Dear customer

With the fast increase in number of global cases of the COVID-19 virus, DFDS have a duty to protect our crew members and our customers. To ensure that we reduce the risk of contamination between individuals, we have implemented the following procedures for our Vlaardingen, Esbjerg and Cuxhaven services.

Completed dangerous goods notes will no longer be able to be accepted by members of staff at freight desks or gate houses but will be required to be sent in advance via email. They will need to be fully completed as per IMDG regulations including 2 signatures where required.

During the coming weeks DFDS will be unable to accept paperwork for distribution via ships mail.

For driver accompanied vehicles, DFDS will issue a pre-travel health declaration that must be completed prior to the driver arriving to the terminal. Should any of the questions receive a positive answer then we will unfortunately have to refuse travel with DFDS.

All passport information will need to be sent to DFDS in advance of the driver arriving to the terminal – preferably with a scanned copy of the passport. We will then send the e-tickets to you, the customer, and the relevant vessel in advance of boarding.

All drivers will be in single cabins, which in some cases may reduce the number of drivers we are able to accept on board. Drivers will need to stay in their cabins for the duration of the journey except for mealtimes, which will be specified to the drivers once on board the vessel. All meals will be served in portions, there will be no buffet type meals on board during this period.

We respectfully request that all drivers follow the direct instructions from the terminal staff and crew on board.

We appreciate that these measures may lead to some inconvenience however they are in place to protect both DFDS staff and those individuals travelling with us.

These precautions will be in place until further notice and we will keep you informed of any changes to the situation.

DFDS appreciates your cooperation during this time.