

NO SHOW Charges 2024



Route	No shows Per unit			Late Handling Cut-off times hrs
	EUR	GBP	SEK	
Hoek van Holland-Harwich v.v.	208	179	2,288	4
Hoek van Holland-Killingholme v.v.	260	224	2,860	4
Rotterdam-Harwich v.v.	208	179	2,288	4
Rotterdam-Immingham v.v.	260	224	2,860	4
Belfast-Cairnryan v.v.	103	89	1,138	1
Belfast-Heysham v.v.	140	121	1,539	3
Belfast-Liverpool v.v.	170	147	1,874	3
Dublin-Holyhead v.v.	140	121	1,544	1
Dublin-Liverpool v.v.	170	147	1,874	1
Rosslare Fishguard v.v.	115	100	1,270	2
Rosslare-Cherbourg v.v.	341	294	3,752	12
Karlskrona-Gdynia v.v.	198	170	2,174	6
Göteborg-Frederikshavn v.v.	156	134	1,716	2
Halmstad-Grenaa v.v.	156	134	1,716	2
Göteborg-Kiel v.v.	218	188	2,402	3
Trelleborg-Rostock v.v.	125	108	1,373	2
Nynäshamn-Ventspils v.v.	208	179	2,288	4
Travemünde-Liepāja v.v.	208	179	2,288	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](#).