

TO OUR VALUED CUSTOMERS

Hazerswoude, 18.01.2021

## Demurrage Costs on Freight Terminals

Dear and valued customer,

Leading on from our letter to you last week, we can see the situation is slightly improving with regard to the new regulations put in place as a result of the UK leaving the EU. At the same time, we still face some difficulties and the ferry operator DFDS Seaways was forced to close it's Felixstowe terminal last weekend due to congestion. Simply too many trailers were still waiting for clearance.

It appears that the custom clearance procedures are not always clear and / or not adhered to by a large number of exporters and importers. On top of that, it seems that a number of clearance agents have difficulties coping with the flood of loads out of the EU which need to be cleared, causing delays on the terminals of arrival. Hence the congestion, which DFDS Seaways is now tackling head on with the following announcement that we received this afternoon:

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*Based on our conversation before Christmas and this noon, I am writing to you as the situation in Felixstowe is now critical.*

*Following the end of the Transition period and the need for Customs formalities we are finding that many trailers are standing for a much longer period on our Terminals following discharge from the vessel. On investigation we find that Customs clearances are not being made and in many instances the process has not begun until a day or two after arrival.*

*As a result our Felixstowe terminal is now becoming increasingly congested and to the degree, where once again our operation is being jeopardised. This weekend we had to close the Felixstowe terminal and the Saturday evening arrival to Felixstowe was not able to fully discharge. The situation is not sustainable, and neither your business nor DFDS can continue like this deteriorating the service level and risking our joint business model.*

*Consequently, and in order to try and prevent this from happening again, we must regrettably advise you that w.e.f. 19/01/2021 any trailers that remain on terminal due to not being Customs cleared within 48 hours of arrival will incur a daily “Non Customs cleared, Terminal standage charge” of £250.00 per calendar day or part thereof following the initial 48 hour period. Non Customs cleared units on the Felixstowe terminal will start counting as from 19/01/2021.*

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# A2B-online

We fully realise that all of us are in a new environment, which takes some time to get used to. At the same time we have spoken with many of you over the last two weeks warning you that this would come if the situation would not improve.

GBP 250 as per the above announcement are costs that do not relate to our own operation. They solely relate to the importer and the exporter. And in most cases, the exporters are our customers and freight payers.

**We have no choice but to pass on these costs to you as from the 19th of January onwards and advise you of them**, if and when they arise, as our freight payer. We are not in a position to negotiate them. They will be added to the freight amount due when applicable.

Please speak to your clearance agent, your customer or to whomever is involved in the customs clearance process for your cargo and please make them aware of the actual situation and the costs involved.

We build on your understanding.

Trust to have you informed sufficiently,

A2B-online B.V.  
Edward Spaans  
Sabrina Waterreus  
Ronald Beniers  
Nathan Burrell