

VBS Frequently Asked Questions

1. [What is VBS?](#)
2. [Why is it necessary?](#)
3. [How do I register?](#)
4. [What if I arrive at the Port of Felixstowe without a VBS booking?](#)
5. [How many bookings will The Port of Felixstowe make available each hour?](#)
6. [How do I make a VBS booking?](#)
7. [When can I make a VBS booking? When do VBS bookings become available?](#)
8. [When do I need to add container details to a VBS booking?](#)
9. [What is a Late Notification?](#)
10. [How will hauliers be able to find out the status of their bookings?](#)
11. [What is a Load and Go?](#)
12. [Are there any special provisions for overnight bookings?](#)
13. [What are the service levels to be used for planning purposes for haulier turnaround at the Port of Felixstowe?](#)
14. [What if these service levels are not met?](#)
15. [Do I have to pay for VBS?](#)
16. [How will these charges be levied?](#)
17. [What is a Guaranteed Booking?](#)
18. [Can I restrict my staff from purchasing Guaranteed Bookings?](#)
19. [What is a No Show?](#)
20. [What is the 'Exchange Free Time'?](#)
21. [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?](#)
22. [The Port of Felixstowe 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 of Felixstowe do to address this?](#)
23. [What does the Port of Felixstowe do during inclement weather or operational delays to prevent my booking from becoming a No Show?](#)
24. [When can a haulier challenge a No Show charge?](#)
25. [How should a haulier challenge a No Show charge?](#)
26. [What is VBS pre-allocation?](#)
27. [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?](#)
28. [What are the criteria required in order to qualify to qualify for VBS allocation?](#)
29. [How is the amount of bookings a haulier is pre-allocated calculated?](#)
30. [How do I know if I meet the pre-allocation criteria?](#)
31. [What is the Auto Exchange mechanism?](#)
32. [When will the Auto Exchange mechanism run?](#)
33. [Can a haulier take a booking from the exchange after the Auto Exchange has run?](#)
34. [Will I face a No Show charge for bookings taken off me at the Auto Exchange?](#)
35. [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?](#)
36. [What is a FAP?](#)
37. [What are the VBS rules during a FAP?](#)
38. [Is there a helpdesk service I can use for VBS?](#)
39. [What assistance can the Customer Service Centre provide? Including Gate Passes.](#)
40. [What are the rules regarding the movement of a VBS booking?](#)
41. [Can the same VBS booking allow a haulier to deliver/collect containers from both Trinity and Berth 8 & 8 Terminals?](#)

42. [When is a peak time booking charged?](#)
43. [How do I know I am making a booking within the Peak Period?](#)
44. [What if I return a peak period booking to the exchange?](#)
45. [Who pays the peak booking?](#)
46. [Do peak hours apply 12:00 to 14:00 on Saturday?](#)
47. [Do peak charges apply to Guaranteed Bookings?](#)
48. [Will this charge be applied in addition to the No Show charge?](#)
49. [When is the charge applied?](#)
50. [What if a haulier moves a booking into the peak period from an earlier/later hours?](#)
51. [What if a haulier moves a booking out of the peak period to an earlier/later hour?](#)
52. [What if a haulier has a booking for a non-peak hour but arrives during a peak hour?](#)
53. [What if a haulier has a booking for a peak hour but arrives during an off-peak hour?](#)
54. [What happens to a peak period VBS during a FAP?](#)
55. [Are pre-allocated VBS charged for peak times?](#)
56. [In what circumstances would a peak period charge be refunded?](#)

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 and 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.

Original copies of the VBS application form must be signed by an authorised company signature, and be either posted to the address at the top of the direct Debit form, or emailed to accountsreceivable@fdrc.co.uk with csc@fdrc.co.uk being copied in.

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 arriving without a VBS booking are not permitted to wait/park on the Port complex. New users to the Port may be offered a VBS in exceptional circumstances as a one off gesture.

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 amendments can be made on an ad-hoc basis subject to operational needs.

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 terminals during this time. These hours will be:

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

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

6. How do I make a 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:

https://www.portoffelixstowe.co.uk/files/9415/8565/9796/VBS_User_Guide_V5.docx

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 1-3 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 Wednesday at 14:00 etc.

Please see: <https://vbs.portoffelixstowe.co.uk/public/documents/vbsparameters.pdf>

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

All bookings should have containers associated to them from the point of creation but there is point up until which, bookings can be returned to the Exchange without fear of having a No Show returned.

This ensures that:

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

Please see: <https://vbs.portoffelixstowe.co.uk/public/documents/vbsparameters.pdf>

9. What is a Late Notification?

In order to better plan our yard movements, the Port asks that hauliers provide the 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.

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:



11. What is a Load and 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 container that is yet to be landed, to be put on a VBS. Load & Go bookings can only be made for hours between 23:00 & 08:59 inclusive and are designed for hauliers that do not run 24hrs offices. There is a risk however that the container may not be landed in time and/or may not be customs cleared when landing and therefore the VBS may not be used. This may result in a No Show charge as the bookings cannot be used by the haulier. See below link for further information.

[Port of Felixstowe :: Containers](#)

12. Are there any special provisions for overnight bookings?

The Port recognises that some haulage operators would like to take advantage of the Port's traditionally less busy hours overnight. The Port has therefore relaxed booking conditions between 19:00 & 23:59 inclusive to accommodate this. VBS booking between these hours can be ingated at any time during them. All such bookings will however, expire at 00:00. Any booking not used by this point will be considered a No Show, and be liable for a No Show charges.

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

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

- 1 part job =60 minutes on one terminal.
- 2 part job = 80 minutes on one terminal.
- 3 part job = 100 minutes on one terminal.
- 4 part job = 120 minutes on one terminal.

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 a 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. 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. Failure to follow this guidance may lead 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 [Q22](#)). 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: [Port of Felixstowe :: Commercial Information](#)

15. Do I have to pay for VBS?

The following charges for VBs apply:

- | | |
|---|---|
| 1. Guaranteed Bookings | £16.13 each |
| 2. No Shows | £40 each |
| 3. Peak Period VBS bookings
inclusive) | £2.00 each for all 12:00 to 17:00 bookings (6 hours |
| 4. Annual Administration fee | £1 per year |

16. How will these charges be levied?

Invoices shall be issued online on a monthly basis via 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 transaction occurred, or if this is not a working day, the next working day.
- 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 them of its availability.

Note: A summary of a haulier's VBS booking (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 directly to establish the reason why. The Port of Felixstowe will then attempt to collect the same amount again via the 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 of Felixstowe 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.

A pop-up message will be displayed when creating a Guaranteed Booking warning that these bookings are non-refundable, cannot be deleted or moved once created.

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

The use of Guaranteed Bookings is optional and can be removed if required. All new VBS accounts will be set up with the option to create them and should request to opt-out in writing to the following email account: vbsadministrators@fdrc.co.uk

19. 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 after 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 £40 WILL BE LEVIED.

Please note that the late arrival tolerance (59 mins) offered for each hour should not be used as an arrival time. It is provided to allow time to resolve any issues that may prevent the haulier from ingating for their allotted booking time.

In the event of exceptional delays, the Port may exercise its discretion to either extend the late arrival tolerances or apply a Flexible Arrival Period (FAP). In this instance, 'queues at ingates' will not, be accepted as a valid reason to dispute a No Show charge.

This does not apply to overnight bookings where all bookings between 19:00 & 23:59 will expire (and hence be classed as No Shows) at 00:15.

20. 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.

Should a haulier return a VBS after the Exchange Free time, and that booking is not re-used by another haulier, it risks becoming a No Show and triggering a No Show charge.

A summary of the time at which Exchange Free time applies can be found in the document available:

<https://vbs.portoffelixstowe.co.uk/public/documents/vbsparameters.pdf>

21. 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?

Provided that there are available bookings or that their original booking has not been taken, then a haulier can take a booking back from the exchange and the container details.

The exchange works on a first in, first out basis.

22. 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 2-3 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 any of their VBS bookings.

23. 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 [Q37](#)).

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.

24. When can a haulier challenge a No Show charge?

No Show charges can be challenged as follows:

- a) 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 associate within 'Your Profile' but will also be accessible via the 'Messages' option from the Main Menu.

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.

- b) 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.

25. 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.

NOTE:

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

26. What is VBS Pre-Allocation?

VBS Pre-allocation is the term used to refer to small amount of bookings being given to hauliers who meet certain criteria prior to the release of the day template.

27. 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).

28. 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:

- a) 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).
- b) A haulier's daily VBS pattern must be split between peak/off peak with a minimum 65% off-peak arrivals.

29. 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.

30. 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 the VBS Administrator on VBSAdministrators@fdrc.co.uk.

31. What is the Auto Exchange mechanism?

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

32. When will the Auto Exchange mechanism run?

The time that the Auto Exchange runs varies depending on the hour of the VBS slot.

Full details of the Auto Exchange mechanism is run for each hour can be found at <https://vbs.portoffelixstowe.co.uk/public/documents/vbsparameters.pdf>.

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

Yes – but containers must be added at the time of creation.

34. Will I face a No Show charge for bookings taken off me at the 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.

35. 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:

- a) Company to provide a list of **all** registration numbers of vehicles dedicated to their operation.
- b) Of such registrations they must arrive at the Port on average every 3hrs (8 times in a 24hr period or part thereof).
- c) 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:

[shunterexemption.pdf \(portoffelixstowe.co.uk\)](#)

Under Shunter Exemption, 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 and needs to monitor their bookings closely.

36. 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. A FAP prevents VBS bookings from timing out whilst operations are restricted/ceased.

FAP's can also be applied for any event that is causing delays to Port operations or to hauliers 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 Service Centre and is monitored closely.

37. 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 email will be sent to all users notifying them of the times of the FAP (and any changes).
- Bookings can be deleted during the FAP. These will be deleted completely, i.e. not returned to the Exchange (**Guaranteed Bookings are exempt from this**).
- Bookings that have already been made, remain valid, and can be ingated 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 backlog.
- 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 bookings rules will then apply). If the FAP is less severe than predicted, and any backlog is cleared earlier than anticipated, the amount of bookings made available may be increased accordingly.

38. Is there a helpdesk I can use for VBS?

The Customer Service Centre is available during all haulage gate opening times. The Customer Service Centre can be contacted during these times on 01394 604060 or via email to csc@fdrc.co.uk.

39. What assistance can the Customer Service Centre provide? Including Gate Passes.

The Customer Service Centre (CSC) is provided to resolve general VBS queries including:

- Questions relating to system access problems (lost passwords 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.
- Gate passes for containers not meant for the Port. These are issued upon receipt of an email from the company email address recognised within VBS and must include the following information:
 - Container number
 - Whether unit is empty or loaded
 - Vehicle registration
 - Reason for the request

Contact details of company requesting the pass.
Once issued, the CSC will email the company to advise that the Gate Pass has been issued and ask that the driver is advised to exit the Port.

The Customer Service Centre **cannot**:

- Create bookings for periods when none are available via the internet based service.
- Cannot move or extend a booking once the booking hour has started.
- Cannot move a booking into an hour that is already fully booked.
- Handle disputes/enquiries regarding No Show charges.
- Create Gate Passes without email confirmation, provide gate passes for DFDS (these should be sent to DFDS) or issue Passes for tenants of the Port (these should be sent to the Port Police).

Any haulier calling the Customer Service Centre to ask for the creation of a booking will be referred back to the internet based VBS service, or may be offered a VBS booking during the next available off peak hour as a one-off gesture.

The CSC is not able to act as a secondary traffic desk for those hauliers who elect to operate overnight without their own office or traffic desk resource. When possible, the CSC team will provide assistance with the creation, management and movement of VBS bookings, however, those hauliers who are requesting a disproportionate amount of assistance overnight may be refused help.

The VBS system is designed to allow a haulier full autonomy. The CSC team have the right to refuse assistance if they feel that a haulier is not taking sufficient steps to manage their own VBS bookings.

40. What are the rules regarding the movement of a VBS bookings?

Every VBS has an associated 'tether period' of 2hrs. This means that the booking can be moved 2hrs prior to, or after the original booked time, subject to availability in that hour.

The haulier can manage the movement of their bookings using the 'Booking Manager' option from the VBS main menu.

The Customer Service Centre (CSC) can also assist a haulier wishing to move their VBS bookings subject to availability, but will direct haulier's to contact their company in the first instance during office hours. Please note that once the booking hour starts, bookings cannot be moved either on-line or by the CSC.

41. Can the same VBS booking allow a haulier to deliver/collect containers from both Trinity and Berth 8&9 Terminals?

A limited amount of Multi-terminal VBS bookings are made available each hour allowing a haulier to deliver and collect containers from both Trinity and Berth 8&9 Terminals in one visit. 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 require their haulier to visit first. Once all containers have been added, the system will ensure that the Multi-terminal capability exists and create the booking. If all Multi-terminal VBS have been used, a message will be displayed informing the haulier. Hauliers can only visit each terminal once on a Multi-terminal VBS i.e. All jobs for one terminal **must** be completed, before ingating on the second terminal.

42. When is a Peak booking charged?

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

43. 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 Friday 03 September 2021.					
<input checked="" type="radio"/> Regular	<input type="radio"/> Guaranteed	00:00	99 / 0	08:00	96 / 0	16:00	99 / 23
Days		01:00	98 / 0	09:00	98 / 0	17:00	99 / 37
<input checked="" type="radio"/> Friday	03 Sep 21	02:00	99 / 8	10:00	77 / 0	18:00	99 / 1
<input type="radio"/> Saturday	04 Sep 21	03:00	99 / 31	11:00	99 / 0	19:00	99 / 0
<input type="radio"/> Sunday	05 Sep 21	04:00	94 / 0	12:00	99 / 3	20:00	98 / 0
<input type="radio"/> Monday	06 Sep 21	05:00	99 / 0	13:00	99 / 1	21:00	99 / 48
<input type="radio"/> Tuesday	07 Sep 21	06:00	94 / 0	14:00	98 / 0	22:00	99 / 94
<input type="radio"/> Wednesday	08 Sep 21	07:00	97 / 0	15:00	99 / 23	23:00	99 / 68
<input type="radio"/> Thursday	09 Sep 21	Key:					
<input type="radio"/> Friday	10 Sep 21	Flexible Arrival Period	Late Notification Period	Out of Hour Bookings			
		Containers Required	Booking Charge Applies				

44. What if return a Peak period 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 then 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.

45. Who pays the Peak booking?

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

46. Do Peak hours apply 12:00-13:00 on Saturday?

No. Peak charges will only apply Monday to Friday.

47. Do Peak charges apply to Guaranteed Bookings?

Yes. Guaranteed VBS will be charged at £16.13 plus the peak charge of £2.00.

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

Yes. The £2.00 Peak period charge will be applied in addition to the £40 No Show charge.

49. When is the charge applied?

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

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

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

51. 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 (12:00-17:00hrs inclusive).

52. What if a haulier has a booking for a non-peak hour but arrives during a Peak hour?

For example: A haulier with an 11:00-12:00hrs VBS arrives at the Port at 12:15hrs (relying on the late arrival tolerance to ingate).

As the VBS was made for an off-peak booking period (11:00) the charge will not be applied. See [Q19](#) for a full description of the late arrival tolerance.

53. What if a haulier has a booking for a Peak hour but arrives during an off-peak hour?

For example: A haulier with a 17:00-18:00hrs VBS arrives at the Port at 18:15 (relying on the late arrival tolerance to ingate).

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

54. What happens to a Peak period 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 period charge.
2. Use the VBS at any time during the FAP for which the charge will still apply.

55. Are Pre-allocated VBS charged for Peak period times?

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

56. In what circumstances 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 [Q54](#)).
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 QUESTION 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.