



PASSENGER INFORMATION

2023

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Extensive
information
about the
shipping service
Zeebrugge /
Goteborg

General information

We thank you for your interest in our shipping service from Zeebrugge (Belgium) to Gothenburg (Sweden)

DFDS Seaways sails 2 times a week in both directions and back. However, during the summer holidays, we maintain a reduced sailing schedule per week in both directions. For each departure we have extended state-of-the-art cargo vessels at our disposal, which can accommodate 8 to 10 passengers.

We reserve the right to exceptionally make amendments to the sailing schedule. When this event occurs, your reservation will be changed to another vessel or departure. Claims of any kind will be rejected.

Bookings will be accepted up to 2 weeks before sailing.

Terms and conditions

- ▣ An administration fee of € 38 will be charged per booking
- ▣ A surcharge of € 38 will be charged in case of any change on request of the passenger
- ▣ Bookings can be altered, cancelled or refused due to ISPS limitations, amended sailing schedules, etc
- ▣ We kindly request you to settle the invoice 7 days before departure at the latest. If the payment hasn't been made, we can't guarantee your reservation
- ▣ In case you decide to cancel your reservation, the total invoice amount will be reimbursed up to 5 days before departure, except for an administration fee of € 38 and a cancellation fee of € 50
- ▣ If you wish to cancel your reservation 5 days or less before your departure, no reimbursements will be made
- ▣ DFDS Seaways doesn't offer a cancellation insurance
- ▣ We reserve the right to modify our rates in accordance with a fluctuating bunker and/or exchange rate of the Swedish Krona

Rates

All in rate includes:

- ✔ Comfortable double cabin with shower, toilet and sea view.
- ✔ Bed and bath linen.
- ✔ Meals and non-alcoholic drinks. Lunch will not be served anymore during the noon sailings. On the evening sailings, there will be no dinner served anymore
- ✔ WIFI is not available on board of the vessels

Passengers – single trip	
Adult	€ 241
Children 14-15 years	€ 126
Children under 14 years are not allowed on the vessels due to the security regulations	
Vehicles –single trip	
Motorcycle	€ 92
<i>The owner is responsible to duly secure the motorcycle on board of the vessel. The equipment is available on all vessels.</i>	
Car up to 1,85m high and 6m long	€ 213
Vehicle higher than 1,85m and up to 6m long	€ 278
Vehicle higher than 1,85m and up to 9m long	€ 519
Vehicle higher than 1,85m and up to 12m long	€ 700
Vehicle higher than 1,85m and up to 18m long	€ 1012
Vehicle higher than 1,85m and longer than 18m	€ 67 / lm

A return trip will be invoiced at the same rate.

Due to safety regulations, it is no longer possible for cyclists (incl. E-bikes/pedelecs/...) and passengers by foot to use our services. We can only accept reservations for passengers traveling with a motorised vehicle.

Important notice

- ▣ We have no electrical plug for cars or caravans available. Should you be carrying any frozen products, it's possible to store them in the fridge on the vessel during the journey.
- ▣ Animals are not permitted on board the vessel.
- ▣ It may be necessary to take steps to go to the cabin that are equipped with bunk beds which requires a reasonable physical condition.
- ▣ If your vehicle/caravan contains a LP gas bottle (max 3 bottles with a total weight of 47kg), please inform us when you make your booking. During the trip you have to make sure the main valve is closed, and the vehicle/caravan is unlocked in case of an emergency on board.
- ▣ You must leave your cabin clean at check-out. If we determine that additional actions need to be carried out besides the normal cleaning, a cleaning fee of € 150 will be applied to your booking.

Sailing schedule

Zeebrugge - Goteborg

Vessel	Sailing	Departure	Arrival	Arrival time
Flandria Seaways	Thursday	14:00	Friday	22:00
Flandria Seaways	Sunday	23:00	Tuesday	09:00

Goteborg - Zeebrugge

Vessel	Sailing	Departure	Arrival	Arrival time
Flandria Seaways	Tuesday	20:00	Thursday	06:00
Flandria Seaways	Saturday	06:00	Sunday	15:00

- The sailing schedule is subject to change due to weather and other operational circumstances.
- During the summer holiday period (July and August) our vessels sail according to a reduced sailing schedule.

Reservations

Our bookings department is at your disposal on +32 9 269 12 69 from Monday to Friday between 08:00 and 16:00.

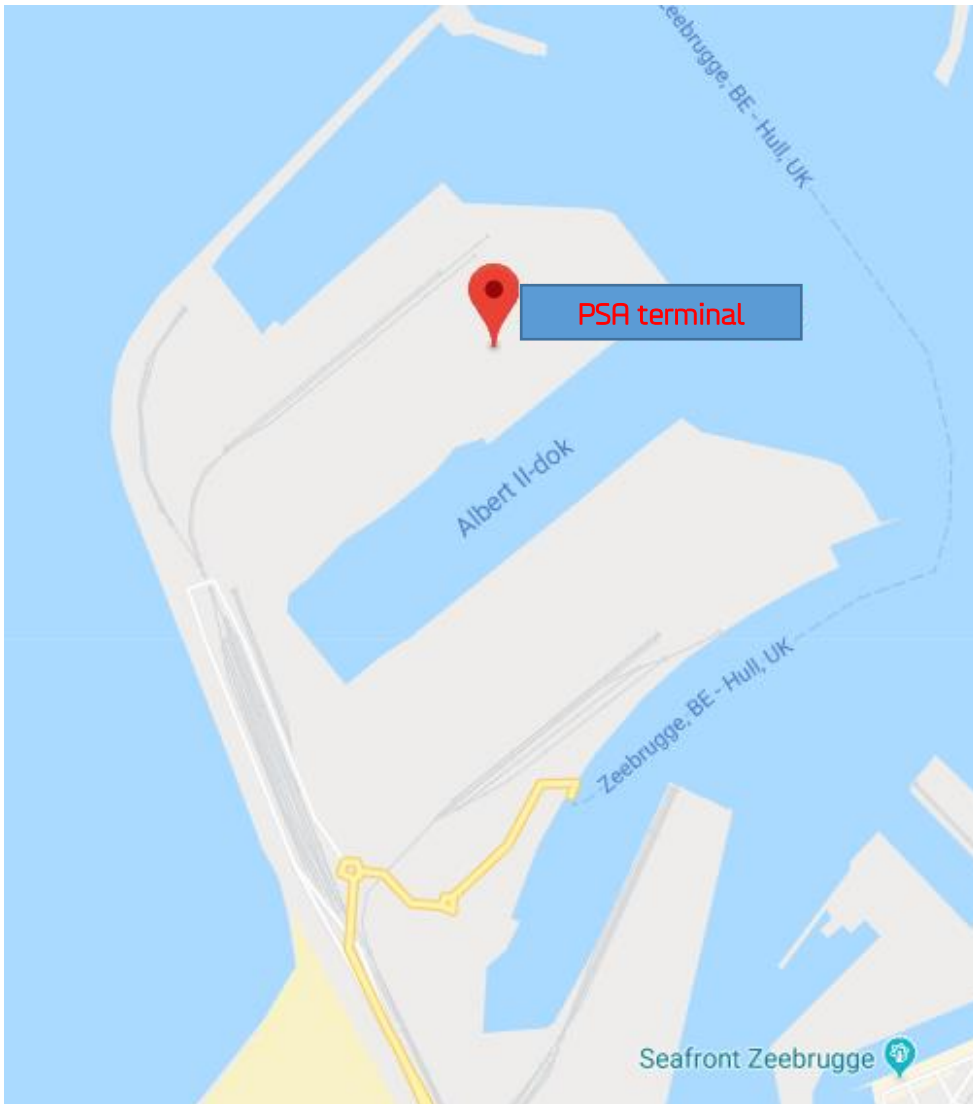
To guarantee a swift reservation, we kindly ask you to send the completed reservation form to paxbookings.gent@dfds.com.

After receiving the reservation form, we can complete your reservation. Afterwards, you will receive a digital invoice with a payment request, which we kindly ask you to settle as soon as possible and fourteen days before your departure at the latest. You can pay by bank transfer on the following account: DK68 8149 1010 164 035, BNP Bank, BIC Code FTSBDKKK.

Check-in Information | Zeebrugge

The terminal in Zeebrugge is located at the following address:

PSA Zeebrugge NV
Caxtonweg, kaai 140-143
8380 Zeebrugge



Passengers

Passengers are requested to register at the gate at the following times, where you can pick up your tickets.

	Departure time	Check in deadline
Thursday	14:00	12:00
Sunday	23:00	20:00

Check-in information | Gothenburg

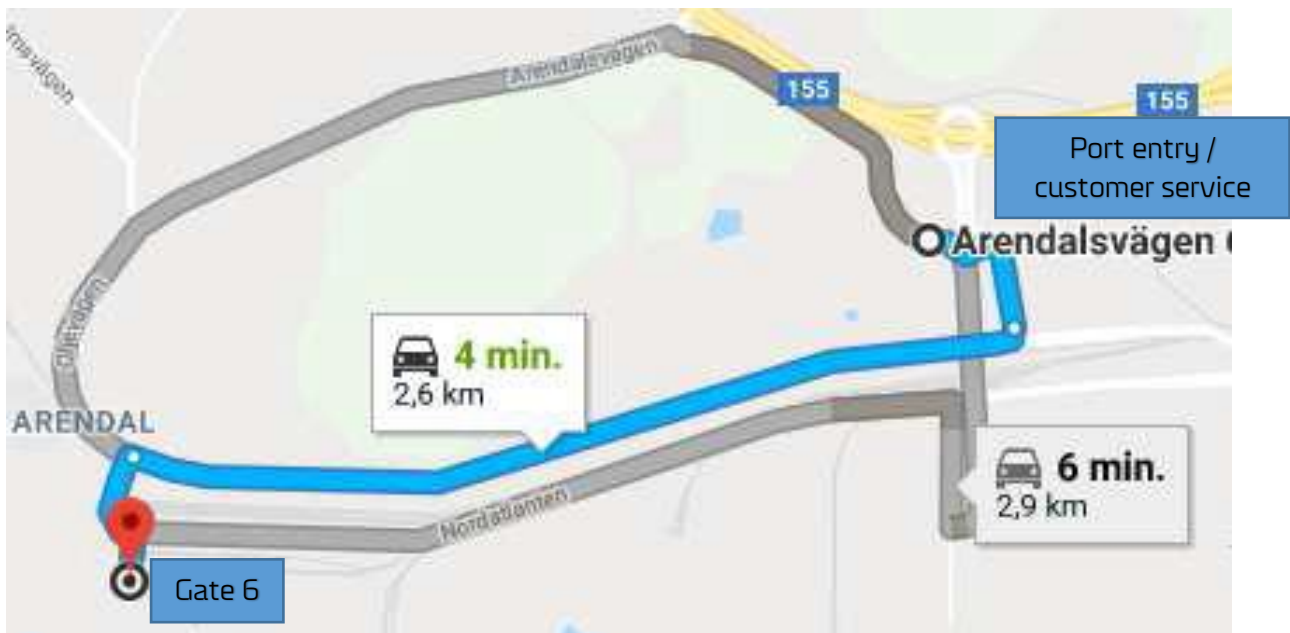
You can reach the terminal in Gothenburg by following the following directions: “Hamnar” (Ports), “Ytterhamnar” (outer harbour), Skandiahamnen (Skandia harbour).

Port Entry
Ytterhamnsvägen 1
418 34 Gothenburg

When travelling from Gothenburg to Zeebrugge, other check-in times apply, as mentioned in below schedule. At Port Entry you can get your entrance pass at Avarn Security. After 23:00 you can contact Avarn Security by calling the phone number on their door (+46 31-368 75 66) to get your pass. On Thursday, Friday and Saturday you can still announce the evening before, hand your keys to the stevedores and go on board earliest 22:00.

	Departure	Deadline passengers	Deadline Terminal
Tuesday	20:00	18:00	18:30
Saturday	06:00	03:00	03:30

On the map below, you can find the GRT Customer Service Center's location.



We kindly request passengers to park your car at the checkpoint which is immediately located to your right. Stay in your vehicle until GRT-staff gives you further instructions.

Contact details GRT

Email: roroid@gotroro.com Tel: +46 31-650 700

Contact details Avarn Security

Tel: +46 31-368 75 65

After 22:00: +46 31-368 75 66

Contact

As the sailing schedule is subjected to changes due to the weather, we strongly recommend you to contact our bookings department before departure.

If you are sailing from Zeebrugge you can contact the bookings department on +32 9 269 12 69 between 08:00 and 16:00 on the last working day prior to your departure to confirm the check-in and departure time.

If you sail from Gothenburg you can contact the booking department in Gothenburg on +46 31 650 810.

For further information, you can contact our bookings department or visit our website: <http://www.dfds.com/freight-shipping/routes-and-schedules> and choose the requested route.

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