

No Show & Late Handling

As from 1 January 2020, Stena Line invoices the amounts stated below in case of No Shows or Late Handlings. This step is taken in order to increase efficiency and utilisation of our ships and ensure the maximum space is available for our customers:

- EUR 50.00/unit
- GBP 43.50/unit
- SEK 513.00/unit

No Shows and Late Handlings will be measured separately per individual customer account number for the entire route network 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 and Late Handlings, 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.

Definitions:

No Shows are confirmed bookings (including block bookings) on a departure that are not used or cancelled by the time the intended sailing's closing time.

Late Handlings are confirmed bookings (including block bookings) on departures that are cancelled/transferred within two hours before the scheduled sailing time.