



HULL-EUROPOORT-HULL

Day of travel
Information pack for
coach & groups

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 to

groups@poferries.com.

Please note we require the following information wherever possible (only if not already provided) to be submitted to finalcabinlistdetails@poferries.com NO LATER than 72 Hours prior to departure: **Names of driver/courier, Contact number for driver/courier (this will also assist if we need to contact you on the day of departure), Vehicle registration number.**

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 for further details. Additionally, a member of the onboard security team will brief all members of the group on expected standards of behaviour prior to embarkation in both Hull/ Europoort.

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). If required on **day of departure only** then our team in Hull can be contacted on 01482 708 272.

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 required on **day of departure only** then our team in Europoort can be contacted on +31 (0)181 255 272.

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 (this will also include any pre-booked meals).

All other relevant information including vehicle registration number and a contact number will be taken if not already provided; 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, please note that passengers are subject to both baggage/personal searches. 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 if not already provided.

Following this, all passengers 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 (this will also include any pre-booked meals). Passengers 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.**



Our cabin types include

Your operator will be able to confirm the cabin type booked for you

STANDARD CABINS:

These air-conditioned cabins contain either 2 or 4 bunk beds with ladders to access the top bunks and have an en suite with a shower and toilet plus complimentary toiletries too. Bedding and towels will also be provided, and there is a continental plug point available for your convenience.

PREMIER CABINS:

Our Premier cabins come in a choice of Double or Twin bed options, and include all of the amenities you need for a comfortable overnight journey. Our Premier cabins are all equipped with air conditioning and have an en suite with a shower. Plus bedding and towels, complimentary toiletries and a continental plug point are available in these cabins for your convenience.

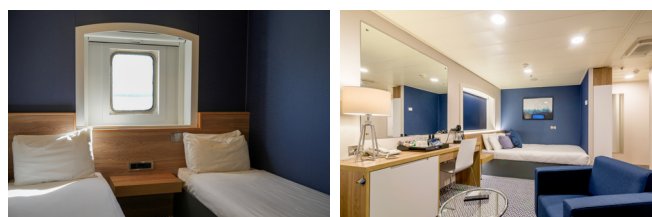
CLUB CABINS:

Push the boat out with one of our Club cabins when you next sail, as they offer you the best of everything, with a guaranteed sea view, extra space, and a quiet location.

Club cabins include a flat screen TV and an en suite with complimentary White Company luxury toiletries, plus you'll be able to stay refreshed with the stocked minibar and tea and coffee facilities which will also be provided.

In addition to this you will have all of the basics which come with our Standard and Premier Cabins, including a continental plug point, reading lights, bedding and towels, and clothes hooks and hangers for your convenience.

To find out more about what is onboard then please visit poferries.com/en/routes/hull-to-rotterdam/onboard

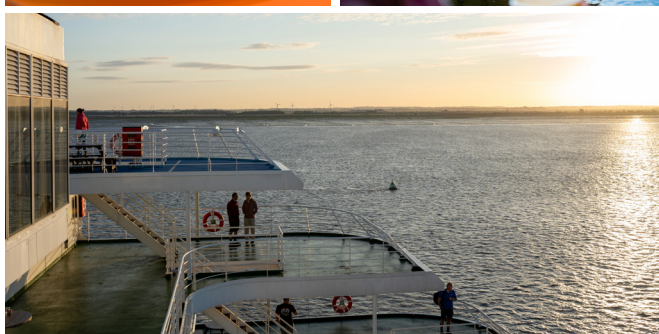


Please note only alcohol purchased from our bars and restaurants can be consumed on board.

If you wish for your group to dine together onboard, then please speak to the Information Office who will endeavour to arrange this dependant on passenger numbers.

Upon the ship arrival in Hull or Europoort, please listen for onboard announcements confirming disembarkation arrangements. Note that this may be conducted in groups dependant on passenger numbers, if you require to disembark together than please advise the Information Office.

If you require any other assistance during your crossing, then please speak to one of our onboard team or the Information Office.



Our friendly passenger B2B team are on hand Monday to Friday, on one of the following numbers for any assistance required in advance of day of departure:

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



For useful information, including copies of documents required for travel, our latest day of departure check-in procedures and our new P&O Group Scan App, please visit: poferries.com/groups

✕ For day of travel updates, please see our X feed: [@POferriesupdate](https://twitter.com/POferriesupdate)