

NO SHOW CHARGES 2025

Route	No shows Per unit			Late Handling Cut-off times hrs
	EUR	GBP	SEK	
Hoek van Holland-Harwich v.v.	216	185	2,380	4
Hoek van Holland-Killingholme v.v.	270	231	2,974	4
Rotterdam-Harwich v.v.	216	185	2,380	4
Rotterdam-Immingham v.v.	270	231	2,974	4
Belfast-Cairnryan v.v.	108	92	1,183	1
Belfast-Heysham v.v.	146	124	1,601	3
Belfast-Liverpool v.v.	177	151	1,949	3
Dublin-Liverpool v.v.	177	151	1,949	1
Dublin-Holyhead v.v.	146	125	1,601	1
Rosslare Fishguard v.v.	120	103	1,321	2
Rosslare-Cherbourg v.v.	355	303	3,902	12
Karlskrona-Gdynia v.v.	206	176	2,261	6
Gothenburg-Frederikshavn v.v.	162	139	1,785	2
Halmstad-Grenaa v.v.	162	139	1,785	2
Gothenburg-Kiel v.v.	227	194	2,498	3
Trelleborg-Rostock v.v.	130	111	1,428	2
Nynäshamn-Ventspils v.v.	216	185	2,380	4
Travemünde-Liepaja v.v.	216	185	2,380	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](#).