

NO SHOW Charges 2023



Route	No shows Per unit			Late Handling Cut-off Times hrs
	EUR	GBP	SEK	
Hoek van Holland-Harwich v.v.	200	175	2,000	4
Hoek van Holland-Killingholme v.v.	250	219	2,500	4
Rotterdam-Harwich v.v.	200	175	2,000	4
Rotterdam-Immingham v.v.	250	219	2,500	4
Belfast-Cairnryan v.v.	99	85	995	1
Belfast-Heysham v.v.	135	115	1,346	3
Belfast-Liverpool v.v.	164	140	1,638	3
Dublin-Holyhead v.v.	135	115	1,346	1
Rosslare Fishguard v.v.	111	95	1,112	2
Rosslare-Cherbourg v.v.	328	280	3,276	12
Karlskrona-Gdynia v.v.	190	162	1,900	6
Gothenburg-Frederikshavn v.v.	150	128	1,500	2
Halmstad-Grenaa v.v.	150	128	1,500	2
Nynäshamn-Hanko v.v.	100	88	1,000	2
Gothenburg-Kiel v.v.	210	179	2,100	3
Trelleborg-Rostock v.v.	120	103	1,200	2
Nynäshamn-Ventspils v.v.	200	175	2,000	4
Travemünde-Liepaja v.v.	200	175	2,000	4

No Shows will be measured separately per individual customer account number for each route on a monthly basis. Even though there is a potential charge to be imposed, our ambition is to minimise the number of invoices, and instead continuously work on reducing No Shows, monitor exceptions and also allow some flexibility when a driver communicates in time with our customer service team, via app or online services in case of traffic disruptions. There will be a threshold of 3% for No Shows, whereby no charge will occur. However, if the number of No Shows exceeds the threshold, there will be a charge from the very first unit.

Definition:

- No Shows are confirmed bookings (including block bookings) that are not used.

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For further information about prices and bookings or enquiries, please contact one of our Customer Service Teams. Find contact details, by clicking [here](#).