

# FREIGHT FACTS

2021





This 2021 edition of Freight Facts includes all the information you need about our route network, range of services and our contact information.



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**Front cover image**  
Stena Estrid and Stena Edda entered service on the Irish Sea in 2020. The third vessel, Stena Embla is expected to go into service on the Belfast-Liverpool route in early 2021.

# Making it easy for our customers to do business!

This is what it is all about; making it easy for our customers to do business. Therefore this is where our focus lies, whether we are talking about our network of routes, the locations we tie together or how our digital tools and solutions add value to the seamless experience we wish our customers to have.

Nothing is done in one go. We have a clear goal that it should be just as easy to book and interact with us, no matter whether your shipment is for an unaccompanied trailer coming from an inland intermodal location or a driver-accompanied unit being transported from one port quay to another.

we still believe that we are in a people business. Therefore our local and dedicated sales and customer service teams will continue to be the very foundation of serving our customers and understanding the needs of the local markets.

Same tools, same process and same experience.

Throughout the ferry crossing and through easy terminal check-in and check-out, you are able to track the freight unit; where it is and when you can expect it to be available on the other side. Especially valuable for unaccompanied flows but ideal for all units to allow for better planning to reduce waste in the total supply chain. All information delivered to you through our Freight Portal or mobile apps.

Obviously our routes and how we operate them with regards to capacities, tonnage and timetables form the very fundamental yet very important base of our offers, and we constantly strive to adapt to changing market conditions and demand fluctuations to ensure we are relevant even from that aspect. Our vision connecting Europe for a Sustainable Future remains and forms the foundation in everything we do, as we need a sustainable future in many aspects for all of us.

In the ever-growing flora of digital solutions,

Thank you for your support and cooperation.

## GROUP FREIGHT

**Jacob Koch-Nielsen**

*Group Head of Freight*

[jacob.koch-nielsen@stenaline.com](mailto:jacob.koch-nielsen@stenaline.com)

**Fredrik Johansson**

*Shipping Logistics Sales & Business Development Manager*

[fredrik.johansson@stenaline.com](mailto:fredrik.johansson@stenaline.com)

**Marek Kiersnowski**

*Trade Director Baltic Sea South*

[marek.kiersnowski@stenaline.com](mailto:marek.kiersnowski@stenaline.com)

**Rob Mittelmeijer**

*Freight Commercial Manager North Sea*

[rob.mittelmeijer@stenaline.com](mailto:rob.mittelmeijer@stenaline.com)

**Anna Breen**

*Freight Commercial Manager Irish Sea*

[anna.breen@stenaline.com](mailto:anna.breen@stenaline.com)

**Dan Röding**

*Freight Commercial Manager Scandinavia*

[dan.rodning@stenaline.com](mailto:dan.rodning@stenaline.com)

**Katrin Verner**

*Freight Commercial Manager Central Europe*

[katrin.verner@stenaline.com](mailto:katrin.verner@stenaline.com)

**Oskars Osis**

*Freight Commercial Manager Baltic Sea North*

[oskars.osis@stenaline.com](mailto:oskars.osis@stenaline.com)

# The Stena Sphere

The Stena Sphere consists of the Sten A. Olsson family's three wholly-owned parent companies, Stena AB, Stena Sessan AB and Stena Metall AB, and wholly- and partly-owned subsidiaries of these companies.

The Stena Sphere is one of Sweden's largest family-owned groups of companies and operates in the following business areas: Ferry operations, Offshore drilling, Shipping, Property, New business, Finance/Other and Recycling, environmental service and trading.

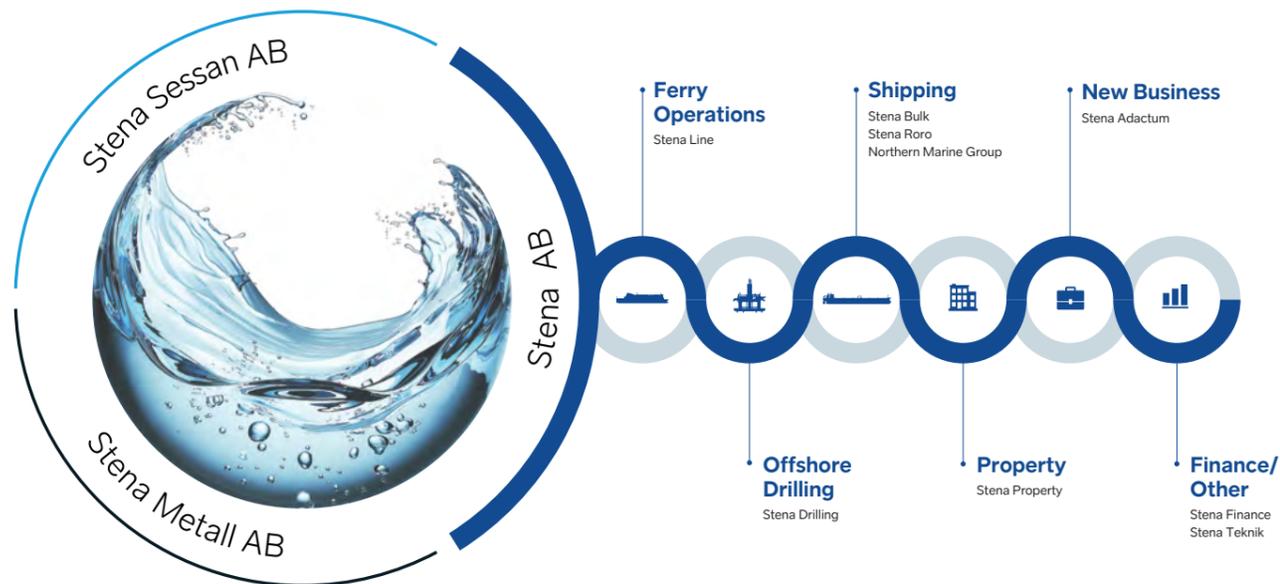
Stena's maritime activities offer everything from world-leading tanker and ferry operations, to vessel charter and offshore drilling. Stena has a strong maritime brand and aims to be a leader in reducing the sector's climate impact. Stena's onshore activities supplement its maritime activities based on a risk perspective, contributing to stability and long-term strength.

The Stena AB Group contributes to value creation and society's development by providing maritime transport of goods, vehicles and passengers, offering secure homes in the Group's properties, generating electricity from wind

power, and building strong companies. The Group's stability is ensured through a deliberate strategy to focus on activities in contracyclical industries. These activities create employment for thousands of people all over the world.

Stena ensures sustainable value creation through its employees, who constantly seek to contribute to positive development for both our customers and society at large. Care, effective performance and innovation are Stena's key success factors – today and in the future.

Care, effective performance and innovation



## KEY STATISTICS



**Global**  
Activities



**15,700**  
People



**115**  
Wind turbines  
in operation



**37,142**  
Revenue



**149**  
Vessels including  
new buildings



**29,100**  
Residential and commercial units  
(owned and managed)

# Shipping Logistics



Delivering cost effective solutions!

In close cooperation with the industry, our specialist project team plays an active role in identifying, developing and providing specific customised and value-adding solutions.

The team focuses on meeting all of our customers' requirements for innovative projects to achieve visible business impact in both the short and long term. The team consists of experts in automotive, metal products, forest products, chemistry, construction material and project cargo and provides cost-effective solutions by rail and/or road using our extensive route network.

Our strategically located ports offer large capacity and high frequency sailings, which give shorter lead times for cargo movements, while dedicated industrial sailings give our customers a huge advantage.

Our efficient fleet allows us to transport all types of ro/ro cargo in our route network and we strive to represent quality, transparency, reliability and efficiency in everything we do.

### Paper & Forest Products

Our extensive route network, linked with a well-developed infrastructure, rail connections and inland waterways, enables agile and effective hauling of paper and other forest products.



### Metal Products

Together with logistics partners we serve the steel and metal industry and together we offer customised and competitive solutions.



### Construction Materials

Industrial knowhow, dedicated frequent departures and specialised equipment are key success factors when handling complicated building material deliveries.



### Automotive

We know exactly what an automotive company expects from a shipping service. Deliveries must be fast, flexible and readily available. That is why we specialise in matching your particular needs with conveniently located ports, customised solutions and optimised efficiency.



### Project Cargo

Industrial project cargo solutions require attention, planning and efficient project management. Our knowledge and experience make sure we can meet your requirements and deliver cost-effective solutions.



## SHIPPING LOGISTICS CONTACTS

### Fredrik Johansson

Shipping Logistics  
Sales & Business  
Development Manager  
+46 739 421820  
fredrik.johansson@stenaline.com

### Jacek Kolakowski

Shipping Logistics  
Sales Manager  
Poland  
+48 50 800 27 12  
jacek.kolakowski@stenaline.com

### Harun Wardak

Shipping Logistics Sales Manager  
Spain, Portugal, United Kingdom  
& Republic of Ireland  
+31(0)174 389 453  
harun.wardak@stenaline.com

### Ahed Alias

Shipping Logistics  
Sales Manager  
Germany  
+49 172 4136098  
ahed.alias@stenaline.com

### Boriss Danilevics

Shipping Logistics  
Sales Manager  
Baltic States, Russia & CIS  
+371 2913 3916  
boriss.danilevics@stenaline.com



# Routes and Regions

## GERMANY



Our ports of Kiel and Rostock benefit from being close to the central German motorway system and close to railway systems, opening the corridor to western and central Germany, the Benelux, south-eastern Europe and beyond.

The demand for intermodal solutions is steadily increasing. We work closely with our partners in the logistics industry to connect road, sea and rail transport in a fast, optimised and seamless shipping process. With access to one of the most extensive short sea networks and frequent departures, we link the intermodal networks across Europe with our service on our routes, e.g. our services Duisburg-Kiel-Gothenburg, Verona-Kiel-Gothenburg and Bettembourg-Kiel-Gothenburg, as well as Oslo/Alnabru-Trelleborg-Rostock-Verona and Eskilstuna-Trelleborg-Rostock-Verona, have been designed to work in line with our sustainable shipping goals.

Our ports provide efficient services and equipment. Our logistics experts are therefore able to offer tailor-made services to meet our customers' demands and our experienced support team is ready to assist you with any questions you might have.

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

<p><b>Kiel</b> +49 431 909 312 Schwedenkai 1, DE-24103 Kiel</p>	<p><b>Gothenburg</b> +46 31 858 465 Majnabbe, Elof Lindälvs Gata SE-41455 Gothenburg</p>
<p><b>Rostock</b> +49 381 203 55 466 Zum Fährterminal 1, Überseehafen DE-18147 Rostock</p>	<p><b>Trelleborg</b> +46 410 650 60 Travemündeallen SE-231 42 Trelleborg</p>

## IRISH SEA



The pandemic has highlighted more than ever the important role that we and our freight customers play in the vital supply chains that keep Britain, Ireland and the Continent supplied with essential goods. All through the crisis we continued to assist our customers in delivering stocks of fresh food and drink, medical supplies, equipment and vital supplies across our six Irish Sea routes. We continued handling accompanied, unaccompanied and project cargo, 24 hours day throughout the crisis, and we ensured that our vessels kept sailing in order to support our freight customers.

2020 started so differently with the arrival of two brand new 'E-Flexer' vessels. Stena Estrid arrived on the Holyhead to Dublin route in January. And only 8 weeks later Stena Edda started on the Birkenhead to Belfast service. A whole new class of state of the art Ro-Pax vessels developed by Stena Line, providing 25% additional freight

capacity and the new linkspans built in our ports to allow concurrent loading of vehicle decks and quicker turnaround times. Yet only a month after launching the latest of our most luxurious and environmentally friendly vessels in our fleet, we were in lockdown facing the toughest year in our 58 year history.

2021 will see a new way of working with the introduction of custom controls and processes following the commencement of Brexit. The core message for customers is that all declarations for both export and import will need to be completed prior to check in, with no exceptions. Failure to complete documentation prior to check in will lead to vehicles being refused entry to ports and affect lead times for customers operations. We strongly advise our customers familiarise themselves with all the requirements and be aware of the potential impacts on supply chain lead times to protect the continuity of service levels.

Thanks to our direct Irish-French route, with three sailings per week into Cherbourg, with crossings also to the Continent from both Killingholme and Harwich into the Netherlands, we can provide a seamless service for customers looking to export to the Continent via Britain and onwards to Scandinavia.

With the strength of our route network, modern vessels and decades of expertise on the Irish Sea and across Northern Europe, we believe in building lasting partnerships with our customers. We are well placed to guide you through the ups and downs the next year may bring.

3 brand-new vessels on the Irish Sea

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

<p><b>Belfast VTI /VT2</b> +44 (0) 2890 786095 Stena Line, Dargan Road Belfast, BT3 9JU United Kingdom</p>	<p><b>Belfast VT4</b> +44 (0) 2890 786062 Victoria Terminal 4 West Bank Road Belfast BT3 9JL United Kingdom</p>	<p><b>Cairnryan</b> +44 (0) 1776 708118 Ferry Terminal, Belfast Way Loch Ryan Port Cairnryan DG9 8RG United Kingdom</p>	<p><b>Cherbourg</b> +33 (0) 2334 32387 Quai de Normandie 5011 Cherbourg France</p>
<p><b>Dublin</b> +353 (0) 1704 7100 Alexandra Road Dublin Port Dublin 1 Republic of Ireland</p>	<p><b>Heysham</b> +44 (0) 1524 865050 North Quay, Heysham Harbour Morecombe Lancashire, LA3 2XF United Kingdom</p>	<p><b>Holyhead</b> +44 (0) 1407 606607 Station Approach Holyhead Gwynedd, LL65 1DG United Kingdom</p>	<p><b>Fishguard</b> +44 (0) 1348 404405 Fishguard Harbour Goodwick Pembrokeshire SA64 OBU United Kingdom</p>
<p><b>Liverpool</b> +44 (0) 1519 062700 12 Quays Terminal, Tower Road Birkenhead, Liverpool Wirrel, CH41 1FE United Kingdom</p>	<p><b>Rosslare</b> +353 (0) 5391 61541 The Ferry Terminal Rosslare Harbour County Wexford Republic of Ireland</p>		

## NORTH SEA



2021 will be the year of recovery in many ways. Because of the COVID-19 situation we have faced, many other companies have had to adapt to new circumstances during one of the worst periods in decades.

During 2020 our customers were confronted with an enormous downturn in the economy, resulting in a drastic fall in market demand for transportation. In our ports and terminals, and on board our vessels, we introduced new ways of working to secure a safe way of travelling. These measures kept us sailing throughout the year and ensured we were recognised as a solid, flexible and reliable partner for our customers.

We highly appreciate and value the great cooperation with our customers during this tough period.

Our North Sea route network continues to offer both driver-accompanied and unaccompanied services between the most important consumer

and industrial areas within the United Kingdom and the EU. With the introduction of the vessels, Hache and Qezban, we can cope with the latest market demands on the North Sea.

On all our North Sea routes, our customers benefit from a smooth crossing and handling at the terminals, even after Brexit, for all just-in-time cargo and temperature-controlled business flows. Our network provides flexible opportunities for customers and we remain a vital part of the European infrastructure.

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

#### Hoek van Holland

+31 (0)174 389 460/423

Haven nummer 901/ Slachthuisweg  
NL-3151 XN Hoek van Holland  
Fax: +31 (0)174 389 429  
operations@stenaline.com

#### Killingholme

+44 (0) 1469 542170

CRO Ports Clough Lane  
North Killingholme,  
North Lincolnshire, DN40 3JP  
United Kingdom  
Fax: +44 (0) 1469 542179

#### Rotterdam (Europoort)

+31 (0)181 242 190

Haven nummer 5812, Elbeweg 91  
(Beneluxhaven)  
NL-3198 LC Europoort (Rotterdam)  
Fax: +31 (0)181 242 199  
operations.europoort@stenaline.com

#### Harwich

+44 (0) 1255 243434

Harwich International Port  
Parkeston Quay, Harwich  
Essex, CO12 4SR  
United Kingdom  
Fax: +44 (0) 1255 252149

## BALTIC SEA SOUTH



In May 2020, we celebrated the 25th anniversary of the Gdynia-Karlskrona route, continuing the development of our ferry connection between Sweden and Poland. We provide the highest quality of service to our customers by offering three departures daily from each port lasting 10.5 hours and a convenient schedule.

Besides driver-accompanied units, the route is able to serve all types of unaccompanied units, such as trailers, containers and all types of project cargo on roll trailer, specialized transports, including oversized, dangerous goods, controlled temperatures and live animals.

Three Ro-Pax vessels provide perfect rest conditions for Freight drivers, allowing them to use the ferry crossing time as their full, obligatory daily break. Rolling off a Stena Line vessel fresh and fully rested is also an important safety aspect. At Stena Line safety comes first.

We offer a complete stack of customer oriented digital solutions. Being available 24/7 via our freight online booking systems, Freight Planner App, Freight Driver App and our Customer Service Team we do our best to deliver service and reliability second to none, every time.

In the second quarter of 2021, we will move to a modern, larger public ferry terminal, the advantage of which is its location. The terminal under construction is located close to the exit from the port to the sea.

We really appreciate the good cooperation we have with our many freight customers and through our value of caring, we look forward to developing this further. We invite you to use the Karlskrona - Gdynia service and contact our local experienced operational representatives for all our routes.

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

#### Gdynia

+48 58 660 58 75

Ul. Kwiatkowskiego 60  
PL 81-156 Gdynia

#### Karlskrona

+46 455 366 330

Verkövägen 101  
SE-371 65 Lyckeby

New larger  
terminal for  
2021

## BALTIC SEA NORTH



To build up new partnerships for our customers benefit, we have been working over the last year to sustain the existing market connections and explore new ones. We always strive to be a reliable and customer-centric business partner for both existing customers and for new prospects.

In 2020 we are strengthening the sea-bridge between the Baltics and Scandinavia. From the autumn we moved to the newly built Stockholm Norvik Port (Sweden) with higher capacity and more terminal space. Norvik is an intermodal port with great importance for the future logistics chain in the region. With a fleet change, we plan on a 30% capacity increase: from the beginning of 2021 a lengthened Ropax vessel will start service and in the second half of the year a second lengthened vessel will follow.

Since we are an integral part of the logistics chain for commodities such as steel, OSB, plywood, trade vehicles, concrete materials and lot more, both from the Baltic States and as far as from Ural Mountains, we have maintained stable results on our routes connecting the Baltics, Russia and CIS countries with Scandinavia and Germany/West Central Europe. To meet our customers requirements and accommodate different

commodities, we are able to provide multimodal deliveries via railway, mafi-roll trailers and trailers, or ensure high-level outsourcing to our subcontractors.

We are focusing on market demand and continue to provide our best service to our freight customers whilst meeting our sustainability targets. We are continuously strengthening our freight capacity on our routes and providing freight customers with a suitable services on all departures. That is why we have expanded our customer offering by adding an additional service for freight customers with a port-call in Karlskrona on the existing route between Liepāja and Travemünde. Our intention is to increase the frequency and capacity even further going forward.

In 2021 we are striving to both maintain existing and develop new cooperation possibilities within the industry.

We believe that the first milestone in Intermodal solutions between the important logistical hubs in Russia and Germany will provide high quality services to freight companies from Russia and Europe and become a cornerstone for our ferry operations. Our goal is to develop this further.

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

#### Nynäshamn

+46 8 6843 3650  
Norvikvägen 26  
SE-149 45 Nynäshamn

#### Ventspils

+371 6360 7335  
Sarkanmuižas dambis 25c,  
Ventspils, LV-3601

#### Travemünde

+49 450 286 2422  
Skandinavienkai,  
Zum Hafenplatz 1,  
DE-23570 Lübeck - Travemünde

#### Liepāja

+371 6360 7357  
Terrabalt Terminal,  
14a Brivostas St,  
Liepāja LV-3405

#### Karlskrona

+46 455 366 330  
Verkövägen 101  
SE-371 65 Lyckeby

## SCANDINAVIA



The routes on Gothenburg to Frederikshavn and Halmstad to Grenaa and v.v. are, together with a Baltic Sea connection, strategically located to cover and bridge the Scandinavian markets with continental Europe. As on all our routes, we offer reliability, frequency, capacity and service combined with a flexible and efficient fleet for transportation of all kinds of ro-ro cargo. The capacity is continuously optimised to meet our customers' requirements.

Freight drivers are our most frequent customers on board our vessels. They have access to a range of facilities including good food, a comfortable cabin and a dedicated drivers' lounge to ensure a restful stay.

In 2020 we started to operate our new route Halmstad to Grenaa and v.v. With great success, the route has shown to support our freight customers to reach markets in a more efficient way. In addition to the route, the area of Halmstad offers a wide range of value-added services related to cargo handling.

The Combi Terminal in the Port of Gothenburg enables a lot of Intermodal solutions in general, in particular connecting sea and rail. This means new openings for cargo flows to and from the northern parts of Sweden on the Kattegat for onward transportations.

With our locally based sales organisation in Sweden and Denmark, we are always close to the markets and in touch with local trends. The digital part of our business offers our freight customers a web-based 24/7 freight reservation service throughout our entire route network.

As a supplement, customers can handle their bookings through any portable device via our Freight Planner App and do not forget the personal contact with our customer service teams - they are always prepared to serve you.

For transportations to or from Norway, our Customs Clearance department is in place to ensure a speedy and streamlined process for our customers.

*Capacity is continuously optimised*

### CHECK-IN & OPERATIONS CONTACTS

*Sales, marketing & reservations contacts on page 28-31*

#### SWEDEN

##### Gothenburg to Frederikshavn

+46 31 85 84 20  
Masthugget, Emigrantvägen 20,  
SE-405 19 Gothenburg

##### Gothenburg to Kiel

+46 31 85 84 65

Majnabbe, Elof Lindälvs Gata  
SE-414 55 Gothenburg

##### Halmstad

+46 35 262 90 70

Turbingatan 22  
SE-302 50 Halmstad

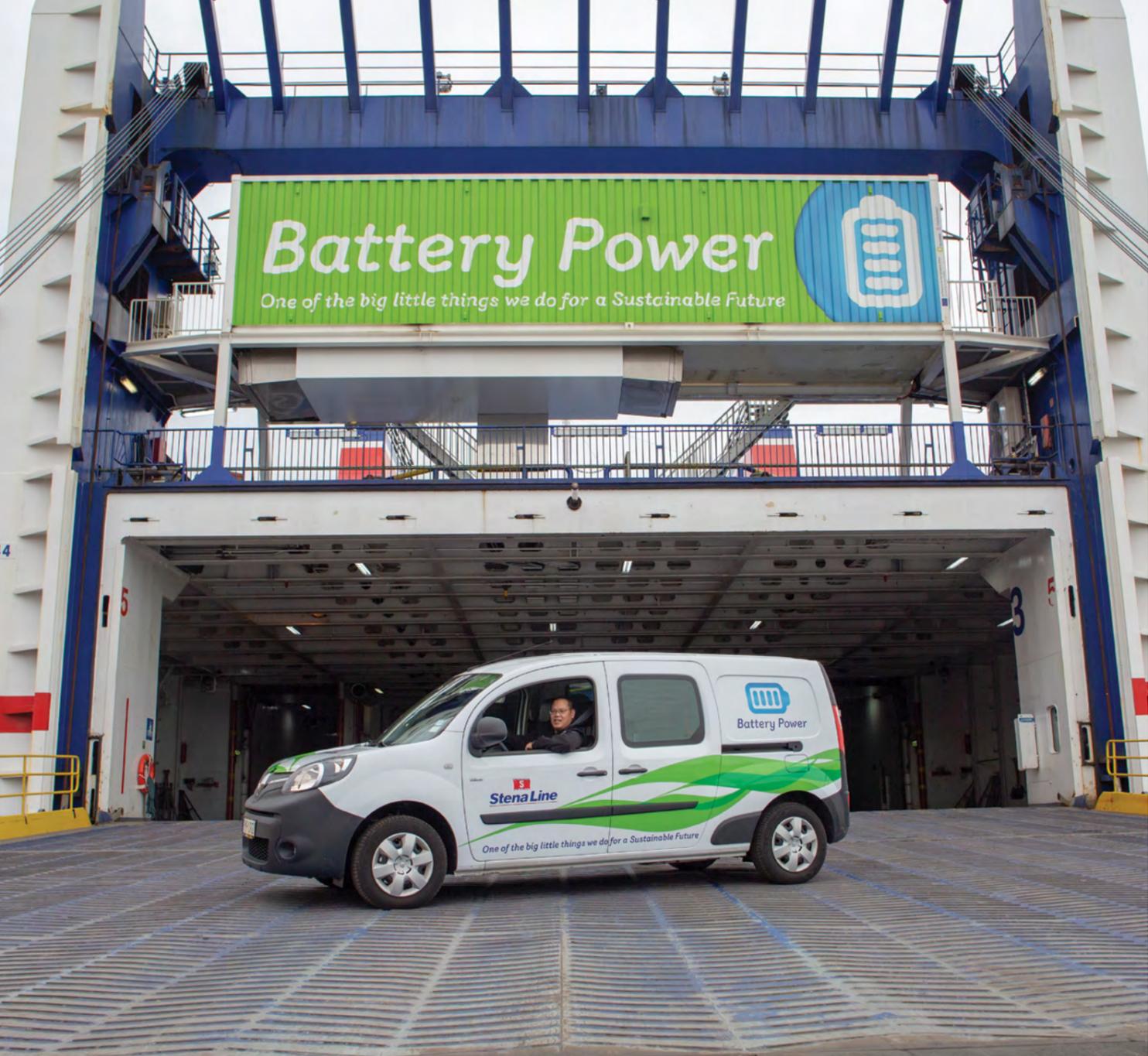
#### DENMARK

##### Frederikshavn

+45 96 200 225  
Trafikhavnen  
DK-9900 Frederikshavn  
Tel +45 96 200 225

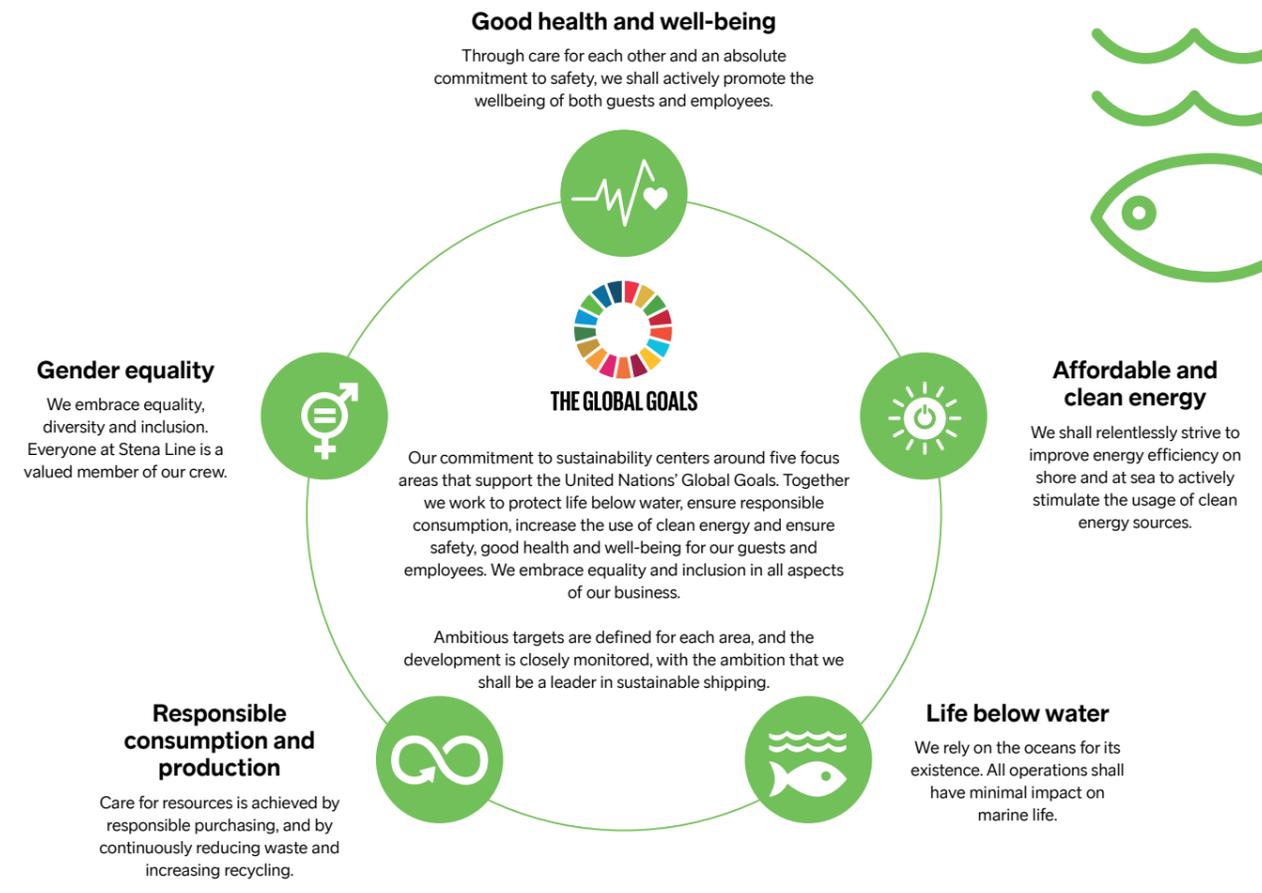
##### Grenaa

+45 96 200 283  
Færgevej 1, DK-8500 Grenaa



Together we have a responsibility for the sustainable development of our world

## OUR SUSTAINABILITY FOCUS AREAS



At Stena Line we believe that all growth should be sustainable and our journey to becoming a leader in sustainable shipping continues. The benefits of developing a more sustainable business are many: Gained trust from stakeholders and engagement among employees, lowered risk in our operation and a reduced environmental footprint.

have initiated several pioneering projects in digitalisation, automation, electrification and exploration of alternative fuels.

Our main contribution to sustainability is to connect Europe with 28,000 sailings\* between 9 countries every year, thereby enabling trade, transport and travel. Shipping is a safe, reliable and efficient mode of transport with endless capacity on the world's oceans. Together with our customers, we ensure intermodal and effective transport solutions combining sea, road and rail for European competitiveness.

Our commitment to sustainability centres around five focus areas that support the United Nations' Global Goals and we are a ISO14001 certified operation. You are welcome to read more about our Sustainability work in our annual Sustainability review that can be found on [www.stenaline.com/sustainability](http://www.stenaline.com/sustainability)

The foundation of our company culture is care - care for our customers, for resources and care for each other. We also care about your opinion. You are welcome to contact us at [sustainability@stenaline.com](mailto:sustainability@stenaline.com) for suggestions, advice or just to say "hello".

At Stena Line we always strive to improve the efficiency of our operations further and

Take care \*2019

We also care about your opinion...

Please get in touch and tell us how we are doing and to help us improve at:

[sustainability@stenaline.com](mailto:sustainability@stenaline.com)

Read more on:  
[www.stenaline.com/sustainability](http://www.stenaline.com/sustainability)

# Connect to all your favourite IT services

*Our job is to help you find new ways to grow your business. That is why we are continuously improving and developing new IT tools so that you can concentrate on your side of the business.*

Continuously improving & developing!

## Freight Portal

The Freight Portal is our brand new web-based booking management service that will make your booking process easier and quicker.

The booking overview is managed by a dashboard at the top of the Manage page. In the dashboard you see an overview of the bookings on all your accounts. From here it is possible to click on the dashboard to drill down and apply filters to the search overview. The dashboard makes it easy to find unused block bookings, waiting list bookings or set a time limit to keep track of units not checked in at our ships within a certain time before departure. Furthermore, you also have an excellent overview of your incoming unaccompanied units or those standing on quay, ready to be picked up.

The Freight Portal has a custom built unique booking overview where you can easily update your bookings directly in the search summary. A booking is automatically updated when you leave the row in the overview. In the Freight Portal you can also quickly create multiple bookings on a departure.

You simply just log into the Freight Portal with your username and password, the same account credentials you use for both the Planner App and the previous booking site; Extranet.

As a new feature you are able to handle claims, if any, directly in the Freight Portal. Please check out our Claim Portal brochure for further information.

We recommend you to use any of the following browsers to access the system: Google Chrome, Microsoft Edge or Mozilla Firefox.



## eConnect

The eConnect is a system-to-system integrated web service solution, which is ideal for customers shipping high volumes. Besides a lot of other functionalities, the system also includes a push function so internal changes are directly communicated back to your system.

## Freight Planner App

With the Freight Planner App, our booking app for Freight Portal users, you have easy access from any mobile device.

Full booking and update functionality ready on hand. New developments are in the planning.

## Freight Driver App

In the Freight Driver App you can send and share bookings from the Freight Portal or Planner app with drivers. Drivers will be able to open the booking and see up to date booking changes. The application can also be activated to include the possibility for the drivers to cancel and/or transfer bookings themselves - just let us know your requirements.

## Invoicing Systems

Our invoicing systems allow you to more effectively manage your processes with the invoices you receive from us so that you can save tons of time and money.

Invoices can be delivered as electronic invoices or sent via email or a portal in .pdf or .csv formats.

## www.stenalinefreight.com

The website includes all the services and information we provide for our customers as well as it boasts a vibrant design with improved navigation for you to find the information you need more quickly.

It is full responsive with all mobile devices, meaning you can access our site from a wide range of web- browsers and portable divides.



# Next generation ferries

Seven years after initiating the next-generation ferries project in 2013 Stena Estrid, Stena Edda and Stena Embla have now all entered into service on the Irish Sea.

Our new next-generation ferries are some of the most advanced and energy-efficient vessels in operation. They are larger than regular RoPax vessels, with more availability per sailing.

Based on over 50 years of experience in ferry operations, the ships have been equipped with several digital features for enhanced customer experience and by incorporating our combined knowledge from ship design and operation since 1962, our next generation ferries are our most fuel-efficient vessels ever. For example, Stena Estrid is equipped with automated waste chutes, biodegradable lubrication oils, LED lighting, solar films on windows and a copper-free anti-fouling coating paint.

Our fleet consists in total of approximately 34 ships operating in our network on 17 routes in Northern Europe.



## Stena Adventurer

*Holyhead - Dublin*

Built/rebuilt	2003
Length	210.8m
Width	29.3m
Capacity	1,500 passengers
Lane metres	3,400m
Height clearance	5m
Width clearance	6m



## Stena Britannica

*Hoek Van Holland - Harwich*

Built/rebuilt	2010
Length	240.9m
Width	32m
Capacity	1,200 passengers
Lane metres	5,566m
Height clearance	5m
Max terminal	4.35m
Width clearance	4.8m



## Stena Danica

*Gothenburg - Frederikshavn*

Built/rebuilt	1983/2005
Length	154.9m
Width	28.5m
Capacity	2,274 passengers
Lane metres	1,640m
Height clearance	4.5m
Width clearance	6m



## Stena Edda

*Liverpool (Birkenhead) - Belfast*

Built/rebuilt	2019
Length	214.5m Including duck tail
Width	202m LPP
Capacity	927 passengers
Lane metres	3,100m
Height clearance	5.2m main deck/trailer deck
Width clearance	4.8m lower hold trailer deck



## Stena Embla

*Liverpool (Birkenhead) - Belfast*

Built/rebuilt	2020
Length	214.5m Including duck tail
Width	202m LPP
Capacity	927 passengers
Lane metres	3,100m
Height clearance	5.2m main deck/trailer deck
Width clearance	4.8m lower hold trailer deck



## Stena Estrid

*Holyhead - Dublin / Rosslare - Cherbourg*

Built/rebuilt	2019
Length	214.5m Including duck tail
Width	202m LPP
Capacity	927 passengers
Lane metres	3,100m
Height clearance	5.2m main deck/trailer deck
Width clearance	4.8m lower hold trailer deck



## Stena Europe

*Fishguard - Rosslare*

Built/rebuilt	1981/1995/2002
Length	149m
Width	26.5m
Capacity	1,400 passengers
Lane metres	1,120m
Height clearance	4.65m
Width clearance	3.55m



## Stena Flavia

*Nynäshamn - Ventspils*

Built	2008
Length	186.5m
Width	25.6m
Capacity	880 passengers
Lane metres	2,255m
Height clearance	5.2m
Width clearance	6m



## Stena Forerunner

*Rotterdam - Harwich*

Built	2003
Length	195.3m
Width	26.8m
Capacity	12 passengers
Lane metres	3,000m
Height clearance	8.1m
Width clearance	Hoistable ramp 6m Fixed ramp 4m



## Stena Foreteller

*Rosslare - Cherbourg*

Built/rebuilt	2001
Length	195.3m
Width	26.8m
Capacity	12 passengers
Lane metres	3,000m
Height clearance	8.1m
Width clearance	Hoistable ramp 6m Fixed ram 4m



## Stena Germanica

*Gothenburg - Kiel*

Built/rebuilt	2001/2007/2010
Length	240m
Width	28.7m
Capacity	1,300 passengers
Lane metres	3,800m
Height clearance	5m
Width clearance	5.8m



## Stena Gothica

*Travemünde - Liepāja*

Built/rebuilt	1981/1991/1993/2001
Length	171m
Width	20.25m
Capacity	186 passengers
Lane metres	1,598m
Height clearance	5.5m
Width clearance	4m



## Hatche

*Rotterdam - Killingholme*

Built/rebuilt	2009
Length	193m
Width	26m
Capacity	12 passengers
Lane metres	3,663m
Height clearance	4m to 6.8m
Width clearance	2.9m to 3m



## Stena Hibernia

*Heysham - Belfast*

Built	1996
Length	142.5m
Width	23.2m
Capacity	12 passengers
Lane metres	1,710m
Height clearance	4.8m/5.5m
Width clearance	5.3m



## Stena Hollandica

*Hoek van Holland - Harwich*

Built/rebuilt	2010
Length	240.9m
Width	32m
Capacity	1,200 passengers
Lane metres	5,566m
Height clearance	5m
Max terminal	4.35m
Width clearance	4.8m



## Stena Horizon

*Dublin-Holyhead / Cherbourg*

Built/rebuilt	2006
Length	186.5m
Width	25.6m
Capacity	970 passengers
Lane metres	2,250m
Height clearance	4.9m
Width clearance	5.3m



## Stena Jutlandica

*Gothenburg - Frederikshavn*

Built/rebuilt	1996/2006
Length	184.3m
Width	27.8m
Capacity	1,500 passengers
Lane metres	2,100m
Height clearance	4.9m
Width clearance	6.2m



## Stena Livia

*Nynäshamn - Ventspils*

Built	2008
Length	186m
Width	25.6m
Capacity	750 passengers
Lane metres	2,250m
Height clearance	5.2m
Width clearance	6m



## POL Maris

*Rotterdam - Killingholme*

Built	2009
Length	193m
Width	26m
Capacity	12 passengers
Lane metres	3,663m
Height clearance	4m to 6.8m
Width clearance	2.9m to 3m



## Mecklenburg-Vorpommern

*Trelleborg - Rostock*

Built/rebuilt	1996/2003
Length	200m
Width	28.2m
Capacity	600 passengers
Lane metres	3,202m (Including 945m rails)
Height clearance	4.85m
Width clearance	6.35m



## Stena Nautica

*Halmstad - Grenaa*

Built/rebuilt	1996/2002
Length	135.6m
Width	24m
Capacity	900 passengers
Lane metres	1,265m
Height clearance	4.5m/4.7m
Width clearance	5.7m/4m



## Stena Nordica

*Gdynia - Karlskrona*

Built	2000
Length	169.8m
Width	24m
Capacity	401 passengers
Lane metres	1,950m
Height clearance	5.2m Main deck 8m Weather deck 8m Lower hold
Width clearance	4.6m



## Stena Scandinavica

*Gothenburg - Kiel*

Built/rebuilt	2003/2007/2011
Length	243m
Width	29.3m
Capacity	1,300 passengers
Lane metres	3,800m
Height clearance	5.2m
Width clearance	6.2m



## Stena Scotia

*Belfast - Heysham*

Built/rebuilt	1996
Length	142.5m
Width	23.2m
Capacity	12 passengers
Lane metres	1,710m
Height clearance	5.2m
Width clearance	5.3m



## Seatruck Panorama

*Belfast - Heysham/Liverpool*

Built/rebuilt	2008
Length	142m
Width	23m
Capacity	12 passengers
Lane metres	1,830m
Height (clearance)	Width (clearance)
Tank top 5m	External Stern ramp PS - 6.5m/SB 12.3m
Main deck 6.8m	Internal Stern door to Weather Deck PS 6.4m
Weather deck 5.2m	Internal Main deck to tank top SB 3.5m



## Skåne

*Trelleborg - Rostock*

Built/rebuilt	1998
Length	200m
Width	29m
Capacity	600 passengers
Lane metres	3,295m (Including 1,120m rails)
Height clearance	4.8m
Width clearance	6.5m



## Somerset

*Rotterdam - Harwich*

Built	1997
Length	138.5m
Width	22.65m
Capacity	12 passengers
Lane metres	2,475m
Height clearance	5.2m
Width clearance	6m



## Stena Spirit

*Gdynia - Karlskrona*

Built/rebuilt	1987/2007/2011
Length	175.4m
Width	30.3m
Capacity	1,300 passengers
Lane metres	2,214m
Height clearance	4.45m
Width clearance	4.5m



## Stena Superfast VII

*Cairnryan - Belfast*

Built/rebuilt	2001
Length	203.3m
Width	25m
Capacity	1,200 passengers
Lane metres	1,924m
Height clearance	5m deck 5 only 4.45 deck 3
Width clearance	3.1m deck 5 between pillars



## Stena Superfast VIII

*Cairnryan - Belfast*

Built/rebuilt	2001
Length	203.3m
Width	25m
Capacity	1,200 passengers
Lane metres	1,924m
Height clearance	5m deck 5 only 4.45 deck 3
Width clearance	3.1m deck 5 between pillars



## Stena Transit

*Hoek Van Holland - Killingholme*

Built/rebuilt	2011
Length	212m
Width	26.7m
Capacity	300 passengers
Lane metres	4,056m
Height clearance	4.9m
Max terminal	4.35m
Width clearance	4.8m



## Stena Transporter

*Hoek Van Holland - Killingholme*

Built/rebuilt	2011
Length	212m
Width	26.7m
Capacity	300 passengers
Lane metres	4,056m
Height clearance	4.9m
Max terminal	4.35m
Width clearance	4.8m



## Urd

*Liepāja - Karlskrona - Travemünde*

Built/rebuilt	1981/1991/1992/1998/2001
Length	171m
Width	20.2m
Capacity	186 passengers
Lane metres	1,598m
Height clearance	4.9m
Width clearance	7m



## Stena Vinga

*Gothenburg - Frederikshavn*

Built	2005
Length	129.9m
Width	23.4m
Capacity	400 passengers
Lane metres	1,500m
Height clearance	5.4m
Width clearance	7m



## Stena Vision

*Gdynia - Karlskrona*

Built/rebuilt	1987/2007/2010
Length	175.5m
Width	30.3m
Capacity	1,300 passengers
Lane metres	2,214m
Height clearance	4.45m
Width clearance	4.5m



# Stena Line route network

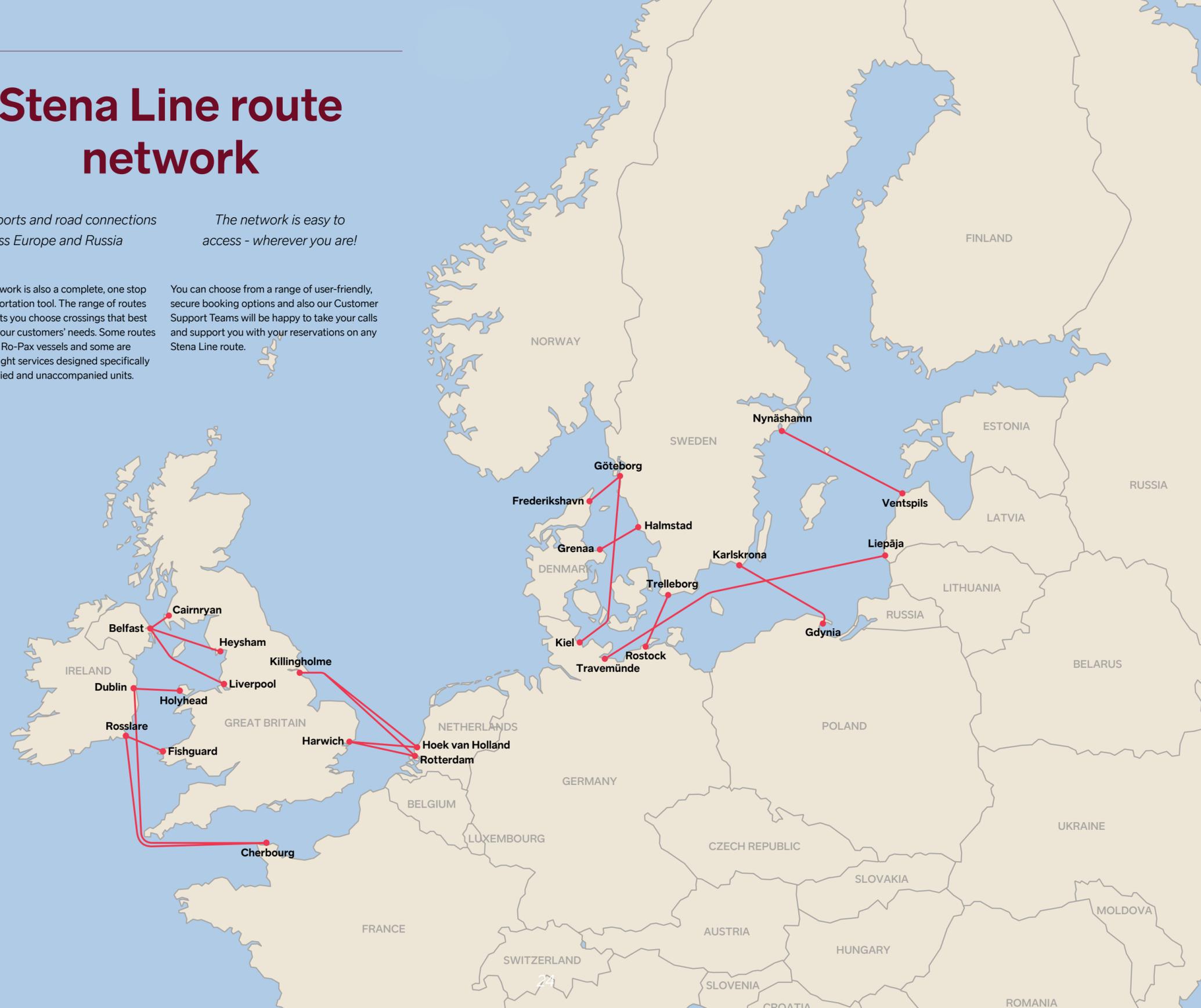
Links key ports and road connections across Europe and Russia

The network is easy to access - wherever you are!

The route network is also a complete, one stop freight transportation tool. The range of routes and vessels lets you choose crossings that best suit you and your customers' needs. Some routes are served by Ro-Pax vessels and some are dedicated freight services designed specifically for accompanied and unaccompanied units.

You can choose from a range of user-friendly, secure booking options and also our Customer Support Teams will be happy to take your calls and support you with your reservations on any Stena Line route.

One of Europe's Largest!

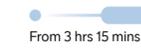


# Crossing times

18 routes

## SCANDINAVIA

**Göteborg - Frederikshavn**

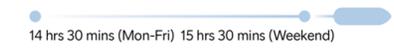


**Halmstad - Grenaa**



## GERMANY

**Göteborg - Kiel**



**Trelleborg - Rostock**



## BALTIC SEA NORTH

**Travemünde - Liepāja**

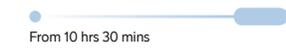


**Nynäshamn - Ventspils**



## BALTIC SEA SOUTH

**Gdynia - Karlskrona**



## NORTH SEA

**Hoek van Holland - Harwich**



**Hoek van Holland - Killingholme**



**Rotterdam - Harwich**



**Rotterdam - Killingholme**



## IRISH SEA

**Cairnryan - Belfast**



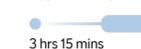
**Heysham - Belfast**



**Liverpool (Birkenhead) - Belfast**



**Holyhead - Dublin**



**Fishguard - Rosslare**



**Cherbourg - Rosslare**



**Cherbourg - Dublin**



# Sales, marketing & reservations contacts

Connect with your local team!



## CONTACT DETAILS FOR CUSTOMERS IN BENELUX, FRANCE, SPAIN & PORTUGAL

**Office Address**  
Stationsweg 10, NL  
3151 HS Hoek van Holland



### SALES & MARKETING

#### **Anouk Boender**

*Area Sales Manager  
Benelux*

+31 (0)174 389 396  
anouk.boender@stenaline.com

#### **Nell Eichhorn**

*Area Sales Manager  
Benelux*

+31 (0)174 389 451  
nell.eichhorn@stenaline.com

#### **Ana Magnet Nootenboom**

*Sales Support, Indoor Sales  
Portugal, Spain and France  
& Marketing*

+31 (0)174 389 472  
ana.magnet.nootenboom@stenaline.com

#### **Nathalie van Es**

*Sales Support & Indoor Sales*

+31 (0)174 389 371  
salessupport.nl@stenaline.com

### SHIPPING LOGISTICS & INTERMODAL

#### **Harun Wardak**

*Shipping Logistics Sales Manager*

+31(0)174 389 453  
harun.wardak@stenaline.com

### RESERVATIONS

#### **Contact**

+31 (0)174 315 858  
freightbooking.nl@stenaline.com

## CONTACT DETAILS FOR CUSTOMERS IN POLAND & UKRAINE

**Office Address**  
Ul. Kwiatkowskiego 60,  
PL 81-156 Gdynia



### SALES & MARKETING

#### **Pawel Hillar**

*Area Sales Manager  
Poland & Ukraine*

+48 50 800 27 15  
pawel.hillar@stenaline.com

#### **Przemyslaw Sachaj**

*Area Sales Manager  
Poland & Ukraine*

+48 50 800 27 33  
przemyslaw.sachaj@stenaline.com

#### **Marta Florin**

*Area Sales Manager  
Poland*

+48 50 800 27 03  
marta.florin@stenaline.com

#### **Ewa Murawska**

*Sales Support &  
Marketing Specialist*

+48 58 660 92 97  
ewa.murawska@stenaline.com

#### **Beata Kosciuk-Bomba**

*Sales Support &  
Freight Business Controller*

+48 58 660 92 92  
beata.kosciuk.bomba@stenaline.com

### SHIPPING LOGISTICS & INTERMODAL

#### **Jacek Kolakowski**

*Shipping Logistics Sales Manager*

+48 50 800 27 12  
jacek.kolakowski@stenaline.com

### RESERVATIONS

#### **Gdynia**

+48 58 660 92 93  
freightbooking.pl@stenaline.com

CONTACT DETAILS FOR CUSTOMERS IN UNITED KINGDOM  
& REPUBLIC OF IRELAND

**Great Britain**  
12 Quays Terminal,  
Tower Road  
Birkenhead  
CH41 1FE

**Northern Ireland**  
Victoria Terminal 4,  
West Bank Road  
Belfast BT3 9JL



SALES & MARKETING

**For sales and general sales enquiries**

UK +44 (0)2890 372888  
ROI +353 (0)1 704 7171

salessupport.uk.roi@stenaline.com

**David Byrne**

Area Sales Manager  
Republic of Ireland

+353 (0) 1 7047142  
+353 (0) 87 9131204

david.byrne@stenaline.com

**Tiarnan Rossiter**

Area Sales Manager  
Republic of Ireland

+353 (0) 53 9161535  
+353 (0) 86 0343333

tiarnan.rossiter@stenaline.com

**Joanne Harkin**

Area Sales Manager  
Northern Ireland

+44 (0) 2890 786093  
+44 (0) 77 64822984

joanne.harkin@stenaline.com

**Carl Evans**

Area Sales Manager  
Great Britain North

+44 79 89 211 957

carl.evans@stenaline.com

SALES, SHIPPING LOGISTICS  
& INTERMODAL

**Harun Wardak**

Shipping Logistics Sales Manager

+31(0)174 389 453

harun.wardak@stenaline.com

RESERVATIONS

**Telephone**

From within United Kingdom

0845 070 4000

From within Republic of Ireland

048 90 786062

From outside United Kingdom &  
Republic of Ireland  
(All Irish Sea Routes)

+44 (0) 870 850 3535

**Email bookings**

freightbooking.uk.roi@stenaline.com

**Opening hours**

08:00-22:00 Mon-Fri  
08:00-21:00 Sat-Sun  
(including public holidays)

CONTACT DETAILS FOR CUSTOMERS IN CENTRAL EUROPE  
& SOUTHEAST EUROPE

**Office Address**  
Zum Fährterminal 1,  
DE-18147 Rostock



SALES & MARKETING

**For sales and general sales enquiries**

freightsales.de@stenaline.com

**Christof Weichbrodt**

Area Sales Manager  
Central Europe

+49 151 12153464

christof.weichbrodt@stenaline.com

**Marcel Carstensen**

Area Sales Manager  
Germany, Croatia, Slovakia,  
Czech Republic & Slovenia

+49 151 64956631

marcel.carstensen@stenaline.com

**Carl Rappat**

Area Sales Manager  
Germany & Italy

+49 151 12109672

carl.rappat@stenaline.com

**Nadine Albrecht**

Areas Sales Manager  
Germany & Austria

+49 171 1867636

nadine.albrecht@stenaline.com

**Kadir Cetinkaya**

Area Sales Manager  
Germany, Turkey, Greece, Macedonia  
and Bulgaria

+49 175 1997361

kadir.cetinkaya@stenaline.com

**Ramona Dannenberg**

Sales Support, Indoor Sales & Marketing

+49 381 20355331

ramona.dannenberg@stenaline.com

**Katrin Kästner**

Sales Support & Indoor Sales

+49 381 20355332

katrin.kaestner@stenaline.com

**Agnieszka Seyffert**

Sales Support

+49 381 20355335

agnieszka.seyffert@stenaline.com

SHIPPING LOGISTICS

**Ahed Alias**

Shipping Logistics Sales Manager  
Germany

+49 172 4136098

ahed.alias@stenaline.com

INTERMODAL

**Katrin Verner**

Freight Commercial Manager  
Central Europe

+49 171 5622714

katrin.verner@stenaline.com

**Wilfried Klein**

Business Development Manager  
Rail & Intermodal

+49 160 7259137

wilfried.klein@stenaline.com

CONVENTIONAL RAIL

**Agnieszka Seyffert**

Indoor Sales Rail

+151 26937244

rail@stenaline.com

**Nadine Albrecht**

Areas Sales Manager  
Germany & Austria

+49 171 1867636

nadine.albrecht@stenaline.com

RESERVATIONS

**Rostock**

+49 381 666 37 933

Fax:+49 (0) 381 203 55 236  
freightbooking.de@stenaline.com

CONTACT DETAILS FOR CUSTOMERS IN  
THE BALTIC STATES, RUSSIA & CIS

**Office Address**  
Gredu Street 4A, 6th floor,  
Riga, LV-1019



SALES & MARKETING

**Vladimirs Scavinskis**

*Freight Sales Manager  
Baltic States, Russia & CIS*

Mobile +371 2866 0056  
vladimirs.scavinskis@stenaline.com

**Didzis Krisjanis**

*Area Sales Manager  
LT, BY, UA, MD, Caucasus*

Mobile +371 2863 3222  
didzis.krisjanis@stenaline.com

**Ivars Suipe**

*Area Sales Manager  
LV, RUS & Central Asia*

Mobile +371 2834 4644  
ivars.suipe@stenaline.com

**Simona Uzule**

*Freight Sales Support Assistant*

Mobile +371 25749182  
simona.uzule@stenaline.com

**Anastasija Jelutina**

*Sales Support Specialist*

Office +371 6360 7220  
Mobile: +371 2028 4423  
salessupport.lv@stenaline.com

SHIPPING LOGISTICS  
& INTERMODAL

**Boriss Danilevics**

*Shipping Logistics Sales Manager  
Baltic States, Russia & CIS*

Mobile +371 2913 3916  
boriss.danilevics@stenaline.com

**Agnis Melnbardis**

*Sales Project Cargo Specialist*

Mobile +49(0)17 1566 9056  
Phone +49(0)45 0286 2427  
agnis.melnbardis@stenaline.com

RESERVATIONS

**Ventspils - Nynäshamn**

+371 6360 7335

cargo.sweden@stenaline.com

**Liepāja - Travemünde**

+371 6360 7357

cargo.germany@stenaline.com

**For all other routes**

please use any of above phone  
numbers or email addresses.

CONTACT DETAILS FOR CUSTOMERS IN SCANDINAVIA

**Sweden Office Address**  
Freight Building, Denmark  
Terminal, SE-405 19  
Gothenburg

**Denmark Office Address**  
Færgehavnvej 10  
DK-9900 Frederikshavn



SALES & MARKETING

*Sweden & Finland*

**Cathrine Råbacka**

*Area Sales Manager Sweden*

+46 704 858438  
cathrine.rabacka@stenaline.com

**Per Åkerberg**

*Area Sales Manager Sweden*

+46 704 858437  
per.akerberg@stenaline.com

**Arnela Dzindic**

*Area Sales Manager  
Sweden, Finland & Norway*

+46 739 421747  
arnela.dzindic@stenaline.com

**Linda Ildebo**

*Indoor Sales & Customer  
Service Team Manager*

+46 704 858690  
linda.ildebo@stenaline.com

**Sandra Möller**

*Sales Support & Indoor Sales*

+46 704 858698  
sandra.moller@stenaline.com

*Denmark & Norway*

**Lars Frost Andreassen**

*Freight Manager*

+45 28 88 32 82  
lars.frost.andreassen@stenaline.com

**Nicolaj Smith Hansen**

*Area Sales Manager, Denmark*

+45 28 883 256  
nicolaj.smith.hansen@stenaline.com

**Sussi Christensen**

*Indoor Sales/Sales Support*

+45 96 200 224  
sussi.christensen@stenaline.com

SHIPPING LOGISTICS

**Fredrik Johansson**

*Shipping Logistics  
Sales & Business  
Development Manager*

+46 739 421820  
fredrik.johansson@stenaline.com

RESERVATIONS

Customers in  
**Sweden, Norway & Finland**

+46 31 704 08 00  
freightbooking.se@stenaline.com

Customers in  
**Denmark**

Tel +45 96 200 222  
freightbooking.se@stenaline.com

# Customs services Scandinavia



Through our experienced customs service team, we make sure to provide you with the best customs solutions for you.

Stena Line holds an Authorized Economic Operator (AEO) certificate in Sweden and Denmark. This means that our customs procedures are efficient and compliant. It also means that our customs clearance departments have access to quicker and more simplified customs procedures, which gives our customers a faster and more dynamic experience.

The extensive experience we have with imports, exports and T-documents in the EU countries and Norway enables us to provide an excellent and specialised service for our customers. We handle all types of declarations from all Scandinavian borders and ports of entry into these countries.

Our Denmark-based team at the office in Frederikshavn can assist you with all customs service solutions in Norway, Denmark and Sweden.

Our team based at the border at Svinesund, Norway is in close contact with our office in Denmark, and will support you with customs solutions, including services for your drivers.



## CONTACT DETAILS FOR CUSTOMS SERVICES

**For Danish, Swedish and Norwegian Customs Services**

+45 96 200 225  
cs@stenaline.com

**Kenneth Dalsager**

*Customs & Freight Service Manager*  
+45 96 200 234  
+45 28 88 32 36  
kenneth.dalsager@stenaline.com

**For already settled Customs enquiries please contact:**

cs@stenaline.com

## NORWEGIAN CUSTOMS CLEARANCE



### DANISH CUSTOMS CLEARANCE

#### Danish clearance

Danish import, Provisional Storing (MIO), Complete Clearance (FUE) All customs procedure codes including regular sale, returned goods, temporary import etc.

#### EU clearance

(procedure 4200)

We are specialists in the clearance of fish and industrial products irrespective of the place of arrival in Denmark.

#### Danish export

We offer declarations from all Danish ports of entry. Often using the simplified procedure, means that there is no need to visit a customs office in Denmark before departing the country.

#### Unaccompanied factual arrival

We offer the release of unaccompanied units shipped on our routes which have been cleared by a registrar other than Stena Line, cf. Danish legislation (clearance codes §38, §39).

#### NCTS – T-documents

We offer the start-up of Danish NCTS documents (T1 and T2). Often using the simplified procedure, means that there is no need to visit a customs office in Denmark before departing the country.

#### EUR1

We offer EUR1 documents on goods leaving Denmark.

### NORWEGIAN CUSTOMS CLEARANCE

#### Norwegian import

Norwegian Direct clearance - irrespective of border crossing.

- Registration cards
- Customs warehouse at Svinesund
- Tollpass and ankomstmelding (Arrival notice) at Svinesund

#### Norwegian export

- Export declarations, all customs procedure codes.

#### NCTS T-documents

Incoming and outgoing start-up of T-documents at all borders.

#### Approved consignee

We offer closure of T-documents, following either a customs clearance, arrival notice or tollpass.

#### EUR1

We offer EUR1 documents on goods leaving Norway.

### SWEDISH CUSTOMS CLEARANCE

#### Swedish import

We offer declarations from all Swedish ports of entry and all Swedish/Norwegian borders.

#### EU clearance

(procedure 4200)

We are specialists in the clearance of fish and industrial products irrespective of the place of arrival in Sweden.

#### NCTS

Incoming and outgoing start-up of T-documents at all borders.

#### Swedish export

- Export declarations
- Intrastat
- Reports of monthly import/export, statistics to SCB (Statistiska Centralbyrån) and/or Skatteverket.
- Intrastat invoice.

*Procedures are efficient and compliant*

For UK customs clearance service, please visit our website [stenalinefreight.com](http://stenalinefreight.com)

# General terms 2021

## STANDARD TERMS OF BUSINESS FOR STENA LINE CUSTOMERS

### 1 Accounting Credit Accounts

1.1 The Stena Line entity being the Carrier, as defined in the Stena Line Conditions of Carriage (below "the Carrier") will issue to its freight customers, or its agent(s), (below, "the Customer") an invoice, in respect of each consignment made with the Stena Line entity, under an authorised credit account established for the benefit of the Customer. Specific payment terms are stated on each invoice. Invoices may be provided electronically or in any other form at the Carrier's convenience.

1.2 Credit facilities are for the Freight charges (as defined in Stena Line Conditions of Carriage) payable to the Carrier. Credit facilities do not extend to amounts due to local customs and excise authorities in the port of arrival in respect of customs duty or value added tax. It is the responsibility of the Customer to ensure that sufficient funds are available at the port concerned for such duty and tax to be paid.

1.3 Where any part of any invoice may be questioned by the Customer in good faith, the amount in question may be deducted until the query is resolved but the balance must be paid in full.

Details of any query, including the invoice number, date of sailing and the reason for the deduction, must be notified to the Carrier within the period of credit allowed for the Customer's credit account.

1.4 The Carrier reserves the right to invoice statutory interest for late payments in all of its commercial transactions. Late payment means payment not made according to the agreed payment terms. Statutory interest for late payments means simple interest which is equal to the sum 8% plus reference rate. The reference rate is set by the European Central Bank for Euro countries, for other countries the reference rate is usually set by the national central bank.

1.5 If the Customer is in default in making a payment under specific payment terms or these Standard Terms of Business for Stena Line Customers (below, "these Terms"), exceeds its credit limit, permits the use of credit facilities by third parties without authority from the Carrier or fails to comply with these Terms, the Stena Line Conditions of Carriage and/or any other separate freight rate agreement or other agreement entered into between the Carrier and the Customer in some other way, then the Carrier may at its discretion, cancel the Customer's credit account at which time all amounts from the Customer to the Carrier shall become payable immediately upon written demand from the Carrier.

1.6 Where the Carrier has agreed in writing that credit facilities may be transferred by the Customer for use by third parties, the Customer shall strictly comply with all conditions applied by the Carrier to any such third party use. The Customer shall remain liable for Freight charges and other charges arising in relation to the Customer's credit account regardless of whether the credit facility or other documentation concerned is used by the Customer or by a third party.

1.7 The Carrier may at its discretion withdraw any credit account or quoted Freight rates, as defined in the Stena Line Conditions of Carriage, at any time. However, such withdrawal will only apply to future consignments and the Carrier will endeavour to give reasonable notice to the Customer of any intention to withdraw.

### 2 Boarding Cards and Quoted Rates

2.1 Each consignment by the Customer represents a separate Contract of Carriage with the Carrier, as defined in the Stena Line Conditions of Carriage, and will be evidenced by a completed boarding card. Except under completed boarding cards, there is no contractual relationship between the Carrier (or any other Stena Line entity), and the Customer, apart from any separate freight rate agreement or other agreement that may have been entered into between the Carrier (or any other Stena Line entity) and the Customer and to which these Terms apply.

2.2 Quoted or agreed Freight rates will apply to any boarding card completed prior to withdrawal or variation of such Freight rates and will be subject to any conditions imposed by the Carrier.

### 3 Conditions of carriage

3.1 The performance of the Carrier's freight operations is governed by Stena Line Conditions of Carriage.

3.2 No failure or delay by the Carrier in enforcing any provision of these Terms, any separate freight rate agreement or other agreement shall be construed as a waiver of that provision or of any other provision of these Terms or any separate freight rate agreement or other agreement to which these Terms apply.

3.3 No claim of any kind against the Carrier shall be set off against any payment due and payable to the Carrier under these Terms.

### 4 Confidentiality Clause and assignment by Customer

4.1 Agreements with the Carrier regarding freight under these Terms are confidential and may not be assigned to any third party or referred to by any such party.

### 5 Early Termination

5.1 The Carrier reserves the right to terminate its contractual relationships with the Customer in the event of a change in the ownership of the Customer and/or any of its affiliated companies.

Furthermore, the Carrier reserves the right to terminate its contractual relationships with the Customer, should the Customer not carry the volumes quoted for in any separately agreed freight rate agreement, to which these Terms apply.

In case the contractual relationships are terminated for whatever reason, all outstanding amounts falls due.

### 6 Law and Jurisdiction

6.1 The provisions set out in these Terms shall be governed by and in accordance with Swedish law and any dispute arising under/or in relation hereto shall exclusively be determined by the District Court of Gothenburg, save for matters relating to unpaid Freight charges and/or related charges which may be pursued before a court or a tribunal in a jurisdiction at the Carrier's discretion and the law at such place be then applicable.

### 7 General

7.1 The rights, benefits and/or obligations of the contractual relationships with the Customer may be assigned by the Carrier, including, but not limited to assignment of receivables.

7.2 If any term or provision of these Terms shall be declared void or unenforceable by any tribunal or court of competent jurisdiction, then such invalidity or unenforceability shall not otherwise affect these Terms, which shall remain in full force and effect.

7.3 In the event of any inconsistency or conflict in the interpretation and or application of these Terms and Stena Line Fuel Surcharge Adjustment Model, whether incorporated in separate freight rate agreements or not, the wording of Stena Line Conditions of Carriage shall take precedence save for in matters relating to law and jurisdiction and/or matters governed by mandatory national law.

7.4 These Terms shall come into force on 1 January 2021 and replace all previous general terms and conditions whatsoever (either implied, oral or written).

# STENA LINE CONDITIONS OF CARRIAGE

## 1 General Provisions

### 1.1 Definitions

“AoT” means “article of transport” and includes, unless otherwise indicated, any vehicle, train, carriage, container, flat, pallet, trailer, transportable tank and similar items used for the consolidation of Goods as well as timber packages,

“Carrier” means the Stena Line entity who has undertaken to perform or to procure the performance of the entire transport from the place of receipt or port of loading to the port of discharge or the place of delivery. The Carrier is either (i) Stena Line Scandinavia AB, which performs the SLSAB services, (ii) Stena Line Ltd, which performs the SLL services, (iii) Stena Line Baltic A/S, which performs the SLBAS services and (iv) Stena Line B.V., which performs the SLBV services.

“Contract of Carriage” means the contract concluded with the Carrier for the performance of the entire transport as undertaken by the Carrier, whether evidenced by the issue of a document, such as a boarding card (a “Document”) or not.

“Customer” shall have the same meaning as in Standard Terms of Business for Stena Line Customers.

“Dangerous Goods” means such materials and substances designated as dangerous by the International Maritime Organisation, the European Union and any other legislation or regulations applicable from time to time in jurisdictions where the Carrier operates.

“Freight charge(s)” means all charges to be paid to, and invoiced by, the Carrier for or in connection with the performance of the transport of Goods by sea, including any associated charges, costs and expenses and/or any storage charges and expenses incurred by the Carrier prior to loading and/or after discharge and/or any surcharges which the Carrier may levy in respect of variations in currency exchange rates and/or fuel prices;

“Freight rates” means rates for transport of AoTs and/or Goods, either quoted by the Carrier or rates agreed between the Carrier and Customer in separate freight rate agreements.

“Goods” includes, unless otherwise indicated, the AoT as well as the contents thereof.

“Merchant” could be either Customer, shipper, receiver, consignee, consignee, the owner of the Goods, the holder of any document evidencing the Contract of Carriage or any other entity with a legal financial or interest in the Goods.

“SDR” means Special Drawing Right as defined by the International Monetary Fund.

“Vessel” means any vessel owned, operated or employed by the Carrier for the performance of the transport of Goods by sea.

The “SLSAB services” means the services performed by SLSAB, which, at the date when these Conditions enter into force, are between Gothenburg and Frederikshavn; Halmstad and Grenaa; Kiel and Gothenburg; Rostock and Trelleborg; or Karlskrona and Gdynia.

The “SLL services” means the services of the Carrier between Fishguard and Rosslare; Rosslare and Cherbourg; Holyhead and Dublin; Cairnryan and Belfast; Belfast and Liverpool (Birkenhead); or Belfast and Heysham.

The “SLBAS services” means the services performed by SLBAS which, at the date when these Conditions enter into force, are between Travemünde and Liepaja; or Nynäshamn and Ventspils.

The “SLBV services” means the services performed by SLBV which, at the date when these Conditions enter into force, are between Hoek van Holland and Harwich; Hoek van Holland and Killingholme; Rotterdam and Killingholme; or Rotterdam and Harwich.

“Sanctioning Authority” means, the United Nations, European Union, Kingdom of Sweden, United Kingdom, United States of America or any other applicable competent authority or government.

“Sanctioned Goods” means any Goods that are sanctioned or prohibited by a Sanctioning Authority, or which are directly or indirectly impacted by the sanctions regime of any Sanctioning Authority because they Goods were at one point either owned or within the possession or control of a Sanctioned Part.

“Sanctioned Party” means any person, body, entity, or vessel that is designated by a Sanctioning Authority.

### 1.2 Applicability

**1.2.1** The provisions set out and referred to in the Stena Line Conditions of Carriage (below, the “Conditions”) shall apply to every Contract of Carriage with the Carrier. These Conditions must be read in conjunction with the Standard Terms of Business for Stena Line Customers.

**1.2.2** These Conditions shall come into force on 1 January 2021 and replace all previous general terms and conditions whatsoever (either implied, oral or written).

### 1.3 Jurisdiction and Choice of Law Clause

**1.3.1** Disputes arising under or in relation to the Contract of Carriage and these Conditions shall be determined by the District Court of Gothenburg in accordance with Swedish law and subject to these Conditions.

No proceedings may be brought before any other court or tribunal unless the parties expressly agree on both the choice of another court or tribunal and the law at that place to be then applicable, save for matters relating to unpaid Freight charges and/or related charges which may be pursued before a court or a tribunal in a jurisdiction at the Carrier's sole discretion and the law at that place to be then applicable.

### 1.4 Paramount Clause

**1.4.1** Notwithstanding anything provided for in Chapter 3 of these Conditions: if it can be proved where the loss or damage occurred, the Carrier and/or the Merchant shall, as to the liability of the Carrier, be entitled to require such liability to be determined by the provision contained in any international convention or national law which provisions:

**1)** cannot be departed from by private contract to the detriment of the claimant and,

**2)** would have applied if the Merchant had made a separate and direct contract with the Carrier in respect of the particular stage of transport where the loss or damage occurred and received as evidence thereof a Bill of Lading or any other particular document which must be issued if such international convention or national law shall apply except that under no circumstances shall the Carrier's liability extend to live animals and/or Goods that are stated to be carried on deck and are so carried.

**1.4.2** In so far as no provisions contained in any international convention or mandatory national law apply to the carriage by sea, the liability of the Carrier shall be determined by the Hague Rules contained in the International Convention for the Unification of Certain Rules of Law relating to Bills of Lading, signed at Brussels on 25 August 1924 as amended by the Protocol signed at Brussels on 23 February 1968 and the protocol in relation to SDR's signed at Brussels on 21 December 1979 from the time the Goods are received at the sea terminal in the port of loading to the time the Goods are delivered or despatched from the sea terminal in the port of discharge. The aforesaid shall also determine the liability of the Carrier in respect of coastwise carriage and/or carriage by inland waterways as if such carriage was carriage by sea. Furthermore all such AoT on deck, as described in this clause, shall be carried under the same liability as stated above.

## STENA LINE CONDITIONS OF CARRIAGE

**1.4.3** If any term or provision of these Conditions, shall be declared void or unenforceable by any tribunal or court of competent jurisdiction, then such invalidity or unenforceability shall not otherwise affect these Conditions, which shall remain in full force and effect.

## 2 Performance of the Contract of Carriage

### 2.1 Methods and Routes of Transportation

**2.1.1** The Carrier shall use reasonable endeavours to complete the transport and to deliver the Goods at the place designated for delivery.

### 2.2 Delivery

**2.2.1** If the Merchant does not take delivery of the Goods immediately after their arrival at the port of discharge, the Carrier shall be entitled to charge a daily terminal parking fee. In addition, the Merchant is under an obligation to collect the Goods within 14 days after the Carrier calls on the Merchant to do so. If the Merchant fails to collect the Goods, the Carrier may, without further notice to the Merchant, store the Goods on behalf of the Merchant and at the Merchant's sole risk and expense, subject, if requisite, to the lien provisions of clause 5.2.1 hereof. Such storage shall constitute delivery, for the purpose of section 3 and clause 1.4 of these Conditions, of Goods by sea and the liability of the Carrier in respect of the Goods shall wholly cease.

**2.2.2** In the event that the Merchant fails to take delivery of the Goods within one month after the Carrier has called on the Merchant to do so, the Carrier shall, without further notice to the Merchant, be at liberty to sell the Goods by public auction, or otherwise at its discretion, at the Merchant's expense and without any liability towards the Merchant.

**2.2.3** Notwithstanding the above, Dangerous Goods must be removed from the port of discharge as soon as is practicable unless specific permission has been obtained for the Goods to remain in the port.

### 2.3 Hindrances Affecting Performance

**2.3.1** The Carrier shall at all times be entitled to refuse to carry, or to delay the carriage of Goods including, but not limited to, Dangerous Goods, Sanctioned Goods, live animals, new or second hand trade vehicles or any Goods of unusual dimensions. Furthermore, the Carrier is entitled to refuse to carry any Goods not being handled as prescribed by the Stena Line policy for securing cargo.

**2.3.1.2** Customers, and those working on behalf of customers shall at all times conduct themselves in a manner which does not endanger or threaten any person or property, injure or assault any person, threaten, abuse or insult other passengers or Stena Line employees, cause the theft, loss of or damage to property, or prejudice the health of, or cause distress, discomfort or unnecessary inconvenience to any passenger or Stena Line employee. If in our reasonable opinion their conduct is likely to give cause for concern we reserve the right to refuse to allow the individual to embark or require that the individual disembarks and/ or leave the terminal facilities and we may also report the matter to any relevant police or other enforcement authority. We also reserve the right to refuse to carry the individual on a return journey or at any time in the future. Under such circumstances we shall not refund any money paid for the relevant journey, we shall have no liability as a result of the cancellation of the shipment, the customer will reimburse us any costs we incur in order to repair or replace property, lost damaged or destroyed by the customer and compensate any passenger or crew member affected by your actions.

**2.3.2** If at any time the performance of the Contract of Carriage is or will be affected by any hindrance, risk delay, difficulty or disadvantage of whatever kind including strike and if by virtue of sub-clause (1) the Carrier has no duty to complete the performance of the Contract of Carriage. The Carrier, whether or not the transport has commenced, may, without prior notice to the Merchant, elect to:

**1)** treat the performance of the Contract of Carriage as terminated and place the Goods at the Merchant's disposal at any place which

the Carrier shall deem safe and convenient

**2)** deliver the Goods at the place designated for delivery or to another place of delivery which the Carrier shall deem safe and convenient, or

**3)** alter ferry services, including but not limited to ports of loading, ports of discharge, departure and arrival times. In any event the Carrier shall be entitled to full Freight charge for any Goods received for transportation and additional compensation for extra costs resulting from 1 Stena Line - Freight Facts 2020 the circumstances referred to above.

**2.3.3** The Merchant undertakes that no Dangerous Goods shall be tendered to the Carrier without the Carrier's express consent in writing and without appropriate labelling of the Goods and the AoT. If any Dangerous Goods are delivered to the Carrier without such written consent and/or labelling or in the opinion of the Carrier are liable to become a risk to the method of transport, other Goods or the environment the Dangerous Goods may at any time be discharged, destroyed or rendered harmless and be disposed of by the Carrier. Such undertaking shall be at the Merchant's risk and expense, except when General Average is declared.

**2.3.4** The Merchant warrants that no Sanctioned Goods shall be tendered to the Carrier. If any Sanctioned Goods are tendered to the Carrier the Merchant shall indemnify the Carrier and hold the Carrier harmless in respect of any liability, loss, delay, fine, claims or demands of whatsoever nature, including any consequential losses or liability, that that may arise out of or in connection with the Sanctioned Goods. This includes paying for any and all legal assistance that the Carrier may require at its sole discretion. To the extent that this provision conflicts with any other provision herein, this provision will prevail.

### 2.4 Consolidation of Goods

**2.4.1** Goods may be consolidated by the Carrier in an AoT. If an AoT has not been consolidated and prepared for conveyance by the Carrier, the Carrier shall, without prejudice to the rights available to the Carrier under Section 3 and clause 1.4 hereof, not be liable for damage to or loss of the Goods therein nor for any damage to or loss of the AoT itself and the Merchant shall indemnify the Carrier for any loss, damage or expense incurred by the Carrier, if such loss, damage or expense is attributable to:

**1)** overloading, negligent or inadequate consolidation, securing, covering or locking the AoT

**2)** the Goods being unsuitable for carriage in the AoT actually used,

**3)** the unsuitability or defective condition of the AoT, unless the AoT has been supplied by the Carrier and the unsuitability and/ or defective condition would have been apparent by reasonable means of checking at the time when the Carrier accepted the AoT for conveyance.

**2.4.2** AoT, whether consolidated by the Carrier or received by the Carrier in a consolidated condition from the Merchant, may be carried on or under deck without notice to the Merchant.

**2.4.3** The Carrier will not undertake any checking, recording or reporting with regard to seals on AoT and the Carrier does not accept any responsibility whatsoever for, or as a consequence of, defective or missing seals on AoT.

**2.4.4** The Carrier is entitled, but not obliged, to open at any time any AoT consolidated and prepared for conveyance by the Merchant in order to inspect such AoT and its contents for the purposes of the clauses 2.2.3, 2.3.3, 2.4.1, 2.5.2 to 2.5.4 or if any AoT as aforesaid is opened and/or inspected by any customs or other government authority at any time. The costs and expenses of opening and/ or inspection as aforesaid shall be for the Merchant's account and the Carrier shall not be liable for any loss, damage, delay costs or expenses incurred or suffered by the Merchant by reason thereof and the Merchant shall indemnify the Carrier for all consequences arising from such openings and/or inspections.

The Merchant is obliged to correct at its risk and expense any inadequacy or defect found, failing which the Carrier is entitled to treat the transport as terminated and place the Goods at the Merchant's disposal at any place. In such case the Carrier is entitled to full Freight charge and indemnification.

**2.4.5** For the purpose of verifying the Freight charge, the Carrier reserves the right to have the contents of AoT inspected in order to ascertain the weight, measurement, value or nature of the Goods.

### 2.5 Description of Goods

**2.5.1** The Document evidencing the Contract of Carriage shall be prima facie evidence of the receipt by the Carrier of the Goods as therein described in respect of the particulars which the Carrier had reasonable means of checking. In respect of such particulars proof to the contrary shall not be admissible when the Document has been transferred to a third party acting in good faith.

**2.5.2** The Merchant shall be deemed to have guaranteed to the Carrier the accuracy, at the time the Goods were taken in charge by the Carrier, of the description of the Goods, marks, numbers, quantity and weight, as furnished by the Merchant and the Merchant shall indemnify the Carrier against any loss, damage and expense arising or resulting from such inaccuracies in or inadequacy of such particulars. The right of the Carrier to such indemnity shall in no way limit the Carrier's responsibility and liability hereunder to any person other than the Merchant.

**2.5.3** The Merchant is responsible for all regulations, statutory or otherwise, including the latest edition of the International Maritime Dangerous Goods (IMDG) Code, and/or the Memorandum of Understanding for the Transport of Packaged Dangerous Goods in the Baltic Sea (depending on route/departure), including packaging and labelling of the Goods and labelling of the AoT.

**2.5.4** Where combined transport is involved the European Agreement for the International Carriage of Dangerous Goods by Road (ADR) and Annex 1 (RID) to the contract for International Carriage of Goods by Rail (CIM) or special arrangements made between the contracting parties in respect hereof apply to the appropriate leg.

**2.5.5** Enlarged labels (placards) corresponding to the primary, and if appropriate, subsidiary risk of the Dangerous Goods contained in a cargo unit must be displayed/affixed. These placards must be removed (or hidden by masking) as soon as the cargo unit is empty or free of residue from its previous cargo that presented a risk.

## 3 Carrier's Liability

### 3.1 Basic Liability

**3.1.1** The Carrier shall only be liable for loss of or damage to the Goods which have occurred during the time when the Carrier receives the Goods into its charge until the time of delivery.

**3.1.2** For the purposes of the Contract of Carriage and subject to the provisions in these Conditions, the Carrier shall be responsible for the acts and omissions of any person whose services it makes use of for the performance of the Contract of Carriage.

### 3.2 Liability Exclusions for the Carrier and his servants

**3.2.1** The Carrier shall not be liable for any loss, injury or death to live animals howsoever caused and the Merchant shall be jointly and severally liable to indemnify the Carrier against all financial consequences that the Carrier may incur arising out of the shipment of the live animals.

**3.2.2** Goods which are stated in the Document evidencing the Contract of Carriage to be carried on deck, are carried without responsibility on the part of the Carrier for loss or damage of whatever nature arising during carriage by sea whether caused by

unseaworthiness or negligence or any other cause whatsoever.

**3.2.3** The Carrier does not accept liability for the failure by the Merchant or those acting on the Merchant's behalf to plug in refrigeration or heating machines attached to the AoT nor does the Carrier accept liability for the consequences of malfunctioning of refrigeration or heating machines attached to the AoT.

**3.2.4** The Carrier is not liable for loss or damage occurring when the AoT is in the care of the driver and in particular whilst the AoT is being driven inside the Vessel, all loss and damage occurring at such time being deemed to have been caused by an act or fault of the Merchant unless such loss or damage is proven to be due to a negligent act or default of the Carrier, its servants or agents.

**3.2.5** Regardless of the Carrier's basic liability, the Carrier shall be relieved of liability for any loss or damage if such loss or damage arose or resulted from:

- a. any cause or event which the Carrier could not avoid by the exercise of reasonable diligence,
- b. saving or attempting to save life or property at sea,
- c. act of God, act of war or act of public enemies including riots and civil commotions,
- d. arrest or restraint of princes, rulers or people, or seizure under legal process,
- e. quarantine restrictions,
- f. act or omission of the Merchant, his agent or representative,
- g. compliance with the instructions of the person entitled to give them,
- h. strikes or lockouts or stoppage or restraint of labour from whatever cause, whether partial or general,
- i. perils, dangers and accidents of the sea or other navigable waters,
- j. insufficiency or inadequacy of marks or insufficiency of packing,
- k. handling, loading, stowage or unloading of the Goods by or on behalf of the Merchant,
- l. inherent vice of the Goods,
- m. fire, unless caused by the actual fault or privity of the Carrier,
- n. act, neglect, or default of the master, mariner, pilot, or the servants of the carrier in the navigation or in the management of the ship.

Where under this clause the Carrier is not under any liability in respect of some of the factors causing the loss or damage, he shall only be liable to the extent that those factors for which it is liable under this Clause have contributed to the loss or damage. The burden of proving that the loss or damage was due to one or more of the causes, or events, specified in (f), (g), and (m) of this clause shall rest upon the Carrier. When the Carrier establishes that in the circumstances of the case, the loss or damage could be attributed to one more of the causes, or events, specified in (i) to (l), it shall be presumed that it was so caused. The Merchant shall, however, be entitled to prove that the loss or damage was not, in fact, caused wholly or partly by one or more of the causes or events.

**3.2.6** The defences and limits of liability provided for in these Conditions shall apply in any action against the Carrier for loss of or damage to the Goods whether the action be founded in contract or tort.

### 3.3 Delay and Consequential Losses

**3.3.1** The Carrier accepts liability for consequential loss, only to such extent as mandatory rules to this effect are applicable.

**3.3.2** The Carrier accepts liability for delay or other pure economic loss, only to such extent as mandatory rules to this effect are applicable.

**3.3.3** Save as otherwise provided herein, the Carrier shall in no circumstances whatsoever and howsoever arising be liable for direct or indirect or consequential loss or damage or loss of profits including, but not limited to, any such losses arising from a delay in delivery.

### 3.4 The Amount of Compensation

**3.4.1** When the Carrier is liable for compensation in respect of loss of or damage to the Goods, such compensation shall be calculated

by reference to the value of such Goods at the place and time they are delivered to the Merchant in accordance with the Contract of Carriage or should have been so delivered. The value of the Goods shall be fixed according to the commodity exchange price or, if there be no such price, according to the current market price or, if there be no commodity exchange price or current market price, by reference to the normal value of Goods of the same kind and quality.

**3.4.2** The Carrier shall be entitled to limit its liability in respect of loss of or damage to the Goods carried in an AoT to 667 SDR per unit or 2 SDR per kg of the Goods lost or damaged, whichever is the highest.

**3.4.3** In the event of loss of or damage to an AoT, the AoT shall constitute one unit for purposes of limitation of liability and the Carrier shall be entitled to limit its liability to 667 SDR per AoT or 2 SDR per kg, whichever is the highest.

**3.4.4** If the Carrier is held liable in respect of delay, consequential loss or pure economic loss, the liability of the Carrier shall be limited to the amount of Freight charge for the transport or to the value of the Goods as determined in clause 3.4, whichever is the lesser.

**3.4.5** In multimodal transport, where the stage of carriage where loss or damage occurred is not known, or is known but no international convention or national law is applied by virtue of clause 1.4, compensation shall not exceed 2 SDR's per kilogram of gross weight of the Goods lost or damaged.

**3.4.6** Higher compensation may be claimed only when the value of the Goods declared by the Merchant is exceeding the limits laid down in this Clause and, with the consent of the Carrier, has been stated in the Document evidencing the Contract of Carriage for the purpose of extending its liability. In this case the value declared shall be substituted for the aforementioned limits.

**3.4.7** If any action for loss or damage to the Goods is brought against a servant, agent or independent contractor, including stevedores or any of those referred to in clause 3.1.2, such person shall be entitled to avail itself of the defences and limits of liability, which the Carrier is entitled to invoke under these Conditions, as if they were expressly made for their benefit and in entering into any Contract of Carriage the Carrier does so not only on its own behalf but also as agent and trustee for such persons who shall to this extent be or be deemed to be parties hereto.

### 3.5 Notice of Loss

**3.5.1** Unless notice of loss or damage and the general nature of such loss or damage be given in writing to the Carrier or its agent at the port of discharge before or at the time of the removal of the Goods into the custody of the person entitled to delivery thereof under the Contract of Carriage, or, if the loss or damage be not apparent, within six days, such removal shall be prima facie evidence of the delivery by the Carrier of the Goods as described in the cargo documents. However, the notice in writing need not be given if the state of the Goods has, at the time of their receipt, been the subject of joint survey or inspection and is documented in the Carrier's inspection report.

### 3.6 Time Bar

**3.6.1** Any and all liability of the Carrier whatsoever and howsoever arisen or caused shall cease unless suit is brought within twelve months after delivery of the Goods or the date when the Goods should have been delivered.

## 4 The Merchant's Liability

**4.1.1** The Merchant, including but not limited to its servants or agents, is liable for any loss sustained by the Carrier direct or indirect caused by the Merchant.

**4.1.2** The Merchant shall be liable for any damage, loss and expense, howsoever caused, if the provisions in 2.5 or any other provisions regarding carriage of Dangerous Goods are not complied with.

If the particulars supplied by or on behalf of the Merchant are incorrect, it is agreed that a sum equal to either five times the difference between the correct Freight charge and the Freight charge charged or to double the correct Freight charge less the Freight charge charged, whichever is the smaller, shall be payable as liquidated damages to the Carrier, notwithstanding any other sum having been stated as Freight charges payable.

**4.1.3** The Merchant shall be liable for the payment of all Freight charges, other charges and demurrage etc. payable at destination, which the Carrier cannot obtain from the receiver.

**4.1.4** Nothing in these terms and conditions shall prevent the Carrier or its servants from bringing an action in tort towards the Merchant or its servants. Furthermore, nothing in these terms shall prevent the Carrier or its servants from claiming higher amounts than stipulated above.

## 5 Freight rates, Freight charges and Lien

**5.1.1** The terms governing Freight rates applicable at the date of shipment are quoted by the Carrier and/or set forth in separate freight rate agreements entered into between Carrier and Customer prior to shipment. Quoted Freight rate provisions are available from the Carrier upon request. In the event of inconsistency between these Conditions and a freight rate agreement, the latter shall prevail.

**5.1.2** Freight charge shall be deemed earned on receipt of the Goods by the Carrier and shall be paid in any event and is non-returnable. Pre-payable Freight charge and other charges shall be payable at the latest upon receipt of the Goods by the Carrier and Freight charge and other charges, if any, payable at destination shall be payable at the latest on the date when the Goods are delivered or should have been delivered, unless otherwise agreed. The Carrier is entitled to charge interest from the date when Freight charge and other charges are due.

**5.1.3** The Merchant's attention is drawn to the stipulations concerning currency in which the Freight charge and other charges are to be paid, rate of exchange, devaluation and other contingencies relative to Freight charges and other charges in relevant freight charge agreements.

If no such stipulation exists or is applicable then the following clause shall apply: if the currency in which Freight charges and charges are quoted is devalued or an alteration in the rate of exchange occurs with the same effect as a devaluation between the date of the Contract of Carriage and the date when the Freight charge and other charges are payable, then all Freight charges and other charges shall be automatically and immediately increased in proportion to the extent of the devaluation of the said currency.

In case the Carrier has consented to payment in another currency than the above mentioned currency, then all Freight charges and other charges shall – subject to the preceding paragraph – be paid at the highest selling rate of exchange for banker's sight draft current on the day when such Freight charge and other charges are paid. If the banks are closed on the day when the Freight charge and other charges are paid, the rate to be used will be the one in force on the last day when the banks were open.

**5.1.4** In the event of increase in price for fuel oil, all Freight rates may be adjusted in order to compensate the Carrier for increased fuel and lubricating costs as from the day of such increase.

**5.1.5** Due to the United Kingdom's departure from the European Union ("Brexit"), all Freight rates may be adjusted, and/or surcharges added, in order to compensate the Carrier for all costs and expenses being attributable to Brexit. Examples of such costs and expenses may include, but is not limited to, customs, duties, tariffs, port costs, cost of personnel administration, reconfigurations of equipment and the rerouting of transports and Goods.

**5.2 Lien**

**5.2.1** The Carrier shall have a lien on the Goods and the right to sell the same by public auction or otherwise at its discretion for all Freight charges, other charges and expenses of whatever kind and nature due to the Carrier under the Contract of Carriage and also in respect of any previously unsatisfied amounts of the same nature and for the same costs and expenses of exercising such a lien and such sale. Such lien and liability shall remain notwithstanding the Goods have been landed, stored or otherwise dealt with. If on the sale of the Goods the proceeds fail to realize the amount due, the Carrier shall be entitled to recover the difference from the Merchant.

**6 General Average**

**6.1.1** General Average shall be adjusted according to York–Antwerp rules 1974 as amended in 1994 and shall be prepared at Gothenburg, Sweden, or any other port at the Carrier's option by an established adjuster to be appointed by the Carrier.

This provision shall cover all Goods whether carried on or under deck as well as deck cargo and live animals. The Merchant shall deliver such cash deposit and/or other security as the Carrier may deem sufficient to cover the estimated general average contribution of the Goods before delivery if the Carrier requires, or, if the Carrier does not require, within three months of the delivery of the Goods, whether or not at the time of the delivery the Merchant had notice of the Carrier's lien. If a salvaging vessel is owned or operated by the Carrier, salvage shall be paid for as fully as if the said salvaging vessel belonged to strangers.

**6.1.2** If the Carrier delivers the Goods to the Merchant without claiming any average bond or other security for contribution to General Average the Merchant - by receiving the Goods - becomes personally liable for the contribution up to the CIF value of the Goods provided the Carrier notifies the Merchant within three months after receipt by the Merchant of the Goods of his intention to declare General Average.

**6.1.3** The Merchant undertakes, if so requested by the Carrier, to disclose the CIF value of the Goods and the name and address of the Underwriter. Unless the Merchant provides the Carrier with an undertaking from such Underwriter to pay General Average contribution the Merchant shall give the Carrier such other security as he may approve.

**6.1.4** Any disputes howsoever and/or whatsoever arising under or in relation to General Average, including but not limited to, the adjustment thereof, cash deposits, General Average bonds, General Average Guarantees and the collection and/or payment of contributions to General Average shall be subject to Swedish law and shall be subject to the exclusive jurisdiction of the District Court of Gothenburg, provided that nothing contained in this clause shall prevent the Carrier from invoking such other law as may be necessary for the enforcement of the Carrier's rights.

**7 Miscellaneous Provisions**

**7.1 Both-to-blame collision clause and new Jason Clause**

**7.1.1** The Both-to-Blame Collision Clause and New Jason Clause as adopted by BIMCO are incorporated herein.

**STENA LINE POLICY FOR SECURING CARGO**

Stena Line is committed to the proper securing of movable cargo units on board Ro/Ro ships in accordance with the Maritime Administrations' rules and regulations.

Every vessel has a cargo lashing manual. This manual has been verified by the authorities and describes cargo securing procedures as well as materials used for lashing.

The purpose of this document is to have set lashing procedures to ensure safe transport of freight units on board our ships. To accomplish this, the freight units loaded on board must have the correct number of approved lashing brackets. We request therefore that our customers meet the following requirements:

- A freight unit must be equipped with approved lashing brackets (according to the requirements in IMO - Code of Safe Practice for cargo Stowage and Securing"). This means that every freight unit must be equipped with at least four (4) approved lashings brackets on each side to ensure loading and lashing in a manner safe for sea transport.
- Cargo in a transport container must be lashed for sea transport. At a minimum, this lashing must be in compliance with IMO regulations. IMO regulations can be found in "Code of Safe Practice for cargo Stowage and Securing".
- Semi-trailers by the nature of their design should not be supported on their landing legs during sea transport unless the landing legs are specially designed for that purpose and so marked.

An uncoupled semi-trailer should be supported by a trestle or similar device placed in the immediate area of the drawplate so that the

connection of the fifth wheel to the kingpin is not restricted.

A clearly visible marking on the outer sidewall of the semi-trailer, or on some other clearly visible place, shall indicate the location of the trestle. The trestle plate should be located between the fifth-wheel plate and the landing legs. If the semi-trailer has more than one fifth wheel coupling pin, the trestle plate location should be measured from the rearmost fifth wheel coupling pin position.

- Trailers designed to transport loads likely to have an adverse effect on their stability (i.e. hanging meat or liquids) must have a means of neutralizing the suspension system in order to avoid a build-up of momentum. "It should never be assumed that the weather will be calm and the sea smooth or that securing methods used for land transport will always be adequate at sea". Packing and securing of cargo into/on to a trailer should be carried out with this in mind therefore it is essential to make the cargo in a trailer secure to prevent cargo movement inside the unit. It should not be assumed that because cargo is heavy it will not move during transport. Trailers presented for shipment without trestle plates fitted and/or suitable marking may result in the shipment being refused on safety grounds or be subject to delay.
- The master of the vessel has the right and the obligation to refuse shipment of freight units intended for sea transport that do not comply with these requirements. For the same reason, the Maritime Administrations in our areas of operation may forbid the Carrier to take such units on board. In these situations, the Carrier reserves the right to leave such freight units on the wharf.

For further information on safe shipment of cargo and securing, please refer to the Freight Transport Information Manual.



# NSOCC GREEN CARD 2011 NORTH SEA OPERATOR'S CLAIMS CONFERENCE

# NSOCC GREEN CARD 2011 NORTH SEA OPERATOR'S CLAIMS CONFERENCE

## NSOCC Green Card 2011 (1st Edition)

Guidelines for the settlement of claims relating to Articles of Transport carried under the Carriers' Standard Terms of Carriage.

This sixth edition of these Guidelines is issued to indicate to the trade the parameters that have been agreed between the Carriers and Protection & Indemnity (P&I) Clubs, over the years, for the settlement of claims for damage to Articles of Transport ("AoT") and similar carried under the Carriers' Standard Conditions of Carriage.

These Guidelines do not vary or prejudice the parties' respective legal positions under the Carriers' Standard Conditions of Carriage in any way. AoT includes, unless otherwise indicated, any vehicle, container, flat, pallet, trailer, TUV-certified unit, transportable tank and/or similar items used for the consolidation of goods, as well as mobile plant. Trailers and similar road vehicles must comply with the International Standard ISO 9367-1 and ISO 9367-2, in respect of "Lashing and Securing arrangements on road vehicles for sea transportation on ro/ro ships".

Special attention is drawn to the Carrier's Standard Conditions of Carriage and nothing contained in these Guidelines shall be construed as a waiver or surrender of any of the carrier's rights and/or defences. The Carrier shall not undertake any greater liability or responsibility than exists under those standard conditions.

## Normal Wear and Tear and Handling Damage

Alleged damage to the AoT is frequently found, on inspection, to be wear and tear. AoT are susceptible to damage despite due care being taken during loading, handling, stowing, storing, and discharge, and terminal operations. Carriers shall not accept such wear and tear and such "handling damage" as a valid claim.

## Claim Settlement

The intention of these Guidelines is to establish the basis for an amicable resolution of any claims arising in respect of loss of or damage to an AoT allegedly sustained whilst in the custody of the Carrier. Simplified procedures have been adopted for settlement of valid claims for AoT.

Except where the damaged material is less than 3 months of age, all claim settlements shall be subject to a reduction, in accordance with industry practice to reflect wear and tear depreciation (W&T Clause). Where the damaged material is proven to be less than 3 months of age, loss or damage will be fully reimbursed (Material Lifetime Clause).

## Valid Claims

Claims will only be accepted where:

1. it can be clearly established that the loss or damage occurred whilst the AoT was in the custody of the Carrier; and
2. the loss or damage was caused by the fault or neglect on the part of the Carrier, their Subcontractors, their Servants or their Agents; and
3. it is supported by documentary evidence, specifically:
  - a) Copy invoice or estimate for repair and/ or replacement costs.
  - b) Written confirmation that the costs paid have not been claimed from or paid by any other party.

Claimants are expected to mitigate the loss at all times. Where any of the specific items detailed in paragraphs A to E below form part of a larger claim, consideration may be given to settlement without the application of the stated limitations in paragraphs A to E.

## As a general principle, carriers shall not accept liability for the following:

- A: Damage to parts not visible on delivery through reasonable inspection methods, such as video gates and visual manual delivery checks (depending on port facilities).
- B: Roof damages except where damage occurs by external impact whilst the AoT was in the custody of the Carrier only if clear and evidently visible from ground level or, where quay facilities are available for "proper and efficient" roof damage control, as recorded thereon.
- C: Decals, Logos and Advertising except for repair or replacement in the immediate damage area.
- D: Trailers and similar items

- D1: Any damage caused by shifted cargo within or on the AoT.
- D2: Tilts & Curtains except holes and tears in tilts and/or curtains (items not subject to the W&T Clause) where they are significant and were caused as a result of tear or chafe against external objects whilst the AoT was in the custody of the Carrier. Examples of such situations, where liability shall not be accepted, are holes and tears as a result of:
  - a) Tearing or chafing against the framework of, or objects within, the AoT.
  - b) Tearing or chafing against cargo within the AoT, excessive tension in the canopy due to side boards, stanchions or cargo extending beyond the cargo loading platform.
  - c) Knife cuts and tilt damages caused by stowaways.

Unless the cost of repair exceeds the cost of replacement, holes and tears will not be accepted as justifying the complete renewal of the tilt and/or curtains, even if the damage endangers the legitimacy of a certification policy (such as, but not limited to, a TUV Certificate). In the exceptional case of a justified complete renewal of the tilt, any claim settlement will reflect the depreciated replacement value of the tilt and/or curtains at the time that the damage occurred.

- D3: Bumpers, Sidebars and Cargo Lifts touch ramps, bollards and other objects. Any related minor damage shall be treated as fair wear and tear, unless they are fully retracted and secured prior to presentation for shipment.
- D4: Buffer blocks which are customarily fitted to protect the AoT, or any parts of it, from frequent contact with hard objects. Any damage shall be deemed to be fair wear and tear.
- D5: TIR Wires, Eyelets & Curtain Buckles are in excess of the width of the AoT and are subject to damage in normal use. All damage to these and other such items shall be considered as fair wear and tear.
- D6: Tyres  
Flat tyres, punctures or damages to the tread of the tyres. Damage will only be compensated where there is clear visible impact to the sidewall of the tyres and then only according to the following criteria:
  - a) If the remaining tread is known, compensation shall be calculated pro rata per mm.
  - b) If the remaining tread is unknown, compensation shall be maximum 50%. However, no liability shall be accepted for any tyre with a tread below 4mm or where the tread peels away from the tyres.
- D7: Spare wheel carriers and storage boxes are often positioned close to the ground and any damage shall be considered as inherently occurring due to their location.

- D8: Wheel rims Any damages.
- D9: Air suspension bags and related parts Any damages, except where it can be clearly established that the damage occurred whilst the AoT was in the custody of the carrier.
- D10: Mudguards and anti-spray equipment are inherently vulnerable to contact with external objects. Any damage shall be considered fair wear and tear, except where it can be clearly established that the damage occurred whilst the AoT was in the custody of the carrier.
- D11: Loose equipment  
Loss of or damage to lamps, lamp lenses, reflectors and other loose equipment, such as, but not limited to, removable trailer light boards, spare tyres, winding handles, brake couplings, tools, tarpaulin covers, spansets, etc.
- D12: Landing legs and stays except where bent by external impact to such an extent that they are no longer able to serve their intended purpose.
- D13: Landing legs wheels and feet  
Any damage to these items having regard to their function and to the heavy stress to which they are regularly subjected, except where it can be clearly established that they were damaged by external impact to such an extent that they are no longer able to serve their intended purpose.
- D14: Side board & door hinges and locks Side board & door hinges and locks wear out due to normal handling and corrosion.
- D15: Side boards and trailer superstructure Chafing, denting, splitting of side boards (covered side boards are not subject to the W&T Clause) and superstructures, except where it can clearly be established that the damage occurred whilst the AoT was in the custody of the carrier.
- D16: Rear board and rear doors Chafing, denting, splitting of the rear board and rear doors, except where it can be clearly established that the damage occurred whilst the AoT was in the custody of the carrier.
- D17: Aluminium and other light-weight constructions except frame and sub-frame damage caused by external impact occurring whilst the AoT was in the custody of the carrier.
- D18: Curtain-winding and tensioning mechanism except where damage occurs by external impact whilst the AoT was in the custody of the carrier and caused the system to malfunction.
- E: Box, Bulk, Reefer, and Tank, Containers Dents, scratches and any other cosmetic damages to any outer casing, panels, framework, corner posts, and castings, where the normal operation of the unit is not impeded (Cosmetic damage Clause). Malfunction of temperature gauges, valve covers, box lids etc.

Damage to ladders and walkways which does not affect their ability to be used safely. Temperature settings or the malfunction of thermostats, heating or refrigeration units.

Claims in relation to tank containers shall be subject to the right of inspection of the damage and any claim settlement will reflect the depreciated replacement value of the tank container at the time that the damage occurred.

As approved by the North Sea Operator's Claims Conference (NSOCC) Members 2010.

## Securing of cargo within vehicles and AOT for carriage by sea

The object of multimodal transport is to carry goods from the place of consolidation in AoT to their final destination without interference during the carriage.

It is in the interest of all parties involved for the goods to out-turn at the receivers' premises in sound condition and it is therefore essential that the goods are properly stowed and secured in the AoT from the outset. Failure to do so may well be illegal and also cause delay and additional expense for shippers as well as endanger life.

Therefore, it is essential for the goods to be properly stowed and secured in the AoT, to safeguard the goods and the AoT against natural and man-made circumstances that may arise during the carriage. Shippers must comply with stowage guidelines and standards (and any amendments thereto) which have been drawn up by various organizations over the years, including but not limited to:

- The European Standard EN 12195-1 as approved by CEN members (Comité Européen De Normalisation) on 1 September 2003.

- The manual "Loading and securing Cargo on Load Carriers" published by the Transport Research Institute (TFK), Stockholm, Sweden.

- Securing of loads on road vehicles. (VDI manual Securing of Loads), VDI 2700 published 2004-11.

- The British Merchant Shipping Notice no.M.1445 of April 1991. It's associated "Roll On /Roll Off Ships Stowage and Securing of Vehicles Code of Practice" (ISBN 0 11 550995 X) issued by the Department of Transport,

Marine Directorate, London, is published by Her Majesty's Stationary Office and contains lists of related publications.

- The IMDG Code Supplemental (Amdt. 34- 08) titled "Guidelines for the packing of cargo, other than bulk cargo, into or onto cargo transport units (CTUs) applicable to transport operations by all surface and water modes of transport".

As approved by the North Sea Operator's Claims Conference (NSOCC) Members 2010.

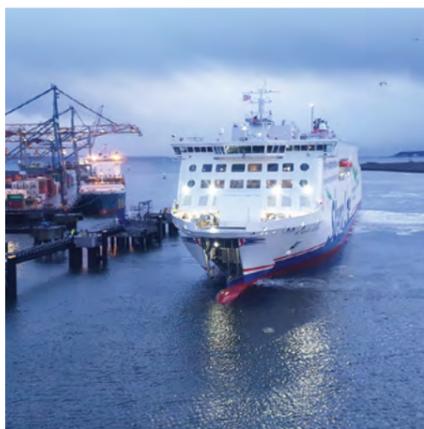


# BREXIT TERMS OF BUSINESS FOR STENA LINE CUSTOMERS

## Customs requirements for travel from/to Great Britain to/from the European Union and for travel from/to Great Britain to/from Northern Ireland with effect from 1 January 2021

From the time that the United Kingdom (the "UK") of Great Britain ("GB") and Northern Ireland ("NI") leaves the European Union (the "EU") at the end of the transition period, as set out in Article 126 of the Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community, these Terms will be amended by the inclusion of the additional terms as set out below and such amendments will become immediately applicable:

- a. for Goods transported by the Carrier between GB ports and ports in the Republic of Ireland (or vice versa) see Schedule 1 to these Terms;
- b. for Goods transported by the Carrier between GB ports and ports in Northern Ireland (or vice versa) see Schedule 2 to these Terms.
- c. for Goods transported by the Carrier between GB ports and ports in the Netherlands (or vice versa) see Schedule 3 to these Terms.



## Schedule 1

From the time that the United Kingdom (the "UK") of Great Britain ("GB") and Northern Ireland ("NI") leaves the European Union (the "EU") at the end of the transition period, as set out in Article 126 of the Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community, the additional terms as set out below will become immediately applicable for Goods transported by the Carrier between GB ports and ports in the Republic of Ireland ("ROI") (or vice versa).

The provisions of this Schedule apply for the period from 2300 hours GMT on 31 December 2020 to 0000 hours GMT on 1 July 2021, unless otherwise indicated, and may be subject to change with effect from 1 July 2021.

The provisions of this Schedule are without prejudice to the rights of the Carrier under the Stena Line Conditions of Carriage, and in particular clauses 2.3.1, 2.4.4, 2.5.2 and 5.1.5 thereof, and the provisions of this Schedule shall be considered to be supplemental to, and not in substitution of, such provisions.

1. The Customer shall ensure that it complies with all regulations or requirements of any Customs, port or other Government Authority.

2. The Customer shall ensure all documentation, declarations, notices or forms, or combination of the foregoing declarations as may be required in relation to the Goods (as defined in the Stena Line Conditions of Carriage) contained in the article of transport or the AoT (as defined in the Stena Line Conditions of Carriage) (such documentation, declarations, notices and forms being referred to as the "Declarations") are completed and submitted to the relevant Customs, port or other Government Authority in the UK and/or Ireland (and where applicable any other EU member state or an authority of the EU) (the "Authorities") depending on the country of departure, transit and/or arrival, it being acknowledged that such Declarations may include, without limitation:

- a. export declarations;
- b. import declarations;
- c. Entry in the Declarant's Records ("EIDR");
- d. safety and security declarations (both Entry Summary Declarations ("ENS") and Exit Summary Declarations ("EXS"), where required) for all consignments in both accompanied and unaccompanied AoT's ("Safety and Security Declarations");
- e. Common Transit Convention ("CTC") transit declarations;
- f. ATA and TIR Carnets;
- g. veterinary and plant health certificates including export health certificates ("EHCs") and phytosanitary certificates; and
- h. any other declarations that are used for transport and/or importing or exporting Goods.

3. The Carrier shall have no responsibility or liability whatsoever for completing and submitting and/or verifying the Declarations to the Authorities, including but not limited to the ENS and EXS, where required, for Goods carried in unaccompanied AoT's with effect from 2300 hours GMT on 31 December 2020, except for the ENS for imports into GB, which are required from 1 July 2021.

4. The Customer shall ensure that all Declarations, including but not limited to any relevant Safety and Security Declaration are completed and pre-lodged with the Authorities no later than the time of checking-in of the Goods with the Carrier at the port of departure or earlier if so required by the Authorities.

5. The Customer shall be responsible for ensuring the accuracy, sufficiency and completeness of all Declarations and the Carrier shall have no liability whatsoever in the event of missing or incorrect data.

6. The Customer shall upon request produce to the Carrier upon check-in of the Goods at the port of departure evidence that is satisfactory to the Carrier that all necessary Declarations have been made to the relevant Authorities in respect of the Goods, including the Reference Number(s) as set out in Clause 8 and 9 below.

## BREXIT TERMS OF BUSINESS FOR STENA LINE CUSTOMERS

7. The Carrier shall be entitled to refuse to accept the Goods if the Customer does not produce to the Carrier upon request at check-in the information and evidence that it is required to produce pursuant to Clause 6 above and where the GMRs and PBNs, to be presented pursuant to Clauses 8 and 9 below cannot be validated. If the Customer does not present a valid GMR and/or PBN the Customer will not be able to check-in at the port of departure and the Customer will be instructed to leave the port until the Customer is able to present a valid GMR and/or PBN. Under such circumstances the freight charges in respect of the Goods and any additional costs resulting from the circumstances referred to above shall be deemed earned and payable by the Customer and the Carrier shall have no liability whatsoever as a result thereof.

8. The Customer shall ensure that the Goods Movement Reference number (the "GMR"), created by HM Revenue and Customs ("HMRC") Goods Vehicle Movement Service ("GVMS") and required under HMRC's pre-lodgement model, is presented to the Carrier prior to or at check-in at the port in the ROI for all imports into GB and at the GB port for all exports out of GB to ROI. The GMR must be presented for all departures from 23.00 hours GMT on 31 December 2020 at the port in ROI for all CTC transit movements and for all departures from 24.00 hours on 30 June 2021 for all imports into GB and exports out of GB. It is the Customer's responsibility to ensure a GMR is presented when required and if the Customer does not present a GMR for CTC transit movements for a departure between 23.00 hours on 31 December 2020 and 24.00 hours on 30 June 2021 then the Carrier shall assume a GMR is not required and shall have no responsibility or liability if a GMR is required.

9. The Customer shall ensure that the Pre-Boarding Notification (the "PBN") reference number issued by Irish Revenue Commissioners ("Revenue"), as required under the Revenue's Customs Roll-On Roll-Off Service, is presented to the Carrier prior to or at check-in at the GB port for all imports into Ireland and at the port in Ireland for all exports out of Ireland for all departures from 23.00 hours GMT on 31 December 2020.

10. The Customer is responsible for ensuring that any Transit Accompanying Documents ("TADs") for the Goods are presented, when required, at the relevant Office of Departure, Office of Transit and Office of Destination and the Carrier shall not have any liability if the TADs are not presented when required.

11. The Customer shall ensure that any ATA and TIR Carnets are presented at the required location for wet stamping.

12. Where the Authorities require the pre-notification of the arrival of the Goods at the port of arrival the Customer shall ensure that such pre-notification is provided and the Carrier shall have no liability in the event of any failure to comply with such a requirement.

13. In the event of a Customer's AoT being shipped on a departure other than that on which it was booked, due to service disruption, operational requirements, Customer's request or any other cause whatsoever, it is the responsibility of the Customer to update in a timely fashion any Declarations or amend any appointments at inspection facilities if so required. The Carrier shall not be liable for any loss or penalty incurred as a result.

14. It is the Customer's responsibility for ensuring all required documentation (including but not limited to TADs and EHCs) accompanies the Goods carried in accompanied and unaccompanied AoT's. The Carrier shall not handle or accept such documentation and the Carrier shall not be liable for the consequences of any missing or lost documentation.

15. The Customer (or its drivers) shall be responsible for checking the Revenue's channel look-up service or GVMS for confirmation that the AoT is cleared to exit the port in Ireland or GB or whether the Goods are to be held for customs or SPS checks by the Authorities at the required inspection point. The Carrier does not accept any responsibility for notifying the Customer (or its drivers) as to whether any documentary or physical checks are required on the Goods. In

the event the Carrier does notify the Customer the Carrier takes no responsibility for the accuracy of the information provided.

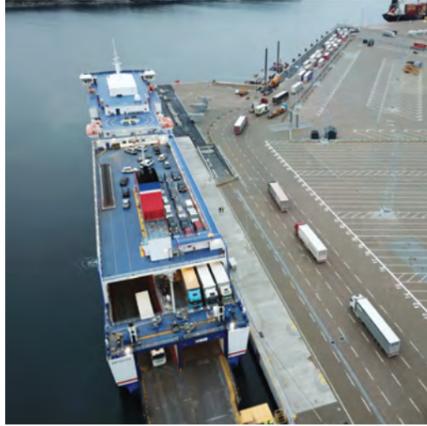
16. It is the Customer's responsibility, at its own cost, to comply with all instructions from the Authorities for any documentary or physical checks on the Goods and for the organisation and cost of moving the Goods to the required inspection point and for the cost of the checks themselves. The Carrier shall have no responsibility and/or liability for moving the Goods to the required inspection point or for the failure of the Customer to comply with such instructions. The Customer shall indemnify the Carrier for any costs of whatsoever nature incurred by the Carrier in complying with any instructions from the Authorities and for the cost of the checks themselves.

17. The Carrier shall at all times comply with any instructions from the Authorities or any other government body for, including but not limited to, breaking seals, opening AoT's, unpacking and allowing access to the Goods. The costs and expenses of complying with such instructions shall be for the Customer's account and the Carrier shall not be liable for any loss, damage, delay costs or expenses and/or consequential losses, directly or indirectly incurred or suffered by the Customer by reason thereof and the Customer shall indemnify the Carrier for all consequences arising from the Carrier's compliance with the instructions.

18. Acceptance by the Carrier of the Goods for carriage is not an acceptance that all the required Declarations have been completed and submitted and does not relieve the Customer from any responsibility and liability for ensuring that all Declarations are submitted and that the information provided is accurate and correct.

19. The Customer shall bear and pay all duties, taxes, fines, imposts, expenses, losses, liabilities, penalties and/or damages directly or indirectly incurred or suffered (whether by the Customer, the Carrier or any other person) as a result of the failure of the Customer to comply with its obligations in relation to the Declarations and/or its obligations contained in this Schedule and shall indemnify and hold harmless the Carrier in respect of the same, or any failure to make such Declarations and/or for any incorrect data therein, including but not limited to the Safety and Security Declarations for unaccompanied AoT's if such Safety and Security Declarations are required by the Authorities.





## Schedule 2

From the time that the United Kingdom (the "UK") of Great Britain ("GB") and Northern Ireland ("NI") leaves the European Union (the "EU") at the end of the transition period, as set out in Article 126 of the Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community, the additional terms as set out below will become immediately applicable for Goods transported by the Carrier between GB and NI ports (or vice versa).

The provisions of this Schedule apply for the period from 2300 hours GMT on 31 December 2020 to 0000 hours GMT on 1 July 2021, unless otherwise indicated, and may be subject to change with effect from 1 July 2021.

The provisions of this Schedule are without prejudice to the rights of the Carrier under the Stena Line Conditions of Carriage, and in particular clauses 2.3.1, 2.4.4, 2.5.2 and 5.1.5 thereof, and the provisions of this Schedule shall be considered to be supplemental to, and not in substitution of, such provisions.

1. The Customer shall ensure that it complies with all regulations or requirements of any Customs, port or other Government Authority.
2. The Customer shall ensure all documentation, declarations, notices or forms, or combination of the foregoing declarations as may be required in relation to the Goods (as defined in the Stena Line Conditions of Carriage) contained in the article of transport or the AoT (as defined in the Stena Line Conditions of Carriage) (such documentation, declarations, notices and forms being referred to as the "Declarations") are completed and submitted to the relevant Customs, port or other Government Authority in the UK (and where applicable any EU member state or an authority of the EU) (the "Authorities") depending on the country of departure, transit and/or arrival, it being acknowledged that such Declarations may include, without limitation:
  - a. export declarations;
  - b. import declarations;
  - c. Entry in the Declarant's Records ("EIDR");
  - d. safety and security declarations (both Entry Summary Declarations ("ENS") and Exit Summary Declarations ("EXS"), where required) for all consignments in both accompanied and unaccompanied AoT's ("Safety and Security Declarations");
  - e. Common Transit Convention ("CTC") transit declarations;
  - f. ATA and TIR Carnets;
  - g. veterinary and plant health certificates including export health certificates ("EHCs") and phytosanitary certificates; and
  - h. any other declarations that are used for transport and/or importing or exporting Goods.

3. The Carrier shall have no responsibility or liability whatsoever for completing and submitting and/or verifying the Declarations to the Authorities (including but not limited to the ENS for imports to NI, and the EXS where required for exports from NI, for Goods carried in unaccompanied AoT's).

4. The Customer shall ensure that all Declarations, including but not limited to any relevant Safety and Security Declaration are completed and pre-logged with the Authorities no later than the time of checking-in of the Goods with the Carrier at the port of departure or earlier if so required by the Authorities.

5. The Customer shall be responsible for ensuring the accuracy, sufficiency and completeness of all Declarations and the Carrier shall have no liability whatsoever in the event of missing or incorrect data.

6. The Customer shall upon request produce to the Carrier upon check-in of the Goods at the port of departure evidence that is satisfactory to the Carrier that all necessary Declarations have been made to the relevant Authorities in respect of the Goods, including the Reference Number(s) as set out in Clause 8 below.

7. The Carrier shall be entitled to refuse to accept the Goods if the Customer does not produce to the Carrier upon request at check-in the information and evidence that it is required to produce pursuant to Clause 6 above and where the GMRs to be presented pursuant to Clause 8 below cannot be validated. Save for paragraph 9 below if the Customer does not present a valid GMR the Customer will not be able to check-in at the port of departure and the Customer will be instructed to leave the port until the Customer is able to present a valid GMR. Under such circumstances the freight charges in respect of the Goods and any additional costs resulting from the circumstances referred to above shall be deemed earned and payable by the Customer and the Carrier shall have no liability whatsoever as a result thereof.

8. Save for paragraph 9 below for all departures from a GB port to a NI port from and including 23.00 hours GMT on 31 December 2020 the Customer shall ensure that the Goods Movement Reference number (the "GMR"), created by HM Revenue and Customs' ("HMRC") Goods Vehicle Movement Service ("GVMS") and required under HMRC's pre-lodgement model, is presented to the Carrier prior to or at check-in at the GB port for all imports to NI, including CTC transit movements. The GMR must also be presented at NI ports for CTC transit movements into or through GB, and/or where an export declaration is required, for all departures from 23.00 hours GMT on 31 December 2020. It is the Customer's responsibility to ensure a GMR is presented when required. If the Customer does not present a GMR where required for NI to GB movements the Carrier shall assume a GMR is not required and shall have no responsibility or liability if a GMR is required.

9. If the Customer's goods have union status and the goods movement started ahead of 2300 hours GMT on 31 December 2020 the Customer will not need to create or provide a GMR for a period of 7 days after December 2020 if the Customer is travelling from GB to NI, except where the Customer is moving the goods between GB and NI under transit. From 8 January 2021 all movements crossing from GB to Northern Ireland will require a GMR. Stena Line accepts no responsibility or liability if the Customer fails to present a GMR where required during this 7 day period.

10. The Customer is responsible for ensuring that any Transit Accompanying Documents ("TADs") for the Goods are presented, when required, at the relevant Office of Departure, Office of Transit and Office of Destination and the Carrier shall not have any liability if the TADs are not presented when required.

11. The Customer shall ensure that any ATA and TIR Carnets are presented at the required location for wet stamping.

12. Where the Authorities require the pre-notification of the arrival of the Goods at the port of arrival the Customer shall ensure that such pre-notification is provided and the Carrier shall have no liability in the event of any failure to comply with such a requirement.

13. In the event of a Customer's AoT being shipped on a departure other than that on which it was booked, due to service disruption, operational requirements, Customer's request or any other cause whatsoever, it is the responsibility of the Customer to update in a timely fashion any Declarations or appointments at inspection facilities if so required. The Carrier shall not be liable for any loss or penalty incurred as a result.

14. It is the Customer's responsibility for ensuring all required documentation (including but not limited to TADs and EHCs) accompanies the Goods carried in accompanied and unaccompanied AoT's. The Carrier shall not handle or accept such documentation and the Carrier shall not be liable for the consequences of any documentation being missing or lost.

15. The Customer (or its drivers) shall be responsible for checking the GVMS for confirmation that the AoT is cleared to exit the port in NI or GB or whether the Goods are held for customs or SPS checks by the Authorities at the required inspection point. The Carrier does not accept any responsibility for notifying the Customer (or its drivers) as to whether any documentary or physical checks

are required on the Goods. In the event the Carrier does notify the Customer the Carrier takes no responsibility for the accuracy of the information provided.

16. It is the Customer's responsibility, at its own cost, to comply with all instructions from the Authorities for any documentary or physical checks on the Goods and for the organisation and cost of moving the Goods to the required inspection point and for the cost of the checks themselves. The Carrier shall have no responsibility and liability for moving the Goods to the required inspection point or for the failure of the Customer to comply with such instructions. The Customer shall indemnify the Carrier for any costs of whatsoever nature incurred by the Carrier in complying with any instructions from the Authorities and for the cost of the checks themselves.

17. The Carrier shall at all times comply with any instructions from the Authorities or any other government body for, including but not limited to, breaking seals, opening AoT's, unpacking and allowing access to the Goods. The costs and expenses of complying with such instructions shall be for the Customer's account and the Carrier shall not be liable for any loss, damage, delay costs or expenses and/or consequential losses, directly or indirectly incurred or suffered by the Customer by reason thereof and the Customer shall indemnify the Carrier for all consequences arising from the Carrier's compliance with the instructions.

18. Acceptance by the Carrier of the Goods for carriage is not an acceptance that all the required Declarations have been completed and submitted and does not relieve the Customer from any responsibility and liability for ensuring that all Declarations are submitted and that the information provided is accurate and correct.

19. The Customer shall bear and pay all duties, taxes, fines, imposts, expenses, losses, liabilities, penalties and/or damages directly or indirectly incurred or suffered (whether by the Customer, the Carrier or any other person) as a result of the failure of the Customer to comply with its obligations in relation to the Declarations and/or its obligations contained in this Schedule and shall indemnify and hold harmless the Carrier in respect of the same, or any failure to make such Declarations and/or for any incorrect data therein, including but not limited to the Safety and Security Declarations for unaccompanied AoT's if such Safety and Security Declarations are required by the Authorities.





### Schedule 3

From the time that the United Kingdom (the "UK") of Great Britain ("GB") and Northern Ireland ("NI") leaves the European Union (the "EU") at the end of the transition period, as set out in Article 126 of the Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community, the additional terms as set out below will become immediately applicable for Goods transported by the Carrier between ports in the GB and ports in the Netherlands (or vice versa).

The provisions of this Schedule apply for the period from 2300 hours GMT on 31 December 2020 to 0000 hours GMT on 1 July 2021, unless otherwise indicated, and may be subject to change with effect from 1 July 2021.

The provisions of this Schedule are without prejudice to the rights of the Carrier under the Stena Line Conditions of Carriage, and in particular clauses 2.3.1, 2.4.4, 2.5.2 and 5.1.5 thereof, and the provisions of this Schedule shall be considered to be supplemental to, and not in substitution of, such provisions.

1. The Customer shall ensure that it complies with all regulations or requirements of any Customs, port or other Government Authority.
2. The Customer shall ensure all documentation, declarations, notices or forms, or combination of the foregoing declarations as may be required in relation to the Goods (as defined in the Stena Line Conditions of Carriage) contained in the article of transport or the AoT (as defined in the Stena Line Conditions of Carriage) (such documentation, declarations, notices and forms being referred to as the "Declarations") are completed and submitted to the relevant Customs, port or other Government Authority in the UK and/or the Netherlands (and where applicable any other EU member state or an authority of the EU) (the "Authorities") depending on the country of departure, transit and/or arrival, it being acknowledged that such Declarations may include, without limitation:
  - a. export declarations;
  - b. import declarations
  - c. Entry in the Declarant's Records ("EIDR");
  - d. safety and security declarations (both Entry Summary Declarations ("ENS") and Exit Summary Declarations ("EXS"), where required) for all consignments in both accompanied and unaccompanied AoT's ("Safety and Security Declarations");
  - e. Common Transit Convention ("CTC") transit declarations;
  - f. ATA and TIR Carnets;
  - g. veterinary and plant health certificates including export health certificates ("EHCs") and phytosanitary certificates; and
  - h. any other declarations that are used for transport and/or importing or exporting Goods.
3. The Carrier shall have no responsibility or liability whatsoever for completing and submitting and/or verifying the Declarations (including but not limited to the ENS for imports into GB, and the EXS if required for exports from GB from 2300 hours GMT on 31 December 2021, for Goods carried in unaccompanied AoT's when required from 1 July 2021) to the Authorities, except where indicated in Clause 5 below.
4. The Customer shall ensure that where required all Declarations, including but not limited to any relevant Safety and Security Declaration are completed and pre-lodged with the Authorities, and if required local Port Community Systems, in accordance with the required timescales, except where indicated in Clause 5 below.
5. The Customer is responsible for providing the Carrier with sufficient information and data for the Carrier to submit the ENS for imports into the Netherlands Port Community System ("Portbase") for Goods carried in both accompanied and unaccompanied AoT's.
6. The Customer shall be responsible for ensuring the accuracy, sufficiency and completeness of all Declarations, including the information and data provided to the Carrier in accordance with

Clause 5 above, and the Carrier shall have no liability whatsoever in the event of missing or incorrect data.

7. The Customer shall upon request produce to the Carrier upon check-in of the Goods at the port of departure evidence that is satisfactory to the Carrier that all necessary Declarations have been made to the relevant Authorities in respect of the Goods, including the Reference Number(s) as set out in Clause 9 below. In addition the Customer must ensure that appropriate Permission to Progress has been obtained for the Goods in advance of arrival at the GB port of departure.
8. The Carrier shall be entitled to refuse to accept the Goods if the Customer does not produce to the Carrier upon request at check-in the information and evidence that it is required to produce pursuant to Clause 7 above and where the GMRs to be presented pursuant to Clauses 9 below cannot be validated. If the Customer does not present a valid GMR the Customer will not be able to check-in at the port of departure and the Customer will be instructed to leave the port until the Customer is able to present a valid GMR. Under such circumstances the freight charges in respect of the Goods and any additional costs resulting from the circumstances referred to above shall be deemed earned and payable by the Customer and the Carrier shall have no liability whatsoever as a result thereof.
9. The Customer shall ensure that the Goods Movement Reference number (the "GMR"), created by HM Revenue and Customs' ("HMRC") Goods Vehicle Movement Service ("GVMS") is presented to the Carrier for all CTC transit movements prior to or at check-in at the port in the Netherlands for all departures from and including 23.00 hours GMT on 31 December 2020. It is the Customer's responsibility to ensure a GMR is presented when required and If the Customer does not present a GMR for CTC transit movements then the Carrier shall assume a GMR is not required and shall have no responsibility or liability if a GMR is required.
10. The Customer is responsible for ensuring that any Transit Accompanying Documents ("TADs") for the Goods are presented, when required, at the relevant Office of Departure, Office of Transit and Office of Destination and the Carrier shall not have any liability if the TADs are not presented when required.
11. The Customer shall ensure that any ATA and TIR Carnets are presented at the required location for wet stamping.
12. Where the Authorities require the pre-notification of the arrival of the Goods at the port of arrival, the Customer shall ensure that such pre-notification is provided and the Carrier shall have no liability in the event of any failure to comply with such a requirement.
13. In the case of veterinary goods/livestock it is the Customer's responsibility to ensure that an appointment has been made, if required, for the veterinary inspection directly after the arrival at the port of destination and that the required conformation is received from the Netherlands Food and Consumer Product Safety Authority (NVWA). The Carrier shall have no liability whatsoever for any failure of the Customer to attend the veterinary inspection or obtain the necessary conformation.
14. In the event of a Customer's AoT being shipped on a departure other than that on which it was booked, due to service disruption, operational requirements, Customer's request or any other cause whatsoever, it is the responsibility of the Customer to update in a timely fashion any Declarations or appointments at inspection facilities if so required. The Carrier shall not be liable for any loss or penalty incurred as a result.
15. It is the Customer's responsibility for ensuring all required documentation (including but not limited to TADs and EHCs) accompanies the Goods carried in accompanied and unaccompanied AoT's. The Carrier shall not handle or accept such documentation and the Carrier shall not be liable for the consequences of any documentation being missing or lost.

16. For imports to GB the Customer (or its drivers) shall be responsible for checking GVMS for confirmation that the AoT is cleared to exit the port in the GB without requiring any checks on the Goods or whether the Goods are held for customs or SPS checks by the Authorities at the required inspection point. The Carrier does not accept any responsibility for notifying the Customer (or its drivers) as to whether any documentary or physical checks are required on the Goods. In the event the Carrier does notify the Customer the Carrier takes no responsibility for the accuracy of the information provided.

17. For the period from 2300 hours GMT on 31 December 2020 to 0000 hours GMT on 1 July 2021 it is the Customer's responsibility to notify the Carrier if imports to GB are either Controlled Goods and not eligible for delayed customs declaration or if the intention is for import declarations to be lodged in advance of shipment. The Carrier shall have no responsibility or liability in the event the Customer fails to notify the Carrier or for an incorrect notifications.

18. It is the Customer's responsibility, at its own cost, to comply with all instructions from the Authorities for any documentary or physical checks on the Goods and for the organisation and cost of moving the Goods to the required inspection point and for the cost of the checks themselves. The Carrier shall have no responsibility and liability for moving the Goods to the required inspection point or for the failure of the Customer to comply with such instructions. The Customer shall indemnify the Carrier for any costs of whatsoever nature incurred by the Carrier in complying with any instructions from the Authorities and for the cost of the checks themselves.

19. The Carrier shall at all times comply with any instructions from the Authorities or any other government body for, including but not limited to, breaking seals, opening AoT's, unpacking and allowing access to the Goods. The costs and expenses of complying with such instructions shall be for the Customer's account and the Carrier shall not be liable for any loss, damage, delay costs or expenses incurred or suffered by the Customer by reason thereof and the Customer shall indemnify the Carrier for all consequences arising from the Carrier's compliance with the instructions.

20. Acceptance by the Carrier of the Goods for carriage is not an acceptance that all the required Declarations have been completed and submitted and does not relieve the Customer from any responsibility and liability for ensuring that all Declarations are submitted and that the information provided is accurate and correct.

21. The Customer shall bear and pay all duties, taxes, fines, imposts, expenses, losses, liabilities, penalties and/or damages directly or indirectly incurred or suffered (whether by the Customer, the Carrier or any other person) as a result of the failure of the Customer to comply with its obligations in relation to the Declarations and/or its obligations contained in this Schedule and shall indemnify and hold harmless the Carrier in respect of the same, or any failure to make such Declarations and/or for any incorrect data therein, including but not limited to the Safety and Security Declarations for unaccompanied AoT's if such Safety and Security Declarations are required by the Authorities.

## Contact

Stena Line Scandinavia AB  
SE-405 19 Gothenburg  
Telephone +46 (0)31 85 80 00  
[www.stenalinefreight.com](http://www.stenalinefreight.com)

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