

# Autocancellation of unused space

In the interest of enhancing the quality and service levels for all our customers, we are updating procedures to improve the monitoring and control of unused space of our car decks across the network.

As of 11 January 2023, block bookings and additional bookings not confirmed in due time will be automatically removed to allow for additional business waiting to be accommodated on the vessel.

In order to keep your booking, it needs to be confirmed via the relevant reservations office or one of our online booking channels

- E-connect
- Freight Portal
- Freight Planner app

To confirm your booking, you must enter at least one of the following details:

- Vehicle registration number
- Trailer registration number
- Customer reference number

## Deadlines for confirmation

Each route has its own deadline for confirming bookings.

| Route                           | Week Day | Sailing Time<br>local time | Auto cancellation time<br>CET |
|---------------------------------|----------|----------------------------|-------------------------------|
| Hoek Van Holland - Killingholme | Mon-Fri  | 20:30                      | 15:00                         |
|                                 | Sun      | 20:00                      | 15:00                         |
| Killingholme - Hoek Van Holland | Mon-Fri  | 20:30                      | 15:00                         |
|                                 | Sun      | 20:00                      | 15:00                         |

Please note times may be subject to change

Please [visit our website](#) for additional information and contact information.