUMBER – STEP 2 OF 5

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)



BOOK DELIVERY - VEHICLE DETAILS (STEP 2 OF 5)

Please supply details of the vehicle that will be making the delivery. You must supply a valid vehicle registration number for your booking to be accepted.

VEHICLE DETAILS

☒ Vehicle Search
Bus

Vehicle Registration Number

CONTINUE

- SELECT A DATE – MAKE A ONE-OFF DELIVERY - STEP 3 OF 5

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)



BOOK DELIVERY - SELECT DATE (STEP 3 OF 5)

Please select whether this is a one-off delivery:

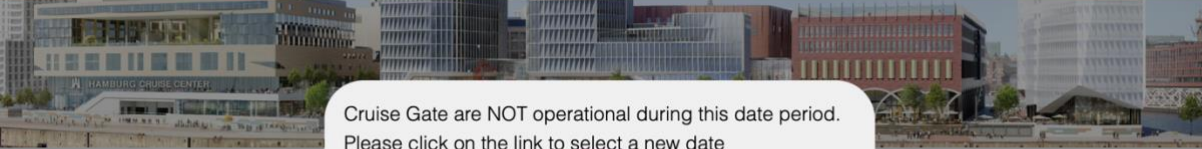
ONE-OFF DELIVERY

CONFIRM

- SELECT A TIME AND BAY - IF A DATE IS SELECTED WHEN CRUISE GATE ARE NOT OPERATIONAL A PROMPT WILL BE SHOWN TO CHANGE THE DATE SELECTION – STEP 3 OF 5

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE EN Log out



Cruise Gate are NOT operational during this date period.
Please click on the link to select a new date

Close

BOOK DELIVERY - SELECT TIME AND BAY

Please select a time and bay for your delivery to **Westfield Hamburg-Überseequartier** on **31st Mar 2025**. If you need to change the date [click here to return to the previous page](#).
You may book separate deliveries up to 2 Hours hours long.

< Previous Hour

31ST MAR 2025
1ST APR 2025

Next Hour >

Bay	9:00 pm	10:00 pm	11:00 pm	12:00 am	1:00 am	2:00 am	3:00 am	4:00 am
D17								
D18								
D19								
D20								
D21								
D22								
D23								
D24								
D25								
D26								
D27								
D28								

- SELECT TIME AND BAY - BOOK A 'SINGLE' 30 MINUTE SLOT – STEP 4 OF 5



BOOK DELIVERY - SELECT TIME AND BAY (STEP 4 OF 5)

Please select a time and bay for your delivery to **Westfield Hamburg-Überseequartier** on **17th Apr 2025**. If you need to change the date [click here to return to the previous page](#).

You may book deliveries up to 30 Minutes long.

< Previous Hour

17TH APR 2025

Next Hour >

Bay	6:00 am	7:00 am	8:00 am	9:00 am	10:00 am	11:00 am	12:00 pm	1:00 pm
D17								
D18								
D19								
D20								
D21								
D22								
D23								
D24								
D25								
D26								
D27								
D28								

YOUR SELECTION

Date: **17th Apr 2025**

Time: **09:00:00**

Duration: **30 minutes**

Bay: **D17**

When you click Continue your Bay and Time selection will be held for 10 minutes..

CONTINUE

- SELECT TIME AND BAY - BOOK 'MULTIPLE' 15 MINUTE SLOTS WITHIN A SINGLE BOOKING



BOOK DELIVERY - SELECT TIME AND BAY (STEP 4 OF 5)

Please select a time and bay for your delivery to **Westfield Hamburg-Überseequartier** on **9th Apr 2025**. If you need to change the date [click here to return to the previous page](#).

You may book separate deliveries up to 2 Hours hours long.

< Previous Hour

9TH APR 2025

Next Hour >

Bay	6:00 am	7:00 am	8:00 am	9:00 am	10:00 am	11:00 am	12:00 pm	1:00 pm
D17								
D18								
D19								
D20								
D21								
D22								
D23								
D24								
D25								
D26								
D27								
D28								

YOUR SELECTION

Date: 9th Apr 2025	Time: 06:15:00	Duration: 15 minutes	Bay: D18
Date: 9th Apr 2025	Time: 08:00:00	Duration: 15 minutes	Bay: D18
Date: 9th Apr 2025	Time: 10:00:00	Duration: 15 minutes	Bay: D18
Date: 9th Apr 2025	Time: 12:45:00	Duration: 15 minutes	Bay: D18

When you click Continue your Bay and Time selection will be held for 10 minutes..

CONTINUE

- SELECT ADDITIONAL INFORMATION - COMPLETE TO FINISH THE BOOKING – STEP 5 OF 5

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)



BOOK DELIVERY - ADDITIONAL INFORMATION (STEP 5 OF 5)

Your Bay and Time selection will be held until 9:09 pm, please complete the additional information below before that time.

DRIVER AND PASSENGER DETAILS

Please enter the details of the driver who will be making the delivery and, if applicable, the names of any passengers.



CONTACT DETAILS

Please enter details of the person we may contact regarding this delivery, if needed.

ZONE RULES

Please download and read the following Zone Rules documents.

Cruise Gate Zone Rules 

☐ **By ticking this box, you are confirming that any persons or agents working on behalf of your company will adhere to the Zone Rules. Failure to adhere to these Zone Rules could result in your company being permanently excluded from the Centre.**

BOOK DELIVERY

- FINAL - BOOKING CONFIRMATION PAGE

 **Contractor Tracker** - A Compliant Approach to Delivery Management

DE [EN](#) [Log out](#)



BOOK DELIVERY - CONFIRMATION

✓ Your delivery has now been confirmed. We have sent you an email with the booking details. Thank you.

Reference WHU-A5C867D1	Date and Time 9th Apr 2025 6:15 am	Zone and Bay Westfield Hamburg- Überseequartier Zone D Bay: D18	Recipients Cruise Gate Terminal
----------------------------------	--	---	---

VIEW DELIVERY DETAILS **BOOK ANOTHER DELIVERY** **RETURN TO HOME PAGE**