

# 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

View deadlines for confirmation on the next page.

## Deadlines for confirmation

Each route has its own deadline for confirming bookings.

Route	Week Day	Sailing Time	Auto cancellation time
Gothenburg - Frederikshavn	Monday	07:30 09:10	13:00 Previous Friday 13:00 Previous Friday
	Tue-Fri	09:10	13:00 Previous day
	Mon-Fri	15:45 18:20 23:55	13:00 13:00 13:00
	Sat-Sun	All day	13:00 Previous Friday
Frederikshavn - Gothenburg	Mon-Fri	11:35 13:50	2 hours and 15 minutes before departure 2 hours and 15 minutes before departure
	Mon-Fri	19:45 22:35	13:00 13:00
	Tue-Sat	03:45 04:05 08:00	13:00 Previous day 13:00 Previous day 13:00 Previous day
	Sat-Sun	All day	13:00 Previous Friday

Please note times may be subject to change

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