

VBS3 – Frequently Asked Questions (Updated March 2014)

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1. What is VBS?

VBS (Vehicle Booking System) is a mandatory, web-based appointment system to be used by all hauliers wishing to collect and/or deliver containers at the Port of Felixstowe.

2. Why is it necessary?

VBS is designed to reduce the effect of the 'peaks and troughs' of hauliers arriving at the port during certain hours of the day. The number of VBS bookings available reflects the number of hauliers that can arrive and be processed in any one hour period, allowing the Port of Felixstowe to control congestion as well as anticipate daily traffic flows providing sufficient resources to meet demand.

3. How do I register?

It is free to register for VBS. A haulier must complete the application form and direct debit mandate located on the Port of Felixstowe VBS website, via the [Registration option](#).

Original copies of the VBS application form must be provided, signed by an authorised company signatory.

Hauliers are required to inform the Port of Felixstowe of any changes to their address, contact details or Direct Debit/bank details. This should be done via the submission of a new VBS application form and Direct Debit mandate.

4. What if I arrive at the Port of Felixstowe without a VBS booking?

A haulier will not be permitted to enter the container terminals without a valid VBS booking. Hauliers without a VBS booking are not permitted to wait/park on the Port complex.

5. How many bookings will The Port of Felixstowe make available each hour?

The Port will set a limit on the number of bookings allowed in any one-hour period based approximately on the number of trucks that can be processed through the gates and within the container yards in that period. This number will generally remain static, but additional bookings will be added on an ad-hoc basis if operational conditions allow.

The Port will retain the ability to limit any one haulier's allowance of bookings secured during any one hour. The Port will exercise this right in order to ensure a fair distribution of bookings to all hauliers during periods of high demand.

The number of bookings available during shift changeover hours will reduce to reflect the reduced operating capacity of the terminal(s) during this time. These hours will be:

06:00 Hrs - 07:00 Hrs (Monday to Saturday)

18:00 Hrs - 19:00 Hrs (Monday to Friday)

6. How do I make a VBS booking?

A general user guide containing step-by-step instructions as to how to create and manage VBS bookings can be found on the Port of Felixstowe website at the following link:

<http://vbs.portoffelixstowe.co.uk/public/documents/userguide.pdf>

7. When can I make a VBS booking? When do VBS bookings become available?

The release of day templates that allow a haulier to select and book a VBS slot vary between 3-6 days in advance of the day required. In all cases each booking hour is released on the hour, for example a haulier will have access to bookings for Thursday at 13:00 from Monday at 14:00 etc.

Please see [‘Parameters for the use of VBS slots’](#) for a table detailing when booking slots become available.

8. When do I need to add container details to a VBS booking?

VBS allows a haulier to be able to create and be in possession of a VBS booking without containers associated up until a certain time. At this point – known as the ‘Auto Return to the Exchange time’ – all VBS bookings must have valid container details associated with them, or they will be returned to the exchange.

This ensures that:

- The haulier avoids a potential No Show charge for a booking that they possessed but may not have subsequently used; and
- Other hauliers with the required container details have the opportunity to make use of this booking, increasing the number of hauliers serviced.

9. What is a Late Notification?







In order to better plan our yard movements the Port asks that hauliers provide their container details in advance of their arrival. Those bookings amended (or taken from the exchange) with less than 60 minutes remaining prior to the booking start time are regarded as late notifications. In such instances the Port will make every effort to service the haulier as normal, but will consider the booking to be exempt from the indicative service level commitments due to the late provision of information.

Empty export containers will not fall under late notification rules and bookings for such containers can be made and/or changed up until they reach the in-gate.





10. How will hauliers be able to find out the status of their bookings?

As part of the system, the 'Booking Manager' facility will allow hauliers to select various options for displaying/retrieving the bookings they possess. All bookings will be displayed in ascending order, with a 'traffic light' indicator showing the status of each:

Booking Status :

 Booking OK	 Booking OK (with Load and Go)
 No Details	 Only Load and Go details exist
 Errors Exist	
 The Booking is being revalidated by the system.	

Completion Status :

 The Booking has been ingated.
 The Booking has been outgated.
 Booking did not arrive within allocated time period and has incurred a no show penalty.
 Booking did not arrive within allocated time period. You have not incurred a no show penalty for this booking.

11. What is a Load & Go?

A Load & Go VBS booking assists a haulier operating overnight by allowing them to add containers yet to be landed and/or customs cleared to certain booking slots.

Under normal circumstances an import container can only be added to a VBS booking if it is confirmed cleared and landed. However, a Load & Go is designed to allow a haulier to create a booking for a container that is expected to become available overnight, outside of a haulier's normal office hours. This means a traffic operator can provide their driver with a VBS booking and associated Load & Go container for use overnight. Load & Go bookings can only be made for hours between 23:00 & 08:00.

In electing to create such a booking the haulier accepts the risks involved, e.g. if the import container does not become available within the booking time chosen, then the booking would be classed as a No Show and a No Show charge would be payable, if that was the only container associated to the booking and the booking was not used (in-gated). Further information as to how to create a Load & Go booking can be found within the [VBS user guide](#).

12. Are there any special provisions for overnight bookings?

The Port recognises that some haulage operators – notably shunting operations – seek to take advantage of the port's traditionally less busy hours in order to maximise their container exchange. Such operators have indicated that a more flexible approach to their arrival overnight would benefit all parties.

The Port has therefore relaxed booking conditions between 21:00 & 02:00. Hauliers in possession of a valid VBS booking between these hours can be in-gated at any time during them. All such bookings will however expire at 02:59. Any booking not used by this point would be considered a No Show, and be liable for a No Show charge.

13. What are the service levels to be used for planning purposes for haulier turnaround at the Port of Felixstowe?

The Port of Felixstowe is committed to providing the highest level of service to all of our customers. Within haulier operations our ability to provide improved levels of service will always be dependent upon the haulage community providing relevant information in sufficient time, prior to arrival.

To assist in the planning of bookings the indicative service levels will be as follows:

1-part job = 60 minutes

2-part job = 80 minutes

3-part job = 100 minutes

4-part job = 120 minutes

The times above are subject to the late notification criteria ([Q9](#)) being met.

Please note: The Port of Felixstowe does not consider these times to be our own internal targets, but publish these times as planning guide for hauliers.

Hauliers are advised not to plan bookings for the same vehicle in consecutive hours on one or more terminals. Whilst every effort will be made to service hauliers within the indicated times above, they are not guaranteed, as such it is possible that a delay on one booking can lead to a haulier failing to arrive for another booking in the same or consecutive hours.

Hauliers who fail to follow this guidance may find themselves subject to a No Show charge.

14. What if these service levels are not met?

If these service levels are not met, and a haulier has a 'No Show' for a booking between two and three hours later, then the No Show charge will be cancelled (see also [Q23](#)). This cancellation of the No Show charge will only occur in instances where the VBS booking in question has not been changed within the late notification periods and where the Auto Return to Exchange mechanism has not run.

PLEASE NOTE THAT THIS IS YOUR SOLE REMEDY IN THESE CIRCUMSTANCES, AND YOU SHOULD REFER TO THE PORT OF FELIXSTOWE'S GENERAL TRADING TERMS AND CONDITIONS, WHICH APPLY TO THE USE OF VBS AND ITS USERS AND WHICH LIMIT THE PORT'S LIABILITY.

These can be found at <http://www.portoffelixstowe.co.uk/commercial>

15. Do I have to pay for VBS?

The following charges for VBS apply:

1. Guaranteed Bookings £15 each
2. No shows £30 each
3. Peak Period VBS bookings £1.50 each for all 12:00 to 17:00 bookings (6 hours inclusive)
4. Annual Administration fee £1 per year

16. How will charges be levied?

Invoices shall be issued online on a monthly basis via a customer's VBS account. Payments shall be collected via Direct Debit. Invoice & payment collection dates are as follows:

- Invoices for VBS transactions in the previous month will be issued via VBS account on or around the 5th working day of the month. An email will be sent to the contact address held within the haulier's VBS account to inform it of its availability.
- Payment will be taken by Direct Debit on the 25th day of the month following the month in which the transactions occurred, or if this is not a working day, the next working day.

Invoices shall be issued online on a monthly basis via a customer's VBS account. Payments shall be collected via Direct Debit. Invoice & payment collection dates are as follows:

- 3rd working day of the month – Invoices for VBS transactions in the previous month will be issued via VBS account. An email will be sent to the contact address held within the haulier's VBS account to inform it of its availability.
- Payment will be taken by Direct Debit on the 25th day of the month following the month in which the transactions occurred, or if this is not a working day, the next working day.

Note: a summary of a haulier's VBS bookings (and any related charges) will also be available daily via their VBS account (Invoices & Charges).

Example:

Invoice Period	Invoice issued	Monies collected
April 2014	Monday 5th May 2014 3rd May is a Saturday	Monday 26th May 2014 25th May is a Saturday

If Direct Debit collection is unsuccessful the Port's Credit Control department will contact the haulier direct to establish the reason why. The Port of Felixstowe will then attempt to collect the same amount again via Direct Debit. Should collection again be

unsuccessful, the haulier's VBS account may be suspended until payment has been received.

In the event that the Port is required to issue a credit note, this will be raised in the month following the month of issue of the relevant invoice. The credit value shall remain on the users account until there is a large enough invoice to match it against.

17. What is a Guaranteed Booking?

A Guaranteed Booking is designed to be used by any haulier who wishes to obtain a booking when no regular VBS slots are available. A small number of Guaranteed Bookings will be available each hour. If bookings are not available via VBS, then the Port's Customer service team WILL NOT be able to create one. In such circumstances, please do not call to ask for a booking to be created for you. The Guaranteed bookings are designed to provide for such urgent instances.

18. How much does a Guaranteed Booking cost?

A Guaranteed Booking costs £15 pounds (£16.50 during peak times – including peak time charge)

When a Haulier / Traffic Operator choose to purchase a guaranteed booking, a warning message shall appear detailing the commitment to the charge.

Guaranteed Bookings are non-refundable and can only be used for the hour in which they are secured.

A Guaranteed Booking cannot be returned to the exchange and will still be subject to a No Show charge.

19. Can I restrict my staff from purchasing Guaranteed Bookings?

Yes – the use of Guaranteed Bookings is an 'opt-out' process. A haulier must place its desire to opt-out of the service in writing. This should be addressed to the following email account:

vbsadministrators@fdrc.co.uk

All new VBS accounts will be set with the option to purchase Guaranteed Bookings.

20. What is a No Show?

A No Show is defined as follows:

- Failure to arrive at the port for your booking within the agreed time period (taking into account the relevant early/late arrival tolerances).
- Returning your booking to the exchange outside of the exchange free time and the booking is subsequently not used by another haulier.

PLEASE NOTE THAT IN SUCH CIRCUMSTANCES A NO SHOW CHARGE OF £30 WILL USUALLY BE LEVIED.

Please note that under normal circumstances the Port of Felixstowe considers the late arrival tolerance offered for each hour to be sufficient time for a haulier to arrive at the port and in-gate, irrespective of any queuing traffic present.

In the event that exceptional delays are occurring, the Port may exercise its discretion to extend either the late arrival tolerances or apply a Flexible Arrival Period (FAP).

Therefore, 'queues at in-gates' WILL NOT (in normal circumstances) be accepted as a valid reason to dispute a No Show charge.

This does not apply to overnight bookings where all bookings between 21:00 & 03:00 will expire (and hence be classed as No Shows) at 03:59.

21. What is ‘Exchange Free Time’?

This is the time before any booking hour starts when a haulier can return a VBS booking to the exchange and not be liable for a No Show charge. Like the time at which the Auto Return to Exchange function runs, this time period varies for each booking hour. Should a haulier return a VBS booking AFTER the Exchange Free time, and that booking is not re-used by another haulier, it will become a No Show (and the haulier therefore will become liable for a No Show charge).

A summary of the time at which Exchange Free time applies can be found in the document [‘Parameters for the use of VBS slots’](#).

22. What if I return a booking to the exchange (or lose a booking to the Auto-Exchange mechanism) but then decide that I do require a booking for that hour?

If the required hour is within the Auto-Exchange period then a haulier can take a booking back from the exchange (subject to availability) provided the relevant container details are added. In this circumstance if the hauliers own booking is still in the exchange, they will receive it back.

The exchange works on a first in first out basis.

23. The Port failed to meet the service levels on an earlier visit to the Port. This subsequently caused a No Show on a later booking. What will the Port do to address this?

The Port of Felixstowe accepts that at times a haulier may not complete their transaction(s) within the port’s indicative service levels (see [Q13](#)). In this event, if the haulier subsequently No Shows for a booking between 2 and 3 hours later, the No Show charge shall not be raised.

Hauliers are advised that this only applies to bookings 2-3 hours after the failed service level - not the following hour. A single haulier/vehicle attempting to use continuous bookings in adjacent hours places themselves at risk of earning a No Show charge should they fail to arrive for all VBS bookings.

24. What does the Port do during inclement weather or operational delays to prevent my booking from becoming a no show?

In the event that Port operations are impacted by high winds, inclement weather, or other operational delays, a Flexible Arrival Period (FAP) will be applied (see [Q38](#)).

The FAP will cover all affected hours allowing for a haulier to arrive outside of their booked VBS slot once operations resume. Hauliers not intending to complete their journey to the Port during a FAP (as indicated on the appointment availability screen) are asked to return their bookings to the exchange.

No Show charges will not apply for those hauliers failing to arrive during a FAP.

25. When can a haulier challenge a no show charge?

No Show charges can be challenged as follows:

1. Immediately after the event.

All registered VBS account holders can choose to receive an email notifying when a No Show has occurred by selecting such within the 'Your Profile' option. This will send an email to the address associated within 'Your Profile' but will also be accessible via the 'Messages' option on the Menu Screen.

The information will also be visible on the VBS account summary via their VBS homepage or via the 'Booking Manager' function.

In this circumstance the haulier can challenge the no show immediately after it occurs. Should the appeal be successful, the No Show charge shall be deleted from the hauliers account and will not be raised on the monthly invoice.

2. After receiving a monthly invoice.

In this instance as the invoice will have already been raised, the VBS No Show charge shall be collected as per the scheduled Direct Debit agreement. Should the haulier successfully challenge a No Show that appears on the monthly invoice, then a credit shall be raised for the following month.

26. How should a Haulier challenge a No Show charge?

In the event that a haulier wishes to dispute a No Show charge, the haulier must place their query in writing, stating the following info:

- VBS booking number.
- Invoice number (if the No Show is showing on a monthly invoice).
- Date and time of event.
- Amount of charge queried.
- Reason for dispute (including supporting evidence if relevant).
- Contact details – Telephone & email.
- Name of sender.

The dispute letter can be sent via email or post to the following address(es):

Email: vbsadministrators@fdrc.co.uk

Post: VBS Finance Administrator
Tomline House
Port of Felixstowe
IP11 3SY

Consideration will be given to the query, and a reply shall be provided via email within 7 working days.

PLEASE NOTE THE FOLLOWING:

- VBS no show queries will not be accepted via telephone
- Only one challenge per email/letter will be accepted

27. What is VBS Pre-allocation?

VBS Pre-allocation is the term used to refer to the distribution of a proportion of VBS bookings to hauliers meeting certain criteria prior to the release of the day template.

28. I don't qualify for pre-allocation, how do I know that all the peak time VBS bookings haven't gone to those who qualify?

A rule will be applied to ensure non-qualifying hauliers continue to have fair access to bookings during all hours of the day. This rule will ensure that the proportion of bookings left for non-qualifying hauliers will be greater than the total proportion of business that they collectively represented over the same period (8 weeks).

29. What are the criteria required in order to qualify for VBS pre-allocation?

In order to qualify for VBS Pre-allocation a haulier must satisfy the following criteria:

1. The number of VBS bookings a haulier uses at the Port of Felixstowe must account for greater than 1% of the total VBS bookings used over a defined period (currently deemed to be 8 weeks).
2. A haulier's daily VBS arrival pattern must be split between peak/off-peak with a minimum 65% off-peak arrivals
3. A container-to-VBS booking ratio equal to, or in excess of, 1.65 containers per booking.

30. How is the amount of bookings a haulier is pre-allocated calculated?

The amount of bookings a haulier meeting the pre-allocation criteria is allocated is directly proportionate to the volume of business that they accounted for during the preceding 8 weeks at the Port of Felixstowe.

The percentage of all VBS arrivals that a haulier accounted for during the 8-week reference period is allocated to them on an hourly basis as a percentage of the available gate capacity, less a reducing factor of 10%.

The bookings are allocated in the same fashion around the clock Monday to Friday. Saturday and Sunday operations are exempt from pre-allocation BUT DO require a valid VBS booking.

31. How do I know if I meet the pre-allocation criteria?

All hauliers shall be assessed against the qualifying criteria on a regular basis. Hauliers can become eligible for pre-allocation at any time, OR can have their pre-allocation removed at any time, should they fail to meet the criteria.

Those hauliers who feel that they meet the criteria for pre-allocated bookings, but have not been contacted by the Port of Felixstowe can appeal by contacting Customer Services on 01394 604060.

32. What is the Auto Exchange mechanism?

In order to ensure the greatest possible utilisation of VBS bookings in each hour, an automated process has been developed that will automatically return bookings with no containers associated to the exchange at a set time before a booking begins.

This allows other hauliers to make use of these bookings.

33. When will the Auto Exchange mechanism run?

The time that the auto exchange runs varies depending on the hour of the VBS slot. During the hours of 08:00-18:00 the Auto Exchange shall run 2-hours (120 minutes) before the booking hour starts.

Overnight, when haulier offices are less likely to be manned, the Auto Exchange shall run earlier. By 17:00hrs the Auto Exchange shall have run for every hour from 19:00 up to and including 07:00hrs. This means that by 17:00 the only bookings not in the exchange are those bookings that have one-or-more containers on them, i.e. a haulier is clearly indicating an intention to use them.

Full details of when the Auto Exchange mechanism is run for each hour can be found in the document [‘Parameters for the use of VBS slots’](#).

34. Can a haulier take a booking from the exchange after the Auto Exchange has run?

Yes – but only by adding valid container details.

35. Will I face a No Show charge for bookings taken off me at Auto Exchange?

No – Even if the VBS does not get subsequently re-used. The Auto Exchange is designed in part to prevent the haulier from No Shows without associated containers.

36. I consider myself to be a shunter and do not feel that I can work within the constraints of the Auto Exchange mechanism. What can be done to assist me?

If a haulier considers themselves to be a shunting operation it is possible for the Port of Felixstowe to remove the operators exposure to the Auto Exchange mechanism – providing certain criteria is met.

The criteria to define a shunter is as follows:-

- Company to provide list of **all** registration numbers of vehicles dedicated to their operation.
- Of such registrations they must arrive at the Port on average every 3-hours (8 times in a 24-hour period or part thereof).
- 70% of the registrations provided must match this criteria.

For consideration please complete the 'Shunter Exemption Form' which can be found at the link below:

<http://vbs.portoffelixstowe.co.uk/public/documents/shunterexemption.pdf>

Provided the criteria is met, then under this circumstance bookings will not be returned to the exchange via the Auto Return to Exchange function, however the operator places themselves at a greater risk of obtaining a No Show as a result.

37. What is a FAP?

FAP stands for Flexible Arrival Period and is used by the Port most commonly during periods of bad weather affecting operations.

A FAP can be applied across a number of hours. During these hours a haulier can use any valid VBS booking within these times to ingate. This prevents a hauliers VBS booking from timing out whilst operations are restricted/ceased.

FAPs can also be applied for any event that is causing delays to port operations or to haulier arrivals e.g. local traffic incidents within a short radius of the port.

The application (and extension) of a FAP is at the discretion of the Port's Customer Services department.

38. What are the VBS rules during a FAP?

- The end time will be set in order to allow sufficient time in which to deal with any backlogs once the weather abates.
- When a FAP is set, an e-mail will be sent to all users notifying them of the times of the FAP (and any changes).
- Bookings are able to be cancelled during the FAP. These will be deleted completely, i.e. not returned to the Exchange.
- Bookings that have already been made remain valid, and can be in-gated at any time during the FAP. For example, a booking for the first hour of the FAP is still valid when the gates re-open, because the FAP will remain in force to help to clear any backlogs.
- No Show charges will not apply during a FAP.
- Bookings during the FAP can be moved to a period outside if availability exists (but normal booking rules will apply).

If the FAP is less severe than predicted, and any backlog is cleared earlier than anticipated, the amount of bookings made available will be increased accordingly.

39. Is there a helpdesk service I can use for VBS2?

A 24 hour helpdesk will be available Monday to Friday (excluding public holidays).

At weekends the helpdesk will close at 15:00hrs Saturday and reopen at 23:00hrs Sunday.

Exceptions to these opening times will apply during public holidays.

The helpdesk can be contacted during these times on 01394 604060.

40. What assistance can the VBS help desk provide?

The helpdesk is provided to resolve general VBS queries including:

- Questions relating to system access problems (lost password etc.).
- Provision of information relating to opening hours and port operational status – especially during port stoppages.
- Advice/resolution in relation to the creation or amendment of a booking.
- General port access information, including directions and information relating to creating a VBS account.

The helpdesk **cannot:**

- Create bookings for periods when none are available via the internet based service.
- Cannot move or extend a booking once the booking has started.
- Cannot move a booking into a hour that is already fully booked.
- Handle disputes/enquiries regarding No Show charges.

Any haulier calling the helpdesk to ask for the creation of a booking will be referred back to the internet based VBS service, or offered a VBS booking during the next available hour.

41. What is a Remote Access Code (RAC)?

In some instances in order to provide remote assistance for a haulier, the Customer Services team will require the provision of a Remote Access Code (RAC).

A haulier can create/amend their Remote Access Code via 'Your Profile' accessed from the VBS main menu.

42. What are the rules regarding the movement of a VBS booking?

Every VBS booking has an associated 'tether period' of 6-hours. This means that the booking can be moved 6-hours prior to, or after the original booked time, subject to availability in the desired hour.

The haulier can manage the movement of their bookings using the 'Manage Bookings' section on the main VBS home-page.

The Customer Services Team can also assist a haulier wishing to move their VBS booking, provided the haulier is in possession of their Remote Access Code (RAC)

Please note that once the booking hour starts, bookings cannot be moved either on-line or by the Customer Services Team.

43. Can the same VBS booking allow a haulier to deliver/collect containers from both Trinity Terminal & Berths 8&9?

A limited supply of Multi-Terminal VBS bookings are made available each hour allowing a haulier to deliver and collect containers from both Trinity Terminal and Berths 8&9. Once all Multi-Terminal VBS have been used, it will not be possible for a haulier to visit both terminals using one booking.

To create a Multi-Terminal booking a haulier must select a VBS slot for the terminal that they would require their haulier to visit first. Once all containers have been added, the system will ensure that Multi-Terminal capability exists and create the booking. If all Multi-terminal VBS have been used, a message will be shown informing the haulier. Hauliers can only visit each terminal on one occasion on a Multi-Terminal VBS.

44. How much is a peak time VBS?

The charge is £1.50 per booking. Note: this is per VBS NOT per container

45. When is a peak booking charged?

The Peak period charge will be applied to all bookings made between 12:00 and 17:00 Hrs (inclusive). The charge is applied based upon the hour of the booking- not the actual arrival time.

46. How do I know I am making a booking within the Peak period?

Hours where the booking charge applies are highlighted in yellow in the Available Appointments screen (below):

Booking Type		Available Appointments for Wednesday 12 March 2014.					
<input checked="" type="radio"/> Regular <input type="radio"/> Guaranteed		00:00	10 / 96	08:00	10 / 132	16:00	10 / 55
Days		01:00	10 / 98	09:00	10 / 137	17:00	10 / 57
<input type="radio"/> Wednesday	05 Mar 14	02:00	10 / 98	10:00	10 / 137	18:00	10 / 59
<input type="radio"/> Thursday	06 Mar 14	03:00	10 / 93	11:00	10 / 103	19:00	10 / 105
<input type="radio"/> Friday	07 Mar 14	04:00	10 / 104	12:00	10 / 59	20:00	10 / 132
<input type="radio"/> Saturday	08 Mar 14	05:00	10 / 85	13:00	10 / 50	21:00	10 / 132
<input type="radio"/> Sunday	09 Mar 14	06:00	10 / 68	14:00	10 / 52	22:00	10 / 132
<input type="radio"/> Monday	10 Mar 14	07:00	10 / 89	15:00	10 / 54	23:00	10 / 93
<input type="radio"/> Tuesday	11 Mar 14						
<input checked="" type="radio"/> Wednesday	12 Mar 14						
		Key: <input checked="" type="checkbox"/> Flexible Arrival Period <input type="checkbox"/> Late Notification Period <input type="checkbox"/> Out of Hour Bookings <input checked="" type="checkbox"/> Containers Required <input checked="" type="checkbox"/> Booking Charge Applies					

47. What if I return a peak booking to the exchange?

If a haulier returns a VBS booking to the exchange prior to the Exchange Free Time they will not be liable for any charges associated to that booking. If they return it to the exchange after the Exchange Free Time but another haulier takes that booking, they will become liable for the peak charge. If however, the booking remains unused then the peak charge will be applied to the haulier who returned the VBS booking.

48. Who pays the peak booking?

All Hauliers are liable for the peak period VBS charge on a per booking basis. There are no exceptions.

49. Do peak hours apply 12:00-14:00 on Saturday?

No. Peak charges will only apply Monday to Friday.

50. Do peak charges apply to Guaranteed Bookings?

Yes. Guaranteed VBS will be charged at £15 plus the peak charge of £1.50

51. Will this charge be applied in addition to the No Show charge?

Yes. The £1.50 Peak period charge will be applied in addition to the £30 No Show charge.

52. When is the charge applied?

The charge will be applied when the booking is used (out-gated) or the when the booking becomes a No Show.

53. What if a haulier moves a booking into the peak period from an earlier/later hour?

The haulier will be charged the peak time charge. Peak charges are levied for the actual hour of the booking made (12:00 - 17:00 Hrs inclusive).

54. What if a haulier moves a booking out of the peak period to an earlier/later hour?

The haulier will not be charged. Peak charges are only levied for the actual hour of the booking made (12:00 - 17:00 Hrs inclusive).

55. What if a haulier has a booking for a non-peak hour but arrives during a peak hour? For example: A haulier with an 11:00 – 12:00 Hrs VBS arrives at the Port at 12:15 Hrs (relying on the late tolerance to in-gate).

As the VBS is was made for a non-peak booking period (11:00) the charge will be not applied. See [Q20](#) for a full description of the late tolerance period.

56. What if a haulier has a booking for a peak hour but arrives during an off-peak hour? For example: A haulier with a 17:00 – 18:00 Hrs VBS arrives at the Port at 18:15 Hrs (relying on the late tolerance to in-gate).

As the VBS is was made for a peak time booking period (17:00) the charge will be applied. See [Q20](#) for a full description of the late tolerance period.

57. What happens to a peak VBS during a FAP?

When a FAP is applied a haulier has two choices:

1. Return the VBS to the exchange at any time during the FAP and face no peak time charge.
2. Use the VBS at any time during the FAP for which the charge will still apply.

58. Are Pre-allocated VBS charged for peak times?

Yes. Bookings that are pre-allocated within the peak period will be subject to the peak time charge. Pre allocated bookings will be subject to the same rules as regular peak period bookings.

59. In what circumstance would a peak period charge be refunded?

Peak period charges are refundable in two circumstances:

1. During a FAP when the booking is returned to the exchange (see [Q57](#)).
2. If the Port fails to service the haulier within the indicative service levels (see [Q13](#)) and the haulier complied with the late notification requirements ([Q9](#)).

THE INFORMATION PROVIDED IN THESE FREQUENTLY ASKED QUESTIONS IS FOR INFORMATION PURPOSES ONLY, AND MAY BE UPDATED AND AMENDED AT ANY TIME. THE INFORMATION CONTAINED IN THESE FREQUENTLY ASKED QUESTIONS IS NOT INTENDED TO BE LEGALLY BINDING ON THE PORT. ALL VBS USERS SHOULD REFER TO THE PORT OF FELIXSTOWE'S GENERAL TRADING TERMS AND CONDITIONS, WHICH APPLY TO THE USERS AND USE OF VBS.