

HULL-EUROPOORT-HULL DAY OF TRAVEL INFORMATION PACK FOR COACH & GROUPS

(LAST UPDATED: 03/06/24)



Please be ready for your arrival at the port with the following:

- 1.) You have the correct booking reference number and have already submitted in advance a Cabin List.
 - 2.) All passengers have their passport/ID card and any supporting documentation on their person rather than in luggage. Passports should be out of wallets ready for border checks and that these comply with latest requirements.
 - 3.) If you are travelling with a Youth Group, we ask you to please take note of and brief them on our Code of Conduct, **please visit [poferries.com/groups](https://www.poferries.com/groups) for further details.**
- **Last check-in for Hull-Europoort is 19:00 (Monday-Friday) and 18:30 (Saturday-Sunday).** We advise you arrive at Hull no later than 18:30 (Local Time) Monday-Friday and 18:00 (Local Time) Saturday-Sunday however, no later than the last check-in to allow time to process all checks. Embarkation commences from 16:00 (Local Time).
 - **Last check-in for Europoort-Hull is 90 minutes prior to departure.** we advise you arrive at Europoort no later than 18:30 (Local Time) however, no later than the last check-in to allow time to process all checks. Embarkation commences from 16:00 (Local Time).
 - **If travelling with a coach from Hull then follow the signs to Terminal 1,** the driver/courier will need to bring all passports/ID cards to reception where these will be scanned and matched with the correct key card and boarding card. All other relevant information including vehicle registration number and a contact number will be taken; an accommodation list will be issued and a hanger confirming how many customers on the coach. Once checked-in, you will be directed to the security checks. You will then proceed to our coach drop off point where all customers will need to leave the coach and walk through the building to the ship for embarkation. The coach will then proceed to Deck 3 ready for embarkation. **If travelling onboard with an empty coach,** then please follow the same guidelines. **Sat Nav Postcode for the Port of Hull is HU9 5PS**
 - **If travelling with a coach from Europoort then follow signs offices/foot passengers,** the coach will need to park in the coach lanes in front of the terminal. The driver/courier will need to report to reception to confirm how many customers on the coach and other relevant information including vehicle registration number and

a contact number. Following this, all customers will need to report to reception with their passports/ID cards where these will be scanned and matched with the correct key card and boarding card. Customers will then embark the ship as foot passengers via the walkway. The coach will then proceed to the vehicle check-in booths, show boarding card/vehicle tag and then wait in a lane for security checks before boarding. **If travelling onboard with an empty coach**, then please follow the same guidelines. **Sat Nav Postcode for the Port of Europoort is 3198 LG**

- **Please note** only alcohol purchased from our bars and restaurants can be consumed on board.
 - **Upon the ship arrival in Hull or Europoort**, please listen for onboard announcements confirming disembarkation arrangements. If you require any assistance during your crossing, then please speak to one of our onboard team or the Information Office.
 - **For day of travel updates**, please see our X feed @POferriesupdate

Our friendly Group Travel Services team are on hand Monday to Friday, on one of the following numbers:

United Kingdom +44 (0) 1304 448899

Ireland +353 (0)1 686 9455

Belgium +32 (0)2 808 5023

France +33 (0)3 66 74 06 71

The Netherlands +31 (0)10 714 5439

Germany +49 (0)621 3790 9036

You can also email us groups@poferries.com

Alternatively, please visit [poferries.com/groups](https://www.poferries.com/groups) where you can find further useful information and documents.