

Important information

Felixstowe RHIDES

DFDS are based on the Dooley terminal, which is located within the Port of Felixstowe's restricted security areas. It is a mandatory Port of Felixstowe requirement that all hauliers/drivers visiting the port to be in possession of a valid RHIDES card. Without a RHIDES card a driver will not be able to enter any Terminal.

To obtain a RHIDES card all hauliers/drivers are required to visit the Port of Felixstowe pass office, with identification and their DFDS booking reference number. The Pass office will then register the hauliers/drivers and issue a RHIDES card. RHIDES cards are free.

Incorrectly dropped trailers

All booked UNITS must be booked in using the "auto-gate" console upon arrival at the DFDS. Should this procedure not be adhered to, and the subsequent unit be found on the terminal, the port police will investigate this matter as a security breach, and apply any necessary sanction to the offender, which could result in a ban for the haulier/driver in question, or a Port police clamp being placed on the unit, with a subsequent release fee being levied by the Port.