

NO SHOW & LATE HANDLING Charges 2022



Route	No shows Per unit			Late Handling Per unit			Late Handling Cut-off Times hrs
	EUR	GBP	SEK	EUR	GBP	SEK	
Hoek van Holland-Harwich v.v.	192	164	1,920	58	50	580	4
Hoek van Holland-Killingholme v.v.	246	210	2,460	74	63	740	4
Rotterdam-Harwich v.v.	133	114	1,330	40	34	400	4
Rotterdam-Immingham v.v.	172	147	1,720	52	44	520	4
Belfast-Cairnryan v.v.	99	85	995	29	25	293	1
Belfast-Heysham v.v.	135	115	1,346	41	35	410	3
Belfast-Liverpool v.v.	164	140	1,638	53	45	527	3
Dublin-Holyhead v.v.	135	115	1,346	41	35	410	1
Rosslare Fishguard v.v.	111	95	1,112	29	25	293	2
Rosslare-Cherbourg v.v.	328	280	3,276	99	85	995	12
Karlskrona-Gdynia v.v.	190	162	1,900	55	47	550	6
Gothenburg-Frederikshavn v.v.	150	128	1,500	45	38	450	2
Halmstad-Grenaa v.v.	150	128	1,500	45	38	450	2
Nynäshamn-Hanko v.v.	350	299	3,500	105	90	1,050	2
Gothenburg-Kiel v.v.	210	179	2,100	63	54	630	3
Trelleborg-Rostock v.v.	120	103	1,200	36	31	360	2
Nynäshamn-Ventspils v.v.	250	214	2,500	70	60	700	4
Travemünde-Liepaja v.v.	200	171	2,000	60	51	600	4

As from **1 January 2022**, Stena Line will invoice the amounts stated above in case of No Shows or Late Handlings. This step is taken in order to increase efficiency and utilisation of our ships and ensure the maximum space is available for our customers.

No Shows and **Late Handlings** will be measured separately per individual customer account number for each route on a monthly basis. Even though there is a potential charge to be imposed, our ambition is to minimise the number of invoices, and instead continuously work on reducing No Shows and Late Handlings, monitor exceptions and also allow some flexibility when a driver communicates in time with our customer service team, via app or online services in case of traffic disruptions. There will be a threshold of 3% for No Shows and 5% for Late Handlings, whereby no charge will occur. However, if the number of No Shows/Late Handlings exceeds the threshold, there will be a charge from the very first unit.

Definitions:

- No Shows are confirmed bookings (including block bookings) that are not used.
- Late Handlings are confirmed bookings (including block bookings) that are cancelled/transferred within above hours before the scheduled sailing time.

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For further information about prices and bookings or enquiries, please contact one of our Customer Service Teams. Find contact details, by clicking [here](#).