

Terms and Conditions for Priority Discharge on the Rotterdam-Felixstowe route

All carriage and any other services provided under Priority Discharge are exclusively subject to the terms and conditions contained in North Sea Freight Conditions of Carriage 2017 (NSFCC) and NSOCC Green Card. You can find a copy of these terms and conditions at our website, using the following link: <http://www.dfds.com/legal>.

By booking or using our services you agree to and accept DFDS' terms and conditions. The terms and conditions will prevail over any other terms and conditions unless otherwise expressly agreed by DFDS in writing.

In addition to the above-mentioned terms and conditions, the following terms and conditions apply to Priority Discharge

- Priority Discharge can only be booked where capacity allows¹
- Priority Discharge must be booked before the specified unit(s) is loaded on the vessel
- Your request for Priority Discharge unit(s) will only be valid when requested (and thereafter confirmed) in writing via email to DFDS.
- Priority Discharge can only be booked for “non-hazardous” cargo in trailers
- Booking of Priority Discharge for reefer unit(s) depending on vessel capacity¹
- Unit(s) booked for Priority Discharge will be available for pick-up at arriving terminal no later than 30 minutes after Arrival Time*.
- Arrival Time* is defined as the latest of either:
 - I. The time when the first unit is discharged from the vessel, or
 - II. The vessel's scheduled arrival time
- If Priority Discharge unit is not discharged within the first 30 mins of Arrival Time*, the surcharge fee will be refunded.
- DFDS shall not be liable for delays in available pick-up times due to events outside the control of DFDS, for example: Non customs clearance, customs holds, force majeure, and/or units selected for inspection by any of the various UK authorities.

1: Capacity may vary on individual vessels