

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
Halmstad - Grenå	Monday	07:40	11:00 Previous Friday
	Tue-Fri	07:40 08:00	11:00 Previous day 11:00 Previous day
	Mon-Fri	20:00	11:00
	Sat-Sun	All day	11:00 Previous Friday
Grenå - Halmstad	Monday	01:35	11:00 Previous Friday
	Tue-Fri	01:35	11:00 Previous day
	Mon-Fri	14:10	11:00
	Sat-Sun	All day	11:00 Previous Friday

Please note times may be subject to change

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