

# NOTICE TO PORT USERS

## LINE HANDLING SERVICES CHRISTMAS & NEW YEAR WORKING ARRANGEMENTS

The following arrangements will be in place for Line Handling Services during the Christmas and New Year period 2023-2024.

### CHRISTMAS SERVICE

**Starts:** 19.00 on 24 December 2023  
**Finishes:** 08.00 on 27 December 2023  
**Order Deadline:** 16.30 on 22 December 2023

### NEW YEAR SERVICE

**Starts:** 19.00 on 31 December 2023  
**Finishes:** 08.00 on 2 January 2024  
**Order Deadline:** 16.30 on 29 December 2023

**Regular Services (i.e. not a Christmas Service or a New Year Service) will be provided at all other times.**

### Amendments to or cancellations of Christmas Services or New Year Services

All amendments to or cancellations of Christmas Services or New Year Services require a minimum of 12 hours' notice prior to the required service commencement time of either the original order or re-order, whichever is earlier. Failure to give the required notice will result in a surcharge of 50% of the relevant service charge being applied.

### Orders for Regular Services made out of office hours

Original orders for Regular Services will be deemed to have been made out of office hours, and be subject to a 30% surcharge, if received between the following times:

16.30 on 22 December 2023 and 08.00 on 27 December 2023

16.30 on 29 December 2023 and 08.00 on 2 January 2024

The notice periods for amendment to or cancellation of Regular Services will be those stipulated in the Terms and Conditions for Ancillary Services.

**Charges for Christmas Services and New Year Services will be at the relevant published standard day rates PLUS 100%, subject to a minimum charge of £755 per service.**