

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.

Nynäshamn - Ventpils							
Sailing Time	AUTO CANCELLATION TIMES						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00	12:00 Previous Friday						
10:00		12:00 Previous day	12:00 Previous day	12:00 Previous day			
11:00							13:00 Previous Friday
20:00					09:00		
21:30	09:00	09:00	09:00	09:00		13:00 Previous Friday	
23:00					09:00		

Ventpils - Nynäshamn							
Sailing Time	AUTO CANCELLATION TIMES						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00						10:00 Previous Friday	
10:00		12:00 Previous day	12:00 Previous day	12:00 Previous day			
12:00					12:00 Previous day		
19:30							14:00 Previous Friday
22:00						10:00 Previous Friday	
23:59	10:00	10:00	10:00	10:00			14:00 Previous Friday

Please note times may be subject to change

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