



# An accessible crossing with DFDS

Typical crossing duration:

Dover/Calais: From 1h 30 min

Dover/Dunkirk: From 2h



## The Customer Care team may also be able to offer

- Supported embarkation and disembarkation.
- Priority boarding.
- Parking near a lift - please notify us in advance and arrive early.
- Specific areas to go to during busier crossings.
- Details on who to speak to for information and support on board.
- Information on emergency procedures and support you may need.
- Information on facilities on the different vessels.



## Pre travel information





















If you or people in your party feel you may need additional support for a happy and safe crossing, please contact our Customer Care team on **0344 848 6090** or email [dover.pax@dfds.com](mailto:dover.pax@dfds.com). They will be able to advise you on the most appropriate crossings for your needs.

If you have booked already please speak to the team with as much advance notice as possible, contacting the team before booking will give you more options of support.





















## Things to consider before sailing

- The motion of the sea can feel strange. Practise swaying while standing and sitting to help prepare for the sensations on board.
- At any point during your time in the port in the UK or France you may be asked to have your car searched. This is perfectly normal and happens often. The officers will ask the driver to get out and open the boot. They will have a look around and under the vehicle.
- WiFi is available for free onboard most of our vessels, occasionally it can be unreliable, consider downloading content before travel.
- Some areas can feel crowded at times. Planning how to manage this in advance may help (see tips below).
- The lighting can be harsh and may flicker at times, sunglasses may be useful.
- The noise can vary greatly between day and night and peak travel times, consider bringing noise defenders if they are helpful.
- Some areas of the ship may have strong smells, such as food or perfume. If this is an issue, a member of your party can collect food or duty free items and bring them to where you are seated.
- Be prepared for waiting at the ports. If this is a concern, consider using the bathroom before entering the port area.
- The onboard food is published online, if the menu does not suit consider bringing provisions.
- You may take any food and drink bought on board or your own provisions and eat them in any of the seating areas.
- Only alcohol purchased from the bar or restaurant onboard may be consumed.
- Due to weather and the nature of ferries you may end up on a different ship than the one you have booked. This is perfectly normal and happens to keep people traveling.
- Disembarkation can be busy, particularly on stairwells. If you feel you may need support, please make yourself known to a member of the crew when boarding.




# Dover to France

Image	Details	Tips	Sensory symbols
	On arrival you will see signs directing you to join a queue for passport control.	The lanes are thin with bends and other vehicles and passengers please be mindful. During busier periods the queues for passport control may be long. Make sure you leave plenty of time before your boarding window. Bear in mind that toilets are not easily accessible at this time.	<ul style="list-style-type: none"> <li> <b>See</b> - changing light</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	You will be directed to a window to show your passports to the French Border Patrol and you may also be checked by the UK Border Control.  The French Officers will need your passports and they may stamp it.	The window can be on either side of your vehicle, if you are in a queue and the window that would suit you best is the other side, speak to Port of Dover staff and they will be able to re-lane you.  At the window they may ask you questions - where are you going? For how long? If you have children they may ask to speak to them and/or for additional documentation.	<ul style="list-style-type: none"> <li> <b>See</b> - bright light and camera from Border Control</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	Once through the Border Patrols you will need to get into the correct check in lane.	This can be a busy and disorganised moment. Take your time and make sure you are in the correct lane for DFDS check in.	<ul style="list-style-type: none"> <li> <b>See</b> - lots of signage</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> <li> <b>Overwhelm</b> - surrounded by lorries</li> </ul>
	You will see the desks ahead. Select a window on the appropriate side of your car, where possible	They will ask for passports and may need the booking number. They will give you a lane hanger that you need to place on the rearview mirror. It has the number of the lane you need to drive to.	<ul style="list-style-type: none"> <li> <b>See</b> - lots of signage</li> <li> <b>Smell</b> - car fumes</li> </ul>
	You will need to wait in the lane to board the ship.	There are toilets here but you need to be ready in your car to board 40 minutes before your booking time. There is a small slip on the bottom of the lane hanger that a member of DFDS staff will ask for.	<ul style="list-style-type: none"> <li> <b>See</b> - lots of signage</li> <li> <b>Smell</b> - car fumes, people may be smoking</li> <li> <b>Hear</b> - horns, engine noise and banging of car doors</li> </ul>






# France to Dover

Image	Details	Tips	Sensory symbols
	On entry to the port, find window for DFDS.	There are several signs and directions. Take your time to stay in the correct lane	<ul style="list-style-type: none"> <li> <b>See</b> - changing light</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	Use a check in window that is on the appropriate side of your vehicle where possible.	They will ask for passports and may need the booking number. They will give you a lane hanger that you need to place on the rearview mirror. It has the number of the lane you need to drive to.	<ul style="list-style-type: none"> <li> <b>See</b> - lots of signage</li> <li> <b>Smell</b> - car fumes</li> </ul>
	You will be directed to a window to show your passports to the Border control.	The window can be on either side of your vehicle you can talk across if needed.  You will have to complete two border checks, this includes one for French border controls and one for UK border controls.	<ul style="list-style-type: none"> <li> <b>See</b> - bright light and camera from Border Control</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	You will be directed to a window to show your passports to UK Border Control. The British Officers will need your passports and they will stamp it.	At the window they may ask you questions - where are you going or where have you been? For how long?  If you have children they may ask to speak to them and/or for additional documentation.	<ul style="list-style-type: none"> <li> <b>See</b> - bright light and camera from Border Control</li> <li> <b>Smell</b> - car fumes</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	You will line up in your numbered lane.  In front of the lanes is the Duty Free shore shop.	There is a large Duty Free shop at both French ports. There are toilets both up and downstairs. It may get crowded in the shop. There is a cafe upstairs that has sandwiches and pastries during the day, at night it is a quiet space. If you need help there are staff in red t-shirts with 'Duty Free' on the back to help.	<ul style="list-style-type: none"> <li> <b>See</b> - lots of signage, stacked shelves, lighting changes</li> <li> <b>Smell</b> - Perfume, coffee, alcohol, food</li> <li> <b>Hear</b> - clinking bottles, baskets and trolleys banging, forklift trucks beeping</li> <li> <b>Touch</b> - trolley or basket handles, stair rails, changing floor coverings</li> </ul>

# Boarding the vessel

Image	Details	Tips	Sensory symbols
	You will be directed up the ramp and onto the ship.	Once onboard, a crew member in high-vis will show you where to go and where to park.	<ul style="list-style-type: none"> <li><b>See</b> - light changes from outside to inside</li> <li><b>Smell</b> - car fumes</li> <li><b>Hear</b> - horns, engine noise, bangs as you go over ramps and varied floor coverings</li> </ul>
	You may now leave your car.	You may wish to take a few minutes as it can be very busy at first on the car deck and the stairs.	<ul style="list-style-type: none"> <li><b>See</b> - light changes</li> <li><b>Smell</b> - car fumes, sea</li> <li><b>Hear</b> - horns, engine, car alarms, echo inside the deck. Car doors banging</li> </ul>
	Stairs will take you up to the restaurants, seating areas and shops. Lifts are available, ask staff for directions.	There are signs showing what is on each floor.	<ul style="list-style-type: none"> <li><b>See</b> - light changes</li> <li><b>Hear</b> - Car doors banging. People talking, announcements</li> <li><b>Smell</b> - food, cleaning products</li> <li><b>Touch</b> - hand rails flooring changes</li> </ul>

# Onboard facilities

Image	Details	Tips	Sensory symbols
	The Guest Information Desk staff will be able to help you with any enquiries.	If you have asked for additional support the staff at the information desk will be able to direct you to a designated area and explain disembarkation support if needed.  Our crew may take a moment to understand your request.	<ul style="list-style-type: none"> <li><b>See</b> - light changes, big windows and darker corridors.</li> <li><b>Hear</b> - People talking, announcements</li> <li><b>Smell</b> - food, cleaning products</li> <li><b>Touch</b> - hand rails flooring changes</li> </ul>
	As the vessel leaves port there is an announcement	If you are worried about missing announcements, the text is available in written form at the end of this guide.	<ul style="list-style-type: none"> <li><b>Hear</b> - announcements</li> </ul>
	There are areas to sit and stand outside.	It can be windy and cold but some people find being outside helps with the motion.	<ul style="list-style-type: none"> <li><b>See</b> - light changes,</li> <li><b>Hear</b> - People talking, announcements</li> <li><b>Smell</b> - smoking, sea smells</li> <li><b>Touch</b> - hand rails flooring changes, wind, rain</li> </ul>
	Situated at the front of all vessels is the Seven Seas self service restaurant.	The menu is available here:  <a href="https://www.dfds.com/en-gb/passenger-ferries/onboard/ Dover-calais/restaurants">https://www.dfds.com/en-gb/passenger-ferries/onboard/ Dover-calais/restaurants</a>	<ul style="list-style-type: none"> <li><b>See</b> - large windows, signage, people eating</li> <li><b>Hear</b> - cutlery noise, plates, talking, drinks machines</li> <li><b>Smell</b> - food, coffee,</li> <li><b>Touch</b> - plastic trays, cutlery, temperature changes, money, cash cards, bottles or cups</li> </ul>
	Towards the back of the ship is The Lighthouse Cafe.	The cafe serves sandwiches and cakes and the menu is available here:  <a href="https://www.dfds.com/en-gb/passenger-ferries/onboard/ Dover-calais/restaurants">https://www.dfds.com/en-gb/passenger-ferries/onboard/ Dover-calais/restaurants</a>	<ul style="list-style-type: none"> <li><b>See</b> - windows/overhead lights, signage, people eating</li> <li><b>Hear</b> - cutlery noise, plates, talking, drinks machines</li> <li><b>Smell</b> - food, coffee</li> <li><b>Touch</b> - cutlery, temperature changes, money, cash cards, bottles or cups</li> </ul>

# Onboard facilities

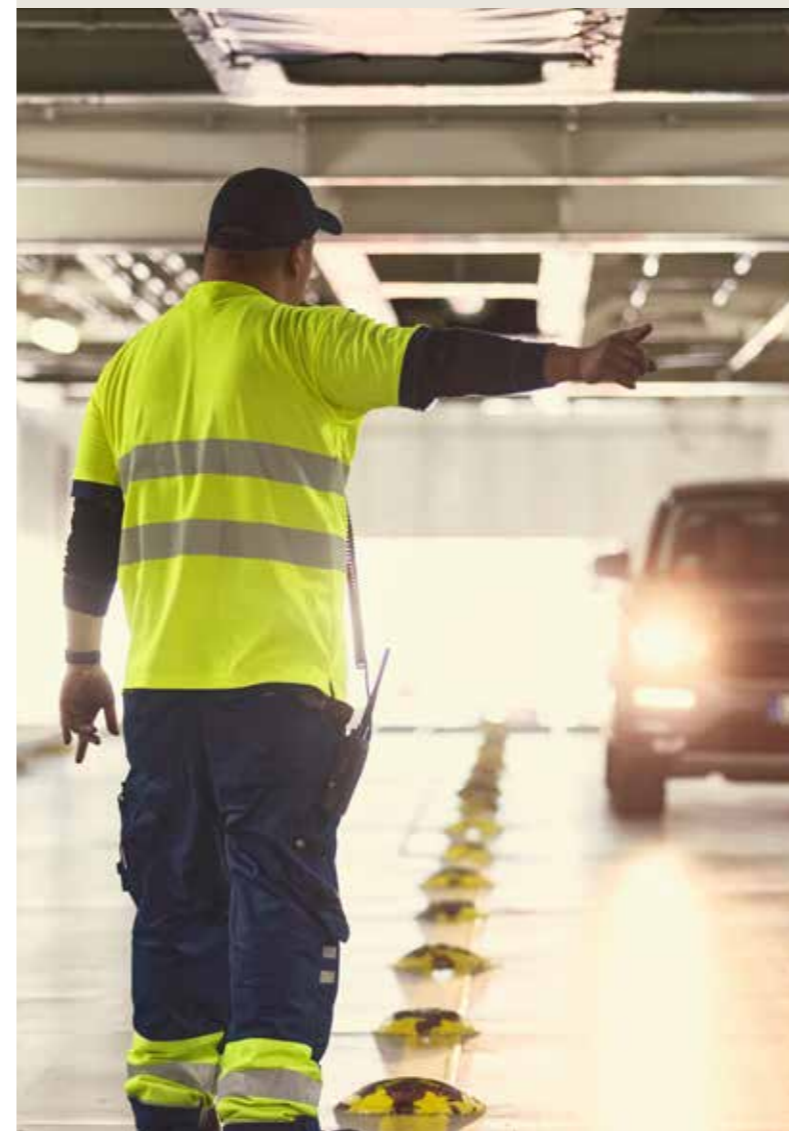
Image	Details	Tips	Sensory symbols
	<p>The Horizon restaurant is a pizza and pasta bar is only open during high season.</p> <p>Note that Horizon is only available on certain vessels - not on the Côte d'Opale.</p>	<p>Menu available here:</p> <p><a href="https://www.dfds.com/en-gb/passenger-ferries/onboard/dover-calais/restaurants">https://www.dfds.com/en-gb/passenger-ferries/onboard/dover-calais/restaurants</a></p>	<ul style="list-style-type: none"> <li> <b>See</b> - windows/overhead lights, signage, people eating</li> <li> <b>Hear</b> - cutlery noise, plates, talking, drinks machines</li> <li> <b>Smell</b> - food, coffee</li> <li> <b>Touch</b> - cutlery, hot plates, temperature changes, money, cash cards, bottles or cups, wooden pizza board</li> </ul>
	<p>There are several different styles of seating areas throughout the vessel.</p>	<p>Speak to the Customer Care team about which vessels have quieter or more sectioned off seating areas.</p>	<ul style="list-style-type: none"> <li> <b>See</b> - bright overhead lights, windows, darker areas</li> <li> <b>Hear</b> - Talking, announcements</li> <li> <b>Touch</b> - material or faux leather seating, flooring changes</li> </ul>
	<p>The Duty Free shop is in the middle of all vessels.</p>	<p>The size of the shop varies on different vessels and it can be very busy and noisy.</p> <p>The products sold can be found here:</p> <p><a href="https://www.dfds.com/en-gb/passenger-ferries/onboard/duty-free/products">https://www.dfds.com/en-gb/passenger-ferries/onboard/duty-free/products</a></p>	<ul style="list-style-type: none"> <li> <b>See</b> - bright overhead lights, signage, full shelves and product stands.</li> <li> <b>Hear</b> - Talking, sales people, music, clinking bottles</li> <li> <b>Smell</b> - perfume, make up, alcohol</li> <li> <b>Touch</b> - product packaging, money, cash/cards</li> </ul>
	<p>An announcement is played to alert customers it is time to go back to the car deck.</p>	<p>The announcements can be difficult to hear. We have them in text format on the last page of the guide. Disembarkation can take some time. It is not unusual to be sat in your vehicle for a short while.</p>	<ul style="list-style-type: none"> <li> <b>See</b> - lighting changes</li> <li> <b>Hear</b> - Talking, car doors, engines, staff giving instructions</li> <li> <b>Smell</b> - engines, sea</li> <li> <b>Touch</b> - stair rails and flooring changes</li> </ul>

# Welcome announcement

Ladies and Gentlemen, welcome onboard this DFDS seaways sailing to Dunkirk/Dover/Calais. The vessel is now ready to depart, and we will be leaving port shortly.

Please be aware that smoking and the use of e cigarettes is not permitted onboard except on outside decks. Access to the car deck is prohibited during the crossing.

If you have any questions, please ask a member of staff or visit the reception desk on deck 6/7/8. Thank you for your attention and we wish you a pleasant Voyage.



# Disembarkation announcement

Ladies and Gentlemen, we have now arrived at the port of Dunkirk/Dover/Calais. Please can all passengers make their way to the car deck.

Please do not start your engine until instructed to do so by a member of the crew, you are reminded smoking is not permitted on the car deck.

The captain and crew hope you've enjoyed your voyage. Thank you for choosing DFDS Seaways and we look forward to welcoming you onboard again soon.



## Dover → Calais safety announcement

Ladies and gentlemen, your attention please, this is an important safety announcement.

In the event of an emergency, an alarm signal consisting of 7 or more short blasts followed by one long blast will be sounded on the ship's whistle and the alarm bells.

On hearing the signal, dress warmly and proceed in an orderly fashion to your nearest Assembly Station by following the signs. If you are already in the vicinity of an Assembly Station, passengers should await further instructions from the crew members.

An Assembly Station is a space where passengers are required to assemble in the event of an emergency. It can be identified by a green and white square sign with arrows pointing inwards to a symbol depicting a family by a letter.

Assembly Stations are located throughout the public spaces.

At the Assembly Stations, passengers will be issued with a lifejacket by a crew member and instructed in how to wear it. Smaller life jackets are available for infants and children. Remain calm and follow the instructions of the crew members at the Assembly stations. They are specially trained for these situations.

For safety reasons, we would ask you not to run around the vessel during the crossing and to be particularly vigilant while going through doors.

Thank you for your attention.

## Dover → Dunkirk safety announcement

Ladies and gentlemen, please listen carefully to the following important information about your safety on board.

In the event of an emergency, you will hear an alarm throughout the ship. This alarm consists of seven short and one long tone, followed by the words GENERAL ALARM over the loudspeakers.

If you hear this alarm, please proceed to the assembly stations, which are located at the restaurant on deck 6, the lounge bar on deck 6 and the veranda coffee bar on deck 7.

The assembly stations are easily identified by a green and white symbol with an arrow in each corner, pointing inwards to a symbol depicting a family group. At the assembly stations, a crew member will issue you with a life jacket and instruct you on how it is worn. Please remain calm and follow the crew's instructions.

Thank you for your attention.



