



DOVER-CALAIS-DOVER

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 and have already submitted in advance passport/ID cards via the P&O Group Scan App; **please visit poferries.com/groups for further details.** The only exception to this until further notice, is if you are using a Collective Group Passport, NATO Travel Order or Military ID Card however, you **MUST** notify us in advance to avoid unnecessary delays and allow additional time for check-in on day of travel.

2

Please note if the P&O Group Scan App is used then a physical **Group Passenger List is NO LONGER required to be completed.** If a physical Group Passenger List is used instead then this needs to include the booking reference, sailing time, vehicle registration number and all passenger names including drivers and a breakdown of how many drivers/adults and children.

3

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. A reminder that a valid electronic travel authorisation (ETA) is required if applicable for travel to the UK. This includes drivers as well.

4

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.**

5

If you have pre-booked your meals with us, then please can the Group Leader have a copy of the letter confirming these from us and make themselves known at the Information Desk upon embarkation where our colleagues will confirm the arrangements for your group.

P&O Ferries check-in closes 60 minutes prior to departure

We advise you arrive at the port a minimum of 2 Hours prior to sailing to allow time to process all border checks.

If travelling onboard with a coach from Dover then follow the signs

From 12 October 2025, there'll be a new EU border system you need to know about at Dover port – the Entry/Exit System (EES), which replaces manual passport stamping for travellers heading to Schengen countries.

- 1 Head to Western Docks – CT17 9EQ
- 2 All passengers (EU and non-EU) to disembark at the Coach Building for processing – EU passengers processed by French border authorities. Non-EU passengers to use biometric kiosks for EES registration before being processed by French border authorities
- 3 Coach will be 'sealed' with door sticker to prevent unauthorised boarding. Coach doors are not to be opened until advised to be PAF, unless in an emergency
- 4 Coach leaves Western Docks for the Ferry Terminal at Eastern Docks
- 5 Once at the Ferry Terminal at Eastern Docks, PAF check the coach in lane 'M'
- 6 UK Border control customs checks
- 7 Security screening
- 8 Check in as usual. You have the correct booking reference and have already submitted in advance passport/ID cards via the P&O Group Scan App; please visit poferries.com/groups for further details. The only exception to this until further notice, is if you are using a Collective Group Passport, NATO Travel Order or Military ID Card however, you MUST notify us in advance to avoid unnecessary delays and allow additional time for check-in on day of travel.
- 9 Head to your boarding lane and that's it – it's time to board the ferry.

Any trip thereafter will simply require a quick fingerprint/photo ID check at Western Docks

During forecasted high temperatures, we strongly recommend that your passengers bring an adequate supply of refreshments, particularly while travelling through the port, as coach passengers will need to remain onboard the coach. **Post code for the Port of Dover is Eastern Docks, Dover, Kent, CT16 1JA**

If you are travelling with bicycles

Please contact us in advance so we can inform you of requirements as these will be dependent on the number of passengers travelling.

If travelling onboard with a coach from Calais then follow the coach signs as you exit the motorway

The P&O Ferries check-in booths will be on your left. Once checked-in, you will be directed to the Coach Hall for border controls where all customers will be asked to disembark the coach for these. During forecasted high temperatures, we strongly recommend that your passengers bring an adequate supply of refreshments, particularly while travelling through the port and being processed at border control. Once complete proceed to the relevant lane for embarkation.

Post code for the Port of Calais is Terminal Car Ferry Est, 62100, Calais, France.

We ask that all drivers ensure baggage compartments on-board the coach are continually monitored during stops on your journey. You are advised to avoid any stops in and around Calais, as well as reminding all passengers to ensure that no luggage is left unattended at the Port. It is advised that Youth Groups have any luggage clearly labelled with their name.



Upon the ship arrival in Dover or Calais

Please do not congregate at the top of stairways to the vehicle decks until called forward for disembarkation. If you require any assistance during your crossing, then please speak to one of our onboard team or the Information Office.

X For day of travel updates, please see our X feed: [@POferriesupdate](#)

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



Alternatively, please visit poferries.com/groups where you can find further useful information and documents.