PRIORITY LANE FAQ



DOVER<>DUNKERQUE & DOVER<>CALAIS

To help answer some common questions, we have put together the following FAQ for the new priority lane facility:

1. Which ports can I use the priority lane?

Priority lane can be used in Dover, Dunkerque or Calais ports. Please note, we will only offer priority if it is available and only if it is a benefit to the driver.

2. What is the reason for DFDS introducing the priority lanes?

Following feedback from the last customer survey it was identified that some customers requested this service in order to achieve efficiency gains.

3. Is the feature implemented to replace time specific bookings or is it a separate option?

The priority lane is completely separate and therefore you can continue to utilise the "time specific option" when booking online.

4. What is the latest time my drivers can reach check-in to gain access to the priority lane?

Your drivers must be at check-in at least one hour before the sailing time. However, where possible we will keep the priority space open for as long as possible. Please also note that priority bookings will be moved first when vehicles are forward shipped.

5. How much will it cost to use the priority lane?

Presently the cost is £20/€20 (including VAT if applicable). This charge will show on the invoice just like other surcharge.

6. Can I pre-pay for the priority lane before Check-In?

No. The priority lane will not always be available, which means you could end up paying for priority when it is not needed. Therefore, we do not allow pre-payment of the priority lane.

7. Can I check if the priority lane is available in advance?

No. The priority lane is made available only when it is necessary, which is dependant on how busy it is at the time a sailing is opened for check-in. Therefore we cannot advise when the priority lane will be available in advance.

8. How much space will be available for priority?

There will be a limited amount of premium space available, which will be offered on a first come first served basis.

9. How is the priority lane booked after completing the 'Priority Lane Agreement Form'?

After you send the completed form to us, your drivers will have the authorisation to use the priority lane when they feel it is necessary. If priority is used, the priority surcharge will be applied to the booking, like any other surcharge, and invoiced in the usual way. No charge will be applied if priority is not used.

10. If I don't complete the 'Priority Lane Agreement Form' can I book a space in the priority lane?

11. Can drivers reserve priority space without consent from their company?

We will need authorisation from you before we can offer priority to your drivers and charge it to your account. If you do not want your drivers to use priority without your permission, then you can pre-authorise on a 'per booking' basis, rather than giving a blanket authority to all your drivers.

In addition to the pre-authorised processes, priority lane is also available for drivers that wish to pay by cash or credit/debit card at the time of check-in.