ASTRALINE
MARITIME

COMPANY PROFILE & SERVICES CATALOGUE · 2026

Your trusted agent in every UAE port call.

Ship agency · Husbandry services · Customs clearance · Yard management · Project cargo · Freight forwarding · Transportation

20+ yrs	4,000+	150M+ t	24/7
SHIPPING EXPERTISE	VESSELS HANDLED	BULK & GENERAL CARGO	OPERATIONS DESK

Julphar Towers · RAK · UAE

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WELCOME

Welcome aboard

Thank you for taking the time to get to know Astraline Maritime.

We are a Ras Al Khaimah-based ship agency and marine logistics company, built by people who have spent more than twenty years working in UAE ports. Over that time our team has handled over 4,000 vessels and 150 million tons of bulk and general cargo.

We know that a port call is measured in hours and dollars. Our job is to make every one of those hours count — documents filed before the vessel arrives, suppliers on the quay when they are needed, crew moved on time, cargo released without delay, and a disbursement account you can read line by line.

This catalogue sets out what we do and how we do it. If you have a vessel, a cargo or a crew heading to the UAE, our operations desk is open 24 hours a day.

The Astraline Maritime team
Ras Al Khaimah, United Arab Emirates

CONTENTS

01	About us	03
02	Mission, vision & values	04
03	Services at a glance	05
04	Ship agency	06
05	Customs clearance	07
06	Husbandry services	08
07	Crew change	09
08	Vessel supplies & technical support	10
09	Yard management	11
10	Project cargo handling	12
11	Freight forwarding & transportation	13
12	Port coverage	14
13	How we work	15
14	Vessels, cargo & why Astraline	16
15	Contact	17



WHO WE ARE

A Ras Al Khaimah agency with two decades of UAE port experience

Astraline Maritime is a ship agency and marine logistics company headquartered in **Ras Al Khaimah, United Arab Emirates**. We act as the owner's, operator's and charterer's representative ashore — taking care of the vessel, its crew and its cargo from appointment to sailing.

Our team brings **more than 20 years of hands-on experience** in the UAE shipping industry. Together we have handled **over 4,000 vessels** and **150 million tons of bulk and general cargo**, working daily with port authorities, customs, immigration, terminals and suppliers.

Agency, husbandry, customs, yard management, project cargo, forwarding and trucking sit under one roof — so you deal with one accountable team, reachable 24 hours a day.



20+
Years of team expertise in shipping

4,000+
Vessels handled

150M+
Tons of bulk & general cargo

24/7
Operations desk, 365 days

Local knowledge
Deep working relationships with RAK and UAE port, customs and immigration authorities.

One point of contact
A dedicated operator for every call — no hand-offs between departments.

Transparent costs
Competitive PDAs before arrival and itemised final DAs after sailing.

Always available
Round-the-clock operations desk and boarding agents on call.

WHAT DRIVES US

Mission, vision & values

Behind every service in this catalogue is a simple promise: we treat your vessel, your crew and your cargo as if they were our own.

Our mission

To give owners, operators, charterers and cargo interests a single, dependable partner in UAE ports — delivering fast turnarounds, compliant operations and transparent costs on every call.

Our vision

To be the most trusted ship agency and marine logistics partner in Ras Al Khaimah and the Northern Emirates, known for local expertise and service that never sleeps.

OUR VALUES

Reliability

We do what we say, when we say it — every call, every shift.

Transparency

Clear PDAs, itemised final DAs and honest updates, good news or bad.

Responsiveness

A 24/7 desk and boarding agents on call, because ships don't keep office hours.

Safety

Safe working on board, on the quay and on the road comes before speed.

Integrity

Ethical dealings with principals, authorities and suppliers alike.

Partnership

We think as an extension of your team, not as a vendor.

OUR COMMITMENTS

- **Health, safety & environment** — safe work practices for our people, crews and contractors, and care for the marine environment.
- **Regulatory compliance** — operations aligned with IMO conventions, the ISPS Code, MLC 2006 and UAE port and customs regulations.
- **Confidentiality** — commercial, cargo and crew information handled with discretion.
- **Financial control** — principals' funds accounted for in full, with supporting vouchers for every disbursement.

SERVICES AT A GLANCE

One agent for the ship, the cargo and the shore

Each service can be booked on its own or combined into a single appointment — one operator, one point of contact, one account.

Ship agency
Marine agency and cargo agency for all vessel types — port entry to sailing.
PAGE 06

Customs clearance
Import, export, transit and ship-spares declarations with UAE customs.
PAGE 07

Husbandry services
Owners' matters: cash to master, surveys, certificates and supplies.
PAGE 08

Crew change
Seaman visas, hotels, shore passes, transport and medical assistance.
PAGE 09

Supplies & technical
Bunkers, fresh water, provisions, stores, spares, divers and supply boats.
PAGE 10

Yard management
Stockpile planning, receipt, tally, storage and dispatch to berth.
PAGE 11

Project cargo handling
Heavy-lift and out-of-gauge cargo from vessel hook to final position.
PAGE 12

Freight forwarding & transport
Sea, air and land freight with trucking across the UAE and GCC.
PAGE 13

24/7 operations desk
Every service is backed by a Ras Al Khaimah operations desk that answers around the clock, 365 days a year — by phone, WhatsApp or email.



ASTRALINE MARITIME

04

CORE SERVICE

Ship agency

As your appointed agent we represent the owner, operator or charterer ashore — protecting your interests, keeping authorities and service providers aligned, and keeping port time and costs to a minimum.

Marine agency

- Pre-arrival notifications and port entry formalities
- Berth booking, pilotage, towage and mooring orders
- Liaison with harbour master, port control and coast guard
- Immigration, port health and ISPS security formalities
- Boarding agent attendance on arrival and departure
- Notice of readiness, statement of facts and time sheets
- Port clearance and sailing permission
- Proforma and final disbursement accounts

Cargo agency

- Representation of shippers and receivers
- Bills of lading, manifests and delivery orders
- Coordination with stevedores and terminal operators
- Draft survey and cargo survey arrangements
- Loading and discharge progress reports
- Cargo documentation and release

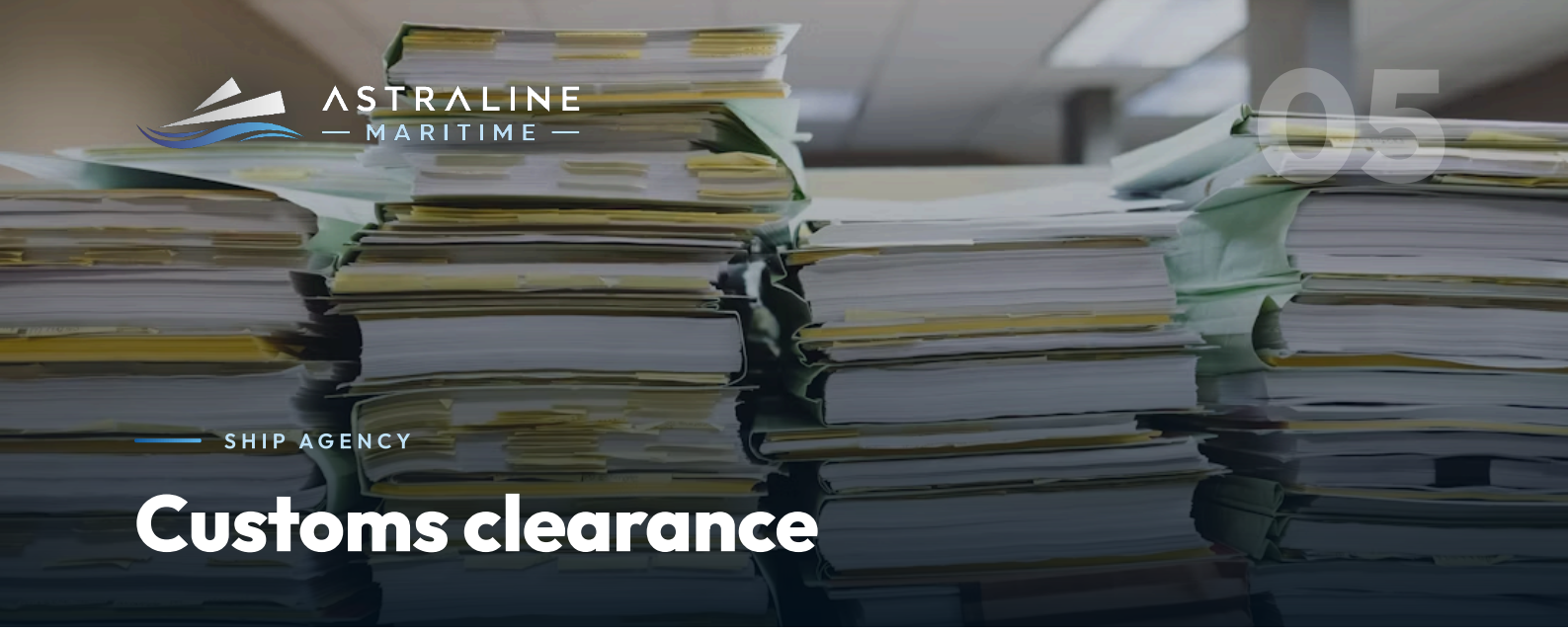
What you receive

- Pre-arrival and berthing prospects
- Daily / shift-wise operations reports
- Sailing report with full SOF
- Itemised final DA with vouchers

Appointing us for a call?

Send vessel name, port, ETA and cargo — we reply with a PDA.

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ASTRALINE MARITIME

05

SHIP AGENCY

Customs clearance

Our in-house clearance team prepares, submits and follows every declaration with UAE customs — so cargo, ship spares and stores move without avoidable delays, inspections or penalties.

Clearance services

- Import and export declarations
- Transit and re-export declarations
- Ship spares and stores in transit to vessels
- Bonded and temporary admission cargo
- HS code classification and duty assessment
- Permits for restricted and controlled goods
- Customs inspection attendance
- Delivery order and gate pass collection

Why it matters

Errors in a declaration are the most common cause of cargo held at the port. Every file is checked against current requirements before it is submitted — and followed until release.

Documents we usually need

- Commercial invoice
- Packing list
- Bill of lading or air waybill
- Certificate of origin
- Delivery order
- Importer / exporter code and trade licence copy
- Permits or approvals for regulated goods

Not sure what applies?

Send us your invoice and B/L — we'll tell you exactly what is required before the cargo arrives.

Cargo arriving soon?

Send the invoice and B/L — we confirm requirements and costs in advance.

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OWNERS' MATTERS

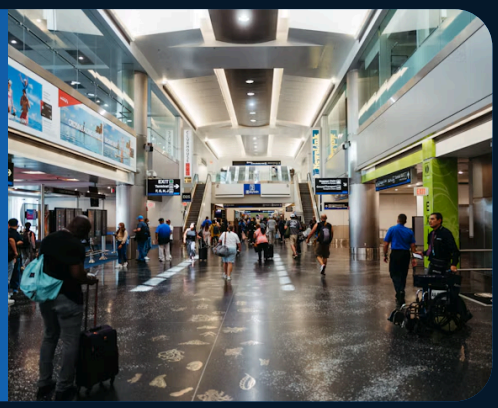
Husbandry services

Everything the vessel and crew need while in UAE waters — whether the ship calls for cargo operations or only for crew, supplies or repairs.

Crew change

Sign-on and sign-off handled end to end, from visa approval to the gangway.

- Seaman visa
- Hotel bookings
- Shore passes
- Transportation
- Medical assistance



Cash to master
Secure delivery of funds on board.

Bunker / condition survey
Independent surveyors arranged and attended.

Towage approval certificate
Applications filed and followed to issue.

Ship sanitation exemption cert.
SSCEC inspection and issuance coordinated.

Supply of bunker fuels
Marine fuels sourced and delivered on schedule.

Supply of fresh water
Potable water by barge or alongside.

Supply of provisions
Fresh, frozen and dry provisions.

Supply of ship stores
Deck, engine and cabin stores.

Spares clearance
Owners' spares cleared and delivered on board.

Local workshops & contractors
Guidance to vetted repairers and service firms.

Diving company requirements
Hull inspection, cleaning and underwater works.

Supply boat services
Launches for crew, stores and anchorage calls.



ASTRALINE MARITIME

07

HUSBANDRY

Crew change

Sign-on and sign-off handled end to end — from the visa application to the moment the seafarer steps on board or boards the flight home. One coordinator follows every crew member through each step.

HOW A CREW CHANGE RUNS

1. **Crew details received**
   Crew list, passports, CDCs, flight details and the vessel's ETA and port.
2. **Seaman visa processing**
   UAE visa applications submitted and followed until approval.
3. **Hotel & transport booked**
   Accommodation near the port and airport, with meet-and-assist.
4. **Shore passes & immigration**
   Sign-on / sign-off formalities completed with port immigration.
5. **Transfer to vessel or airport**
   Door-to-gangway or gangway-to-airport, by road or launch.
6. **Confirmation to principal**
   Status updates at every step, closed with a crew change report.

Documents we need

- Passport copies (valid at least 6 months)
- Seaman's book / CDC
- Crew list and vessel particulars
- Letter of guarantee from owner / manager
- Flight itinerary for joining or leaving crew

Medical assistance

Doctor and hospital visits, dental care, medicines, fit-to-work assessments and repatriation of sick or injured crew — arranged at any hour.

Clinics · Hospitals · Dental · Repatriation

Planning a crew change in the UAE?

Send crew list, passports and flight details — we start the visa the same day.

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HUSBANDRY

Vessel supplies & technical support

Whether your vessel is alongside or at anchor, we bring what it needs to it — and arrange the people to inspect, certify or repair it.

Fuel & water

- **Supply of bunker fuels** — marine fuels sourced and delivered by barge or truck, with bunker survey on request.
- **Supply of fresh water** — potable water delivered alongside or at anchorage.

Provisions, stores & spares

- **Supply of provisions** — fresh, frozen and dry provisions.
- **Supply of ship stores** — deck, engine, cabin and safety stores.
- **Spares clearance** — owners' spares received by air or sea, cleared through customs and delivered on board.

Owners' matters

- **Cash to master** — funds delivered on board against the master's receipt.

Surveys & certificates

- **Bunker survey** — independent quantity survey before and after delivery.
- **Condition survey** — on-hire, off-hire and condition surveys arranged and attended.
- **Towage approval certificate** — applications filed and followed to issue.
- **Ship sanitation exemption certificate** — SSCEC inspection and issue coordinated with port health.

Technical support

- **Local workshops & contractors** — guidance to vetted repairers, machinists and service engineers.
- **Diving company requirements** — hull inspections, propeller polishing, cleaning and underwater works.
- **Supply boat services** — launches for crew, stores, spares and officials at anchorage.





ASTRALINE MARITIME

09

CORE SERVICE

Yard management

Cargo that is ready when the ship is ready saves berth time and demurrage. We plan and control cargo in the port yard — from the first truck in to the last grab out — with daily visibility for shippers and receivers.

FROM GATE TO BERTH

1. **Yard planning**
   Stockpile and storage areas planned by cargo, grade and vessel.
2. **Receipt & tally**
   Inbound trucks checked, weighed, tallied and recorded.
3. **Storage & segregation**
   Cargo stacked and segregated safely by grade and owner.
4. **Stock control**
   Daily stock figures reconciled and reported.
5. **Load-out to vessel**
   Truck shuttles scheduled to keep loading continuous.

What we manage

- ✓ Yard and stockpile layout
- ✓ Truck scheduling and gate coordination
- ✓ Weighbridge and tally records
- ✓ Coordination with terminal operators
- ✓ Housekeeping and safe yard practices

Typical yard cargo

Aggregates · Limestone · Gypsum · Clinker · Cement · Steel · Project laydown

Storing cargo ahead of a vessel?
Tell us the cargo, tonnage and loading window — we plan the yard around it.

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LOGISTICS

Project cargo handling

Heavy, oversized and high-value cargo leaves no margin for error. We plan every move in advance and supervise it on the ground — from the vessel's hook to the final position on site.

PROJECT WORKFLOW

1. **Assessment & route survey**
   Cargo dimensions, weights and the route from berth to site reviewed.
2. **Lift & stowage planning**
   Lifting method, cranes, rigging and stowage agreed in advance.
3. **Permits & approvals**
   Port, road and escort permits obtained ahead of arrival.
4. **Discharge or loading**
   Stevedoring supervised with lashing and securing checks.
5. **Transport to site**
   Low-bed and modular trailer moves with escorts where required.
6. **Delivery & close-out**
   Delivery confirmed with photographs and a full project report.

Typical project cargo

- Transformers
- Heavy machinery
- Steel structures
- Plant modules
- Vessels & boats
- Generators
- Pipes & tanks

Our role on the project

- ✓ Single point of contact for port and road
- ✓ Coordination of cranes, stevedores and surveyors
- ✓ Customs clearance of project materials
- ✓ Temporary laydown in the port yard
- ✓ Photo-documented progress reports

Have a project shipment coming?

Share drawings, weights and dimensions — we plan the move from berth to site.

info@astralinemaritime.ae



ASTRALINE MARITIME

11

LOGISTICS

Freight forwarding & transportation

Moving cargo to or from the UAE on a single file — bookings, documents, customs and trucking handled by one team, so nothing falls between providers.

Freight forwarding

- **Sea freight** — FCL, LCL and break-bulk
- **Air freight** — urgent cargo and ship spares
- **Land freight** — across the UAE and GCC
- Import, export, transit and re-export
- Documentation, B/L and certificates
- Customs brokerage in-house
- Door-to-door and port-to-door delivery
- Cargo insurance on request

Road coverage

All seven emirates · Oman · Saudi Arabia · Qatar · Bahrain · Kuwait

Transportation

- Flatbed and trailer trucks
- Low-beds for heavy and oversized units
- Tippers for bulk aggregates
- Port–yard–factory shuttles
- UAE and GCC cross-border moves

One file, one invoice

Forwarding, customs and trucking under one job number — with one contact who knows where your cargo is.

Need a freight or trucking quote?

Send origin, destination, cargo and dimensions.

info@astralinemaritime.ae

PORT COVERAGE

Based in Ras Al Khaimah. Working across the UAE.

Our home base sits beside one of the Gulf's busiest bulk export hubs. From here we attend vessels in RAK and coordinate calls at ports across all seven emirates.

HOME BASE

Ras Al Khaimah

- Saqr Port
- RAK Port
- Al Jazeera Port
- RAK anchorages & offshore

Specialists in dry bulk — aggregates, limestone, clinker, cement and gypsum — plus general and project cargo.

ACROSS THE UAE

Fujairah	Khor Fakkan	Dibba
Jebel Ali	Port Rashid	Hamriyah
Port Khalid	Ajman	Umm Al Quwain
Khalifa Port	Mina Zayed	Ruwais

Why Ras Al Khaimah

- A major regional hub for bulk construction materials
- Quick access to the Arabian Gulf and Gulf of Oman
- Road links to every emirate and the GCC
- Our team on the ground, minutes from the berth

Calling elsewhere in the UAE?

One appointment with Astraline covers your call anywhere in the country — the same desk, the same reporting and the same single point of contact.



HOW WE WORK

From appointment to final DA

A clear, repeatable process means fewer surprises — for you, for the master and for the authorities.

1. **Enquiry & proforma DA**
   You send the call details. We reply with a proforma disbursement account covering port dues, pilotage, towage, agency fee and expected costs.
2. **Appointment & funding**
   On appointment we confirm the operator handling your call and the funding required before arrival.
3. **Pre-arrival**
   Port, customs, immigration and health filings submitted. Berthing prospects, crew and supply arrangements confirmed with the master.
4. **In port**
   Boarding agent attends; cargo, crew, supplies and surveys run to one plan, with regular progress reports.
5. **Sailing**
   Port clearance obtained, cargo documents signed and a sailing report with full statement of facts issued.
6. **Final DA**
   Itemised final disbursement account with supporting vouchers, and balance settled or refunded.

To get a PDA, send us

- Vessel name and IMO number
- Port and ETA
- GRT / NRT, LOA and draft
- Cargo type and quantity
- Loading or discharging
- Any crew change or supply needs

Reports you receive

- Pre-arrival and berthing prospects
- Arrival and berthing report
- Daily / shift operations reports
- Sailing report and SOF
- Final DA with vouchers

Request a PDA today
Most proforma DAs are returned within the hour — 24/7.

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WHO WE SERVE

Vessels, cargo & why Astraline

Vessel types

- Bulk carriers
- General cargo
- Tankers
- Heavy-lift
- Offshore & supply
- Container
- Tugs & barges

Cargo we handle

- Aggregates
- Limestone
- Clinker
- Cement
- Gypsum
- Steel
- Break-bulk
- Project cargo

Our clients

Ship owners and operators · Charterers · Ship managers · Shippers and receivers · Traders · EPC and project contractors · Manufacturers and quarries

WHY ASTRALINE

Two decades in UAE shipping
A team that knows the ports, the authorities and the people.

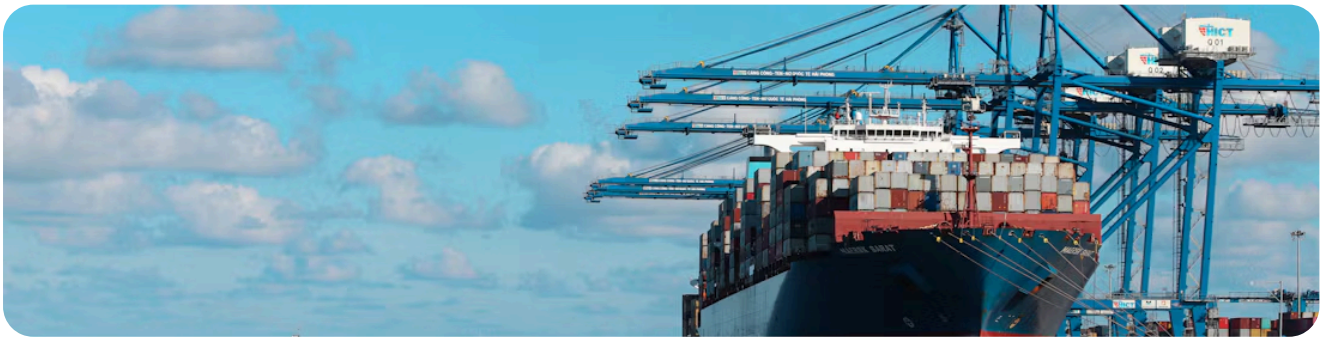
Proven at scale
4,000+ vessels and 150 million tons of bulk and general cargo handled.

Everything under one roof
Agency, husbandry, customs, yard, forwarding and trucking — no hand-offs.

Transparent costs
Competitive PDAs and itemised final DAs with vouchers.

On the ground in RAK
Boarding agents minutes from the berth, day and night.

Always reachable
24/7 by phone, WhatsApp and email — 365 days a year.





ASTRALINE
— MARITIME —

Calling a UAE port? Let's talk.

Send your vessel's name, port, ETA and cargo. Our operations desk will reply with a proforma disbursement account — usually within the hour.

OFFICE LANDLINE
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Ship agency · Husbandry · Customs clearance · Yard management
Project cargo · Freight forwarding · Transportation

Operations desk open 24 hours · 365 days