



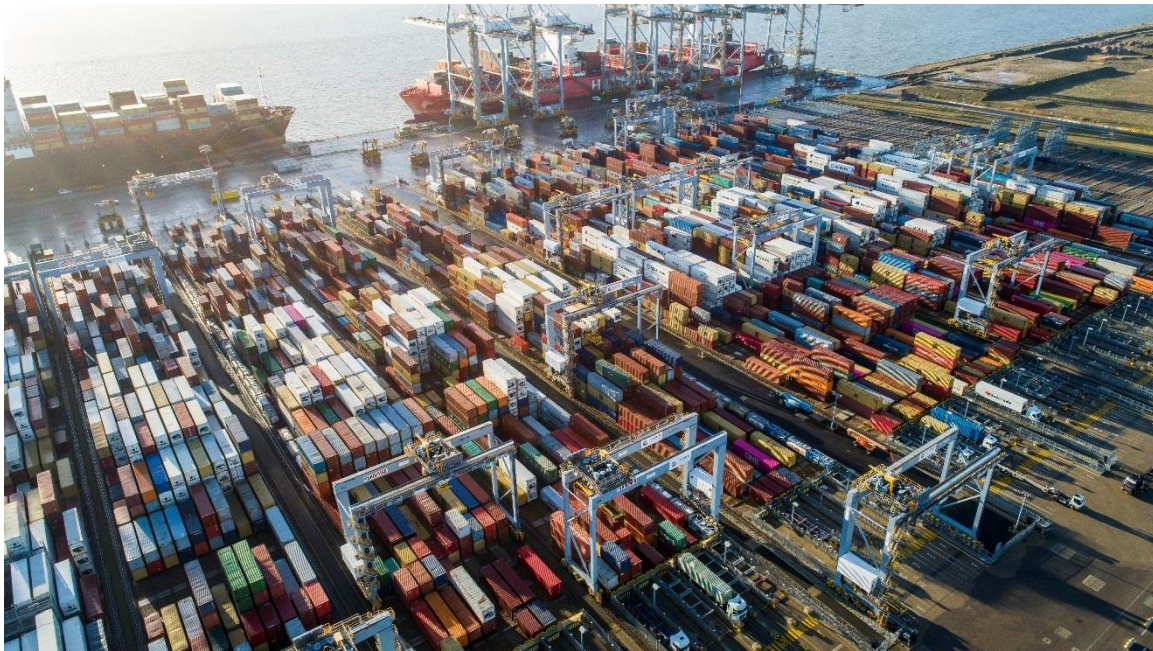
**DP WORLD**

DP World London Gateway Public Tariff

dpworld.com

# Public Tariff 2023

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Effective from 1<sup>st</sup> of January 2023



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## 1.Vessel related charges

### 1.1. Basic Handling charges

Description	20'	40'	45'	Charge basis
Discharge / Load - Full Import & Export	£89.99	£89.99	+10%	per container
Gate Out / In – Full Import & Export	£57.95	£57.95	+10%	per container
Discharge / Load - Empty Import & Export	£88.14	£88.14	+10%	per container
Gate Out / In – Empty Import & Export	£56.73	£56.73	+10%	per container
Transshipment - Full & Empty	£92.46	£92.46	+10%	per move
OOG – handled by a standard spreader (including 45' containers)	+10%	+10%	+10%	per container
OOG – handled by an overheight spreader	+50%	+50%	+10%	per container
OOG/Damaged – handled by non-standard gear	+100%	+100%	+10%	per container
IMDG containers (not including Class 1 or Class 7)	+10%	+10%	+10%	per container
Class 1 or Class 7 surcharge (on application)	+200%	+200%	+200%	per container
Wire Lift Quay crane move surcharge (for mafi or uncon) (in addition to discharge / load move charge)	POA	POA	POA	per move

Included in the fee for Basic Handling Charges are the following:

- (a) discharge from Vessel and transport to stack or lift container from stack and load to vessel (please note that each transshipment container will be charged for one discharge move and one load move);
- (b) receiving or delivering from/to truck and lift container between truck and stack;
- (c) free storage days as agreed;
- (d) processing of standard documentation as agreed;
- (e) provision of primary computerised documentation as agreed;
- (f) all ship planning functions, including production of computerised bay plans; and
- (g) the Full – Mainline rate includes up to 4 nested flats provided they can be lifted by standard auto spreader



**1.2. Restows**

RESTOWS	Disch. Land and Reload		Charge basis
	20'	40'	
Description			
Full and empty (reefer may be subject to power connection charges as applicable)	£178.79	£178.79	per container
OOG – handled by a standard spreader (including 45' containers)	+10%	+10%	per container
OOG – handled by an overheight spreader	+50%	+50%	per container
OOG – handled by non-standard gear	+200%	+200%	per container
IMDG containers (not including Class 1 and 7; POA)	+10%	+10%	per container
Unplanned Restow (not advised prior to arrival)	+50%	+50%	per container

Included in the fee for all Restow items are the following:

- (a) movement from one cell on board a vessel to another cell on board the same vessel;
- (b) processing of standard documentation as agreed;
- (c) provision of primary computerised documentation as agreed; and
- (d) all ship planning functions, including production of computerised bay plans.

**1.3. Other Ship Operations**

Description	Fee	Charge basis
Public Holiday Premium (additional to basic handling charges and restows)	+15%	per container
Hatch Cover Shift on Board with ISO attachments (additional to basic handling)	£1,027.80	per hatch cover
Handling Lashing bins / Gear Boxes (minimum 2 moves)	£144.87	Per move
Line handling by boat		POA
Labour ordered not worked due to Vessel absence/fault	£454.00	per crane hour
Removal of jammed twist locks / stacking cones	£130.38	per container
Failure of vessel to depart upon agreed completion		
First hour	£4,029.25	per hour or part
Second hour	£8,056.94	per hour or part
Subsequent hours	£12,086.17	per hour or part



Damage to terminal equipment – administration fee (in addition to repair cost)	£604.29	per occasion
Vessel Productivity – Premium above ‘standard operation’	As per agreement	

**1.4. Yard moves**

YARD MOVES Description	CONTAINER		Charge basis
	20’	40’	
Yard Moves – any extra physical yard moves due to the following:			
Missing information or change of information related to weight, vessel name or destination (also known as SSR charges; charged as 2 moves)			
a. Before the container has been in gated or landed at the terminal	£0.00	£0.00	per container
b. After the container has been in gated or landed at the terminal	£33.43	£33.43	per container
c. Moves involving 45' containers	+10%	+10%	per move
d. Out of gauge surcharge	+100%	+100%	per move
Mafi hire per day (not including yard moves)	£142.75		per Mafi hire per day
Mafi moves	£61.81		per move

**1.5. Other Yard Operations**

OTHER YARD OPERATIONS Description	CONTAINER		Charge basis
	20’	40’	
Flat Rack Bundling – bundling flat racks to make one container	£226.60	£226.60	per bundling/unbundling
Supply and fit up to 3 straps for bundles of up to 4 flat racks	£148.41	£148.41	per bundle
Checking hazardous label (Not including moves, by request only)	£86.78	£86.78	per container
Applying / Removing of placards and labels (by request only)	£173.52	£173.52	per container
Reception of export containers after the vessel's cut-off time (by request only and subject to approval)	£35.49	£35.49	per container
Pre-Trip inspection - Positioning boxes for PTIs and power consumption	£127.90	£127.90	per container

**1.6. DP World London Gateway Estate Shunting Service**

Port to London Gateway Estate Shunting Service  
Fully integrated shunting service between Port and Logistics Park facilities

For further information, please contact  
[LG.DPWUKRoadServices@Dpworld.com](mailto:LG.DPWUKRoadServices@Dpworld.com)



**1.7. Reefer services**

REEFER SERVICES (excludes storage)	CONTAINER		Charge basis
	20'	40'	
<b>Description</b>			
Power supply, monitor and report equipment malfunctions:  Reefer surcharge is in addition to the basic handling charges under section 1.1 and the standard storage charges under section 1.7.			
Days 1-7	£67.10	£67.10	per container per day
From day 8	£134.20	£134.20	per container per day
Reset Reefer Temperature (by written request only)	POA	POA	per reset
Reefer Temperature History Request	POA	POA	per container

**1.8. Storage**

STORAGE		
Description		Charge basis
Export free storage period	P.O.A.	per calendar day
Export laden - in excess of free storage period – 1 to 5 days in excess of free storage period	P.O.A.	per TEU per day
Export laden - in excess of free storage period – 6 to 10 days in excess of free storage period	P.O.A.	per TEU per day
Export laden - in excess of free storage period – 11 to 20 days in excess of free storage period	P.O.A.	per TEU per day
Export laden – day 21 or above in excess of free storage period	P.O.A.	per TEU per day
Export empty - in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment free storage period	P.O.A.	per calendar day
Import & transhipment laden – 1 to 5 days in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment laden – 6 to 10 days in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment laden – 11 to 20 days in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment laden – day 21 or above in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment empty – 1 to 5 days in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment empty – 6 to 10 days in excess of free storage period	P.O.A.	per TEU per day
Import & transhipment empty - 11 to 20 days in excess of free storage period	P.O.A.	per TEU per day



Import & transshipment empty – day 21 or above in excess of free storage period	P.O.A.	per TEU per day
OOG and frameless tanks surcharge – handled by a standard spreader	+300%	per TEU per day
OOG surcharge – handled by an overheight spreader	+300%	per TEU per day
OOG surcharge – handled by non-standard gear	+300%	per TEU per day
IMDG containers surcharge	+10%	per TEU per day
Storage for 45' containers	TEU rate x 3	per TEU per day
Storage for 45' Palletwide containers	TEU rate x 3	per TEU per day
Heavy Lift / Breakbulk free storage period	2 days	per calendar day
Heavy Lift / Breakbulk storage	£343.32	per day
Leaking / Damaged containers - Extra costs will be assessed on a case by case basis		
Damaged units from day 15 will begin to incur storage charges at the 'OOG surcharge – handled by non-standard gear' rate.		

### 1.9. Conservancy

Conservancy charges for vessels calling at DP World London Gateway Port will be collected by the port.

The applicable charges for vessels discharging / loading at London Gateway are as follows:

All vessels	
Up to 3,000 tonnes	£0.0465
3,001 to 10,000 tonnes	£0.1107
10,001 to 55,000 tonnes	£0.2020
Over 55,000 tonnes	£0.2908

In addition to the conservancy charges collected by the Operator, the Port of London Authority has responsibilities for ensuring navigational safety within its jurisdiction of the River Thames and will collect estuary charges as per the Port of London Authority public tariff. This can be found on their website at [www.pla.co.uk](http://www.pla.co.uk).





### **1.10. Pilotage**

Deep drafted vessels will pick up their pre-arranged Thames pilot at the pilot station designated by the PLA prior to transiting to the port.

Pilotage into and out of DP World London Gateway Port is provided by the Port of London Authority. More information on pilotage and charges applicable can be obtained from:

PLA  
London River House,  
Royal Pier Road,  
Gravesend,  
Kent DA12 2BG  
Tel: 01474 562200  
Contact name: Glenda Frost

### **1.11. Towage**

The following companies comply with the PLA 'Code of Practice for Ship's Towage Operations on the Thames' and shipping lines are invited to contact these service providers directly regarding the provision of towage services:

Boluda Towage Europe  
3rd Floor, Manorway House  
The Manorway  
Stanford-le-Hope, Essex  
SS17 9LA  
Tel: 01375 641288

Svitzer UK  
Marine House / Denton Wharf  
Mark Lane  
Gravesend, Kent  
DA12 2PL  
Tel: 01474 359361

The port is open to all towage service providers that comply with the PLA Code of Practice for Ship's Towage Operations on the Thames.



**1.12. Mooring and unmooring**

Vessel mooring and unmooring at DP World London Gateway Port will be performed by the terminal's shore based personnel and charges are agreed with the vessel operator.

The following charges will apply to non-contracted vessels:

LOA up to 250 metres	£1,730.32	per vessel call
251 to 300 metres	£1,937.96	per vessel call
301 to 350 metres	£2,145.60	per vessel call
More than 350 metres	£2,353.24	per vessel call

From the 1<sup>st</sup> June 2020, a penalty charge of £1,000 per instance will apply to vessels found to be using Dangerously Weighted Heaving Lines (DWHL). This charge is donated to charity.

**1.13. Vessel detention**

Vessels detained for any reason beyond DP World London Gateway Port's control will incur charges and this will be informed on a case by case basis.

**1.14. Vessel solid waste reception**

Unless exempted, all vessels calling at DP World London Gateway Port are required to pay a charge towards the cost of waste reception as follows:

Description	Fee	Charge basis
Vessels up to 20,000 Gross Tonnes	£106.24+VAT	per vessel call
Vessels over 20,000 Gross Tonnes	£134.56+VAT	per vessel call

The above costs cover reception of general solid waste (Garbage as defined by MARPOL 73/78). Reception of any other types of waste will be priced on application.

**1.15. Port security charges for non-contracted vessels (non-cellular)**

Description	Fee	Charge basis
Security for non-contracted vessels	£515.40	per day or part day

## 2. Goods examination, security and infrastructure charges

The following charges are applicable at DP World London Gateway via CNS, all charges sent to clearance charges unless otherwise stated:

### 2.1. Goods examination

Description	Fee	Charge basis
Import Customs Fee	£20.46	per entry
Import Customs Fee for removals	£12.02	per removal
Export Customs exam (Hold xx) – door side	£110.03	per container
Customs x-ray scanning (Hold Y)	£74.27	per container
Port Health examination – seal check (Hold D)	£110.03	per container
Port Health examination – identity check (Hold W4, W9, H, M)	£110.03	per container
Port Health examination – offload (Hold W2, W3)	£131.59	per container
RPA examinations (Hold F)	£110.03	per container
DEFRA Plant Health & Seed examinations – full load (Hold P3)	£110.03	per container
DEFRA Plant Health & Seed examinations – mixed load (Hold P2)	£131.59	per container
Forestry Commission examination (Hold &)	£110.03	per container
Trading Standards examination (Hold K)	£131.59	per container
Port Health Nut & Spice Inspection (Hold O)	£236.17	per container
Port Health Nut & Spice Inspection (Hold O4) -door side	£110.03	per container
Environment Agency examinations (Hold E4) -door side	£131.59	per container
Export Examination offload (Hold E2)	£441.66	per container
UK Border Force CAP exam (Hold xx)	£441.66	per container
DG / MCA examinations (plus 2 yard moves)	£130.16	per container
Cargo inspections - Remain On Board (ROB) cargo inspection*	£313.40	per container
All other examinations		POA

\*UK authority seal and/or door side examination of containers directly upon discharge from the vessel as authorised by UK Authorities

Examination charges are per container. In the event that DP World London Gateway is instructed by a statutory authority to undertake additional examinations the above charges will apply to each additional occasion the container is requested for examination.

All other examinations will be charged directly by London Gateway.

Charges are increased by RPI for September, as published by the UK Office for National Statistics in October of the previous year.

### 2.2. Fumigation

Description	Fee	Charge basis
Positioning containers for fumigation or venting	£235.56	per fumigation or vent
Fumigation cost applicable based on type of fumigation required		
Removal and disposal of fumigant residues (incl. handling costs)	£76.14	per container

For any containers that require fumigation please contact the customer services department on 01375 648477 or via email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

### 2.3. Environmental monitoring and surveys

DP World London Gateway Port has a full-time environment team who is available to offer advice on a wide range of environmental issues.

Description	Fee	Charge basis
Environmental Team Services	£138.42	per hour

The Environment Team also have access to a number of local contractors which can provide quick and efficient services in the following areas:

- Operational noise and vibration assessments
- Testing of hazardous materials for classification and safety assessments
- Full range of Emergency response (Spill kits, booms, absorbent granules)
- Testing of unknown chemicals that have been released on board
- Identification of non-native animal species and removal/extermination (bees, spiders, reptiles etc)
- Testing of ballast water for non-native species (Chinese Mitten Crab)
- Stack emissions and low Sulphur fuel checks
- Inspection and audit capability (MARPOL/IMO)

For further information please contact the environmental team on 01375 648461.

**2.4. Security**

ISPS per container – full import (charged to Clearing Agent through Community System)	£20.56	per import full container
ISPS per container – full export (charged to Shipping Line)	£6.28	per export full container
Land Tax Recovery Charge – import, export and transshipment, full and empty containers (charged to Shipping Line)	£1.71	per container

**2.5. Infrastructure charges**

Infrastructure charge	£11.92	per import full container
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**2.6. Energy Transition**

Energy Transition Contribution (contributes in part to the incremental investment required to decarbonise the supply chain through port operations)	£5.71	per import full container
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**2.7. Fuel Duty Recovery Fee**

Fuel Duty Recovery Fee (Covering the raised cost of fuel to operate the terminal once the current fuel duty exemption ends in line with UK Legislation from April 2022)	£3.35	per import full container move
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**2.8 Energy Adjustment Mechanism (EAM) fee**

Energy Adjustment Mechanism	£45.00	per import full container move
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### 3. Terminal Container Weighing VGM charges

DP World London Gateway Payable per Full Export container to the port-via CNS:

Description	Fee	Charge basis
Where the shipper VGM is provided prior to arrival at the terminal	£1.35	per VGM supplied
Shipper VGM provision after box arrival	£4.04	per VGM supplied
Additional charge if no VGM received 24 hours before the expected arrival of the vessel	£57.10	Per VGM not supplied in time
Where the terminal is requested to weigh the container and provide a Terminal VGM with electronic signature	£23.56	per VGM provided by terminal
VGM Mis-declaration fee  (VGM measured by the terminal differs more than 900kg or 5%, whichever is more, from the shipper provided weight)	£57.10	per instance
Additional charge added to the above VGM charges, for Out of Gauge cargo which cannot be lifted by standard spreader without attachments	£60.57	per VGM supplied
Re-weigh request of an import or export container (standard unit)	£64.73	Per standard container
Re-weigh request of an import or export container (reefer unit)	£96.80	Per reefer unit

## 4. Vehicle booking system (VBS) charges

### 4.1. Booking a vehicle

A VBS booking is required for all haulier collections/deliveries at London Gateway. Registrations for an account and subsequent bookings can be made here: <https://apps.cnsonline.co.uk/uaa/login>

### 4.2. Driver ID cards

To comply with DFT rules and regulations, together with assisting haulage firms with the management of obtaining Driver ID cards, please note the below:-

**Drivers MUST have the correct documentation to enter the Port, without this entry will be refused.**

- Temporary ID Card – Driving Licence
- Permanent ID Card – Two forms of ID are required. Driving Licence, plus Passport, birth certificate, EU ID Card or Tachograph Card

Drivers are required to have either a Temporary or Permanent Driver ID Card to enter the Port. Both Temporary and Permanent ID Cards can be requested at the Gate Service Office. The charge will be applied to the company that is linked to the Driver's VBS booking and will appear on the monthly invoice

In order for Haulage companies to have visibility on Driver ID charges being accumulated, an automated daily report is sent to registered hauliers via email

Drivers arriving at the Port requiring a driver ID card should leave extra time for entering the Port and follow the instructions given by our Security Personnel

**All drivers arriving at the Port must have a valid VBS slot**



**4.3. VBS Service Charges**

5. ITEM	CHARGE FROM 01/09/2023 - 31/08/2024
Off-Peak Booking	Free
Peak Booking	£5.56
Saturday Booking charge Sat 18.00 - Sun 06.00	£15.07
On the Spot Manual VBS Appointment **	£40.00
VBS Late cancellation charge ◊	£28.05
VBS Expiry Charge ●	£61.21
VBS Expiry Charge - Reefer ●	£111.30
Unauthorised Passenger in Cab	£146.39
Requested Container Turns	£38.54
Annual Terminal Awareness Course (3 year period) ◻	Year 1: £50.00 / Year 2: £35.00 / Year 3: £35.00
Replacement, Permanent or Temporary Driver ID Card ○	£42.12
Permanent Driver ID Card On-Line ⁹	£27.82
Vehicle Euro 3/4/5 Emission Charge ◊	£50.00
Electric HGV Credit ≈	+£10.00
Terminal Damage Administration Fee ( <i>per instance</i> )	£278.25

\*\* On the Spot Manual VBS Booking Request - considered on a case by case basis

◊ VBS Late Cancellation Charge is incurred if booking is cancelled within 60 mins prior to the booking slot

● VBS Expiry Charge is incurred if no vehicle arrives within the VBS booking time

○ Charge for Replacement, Permanent or Temporary (valid for 24 Hours) Driver ID Card

⁹ Charge for Permanent Driver ID Card application on-line

◊ Charge for high emission vehicles (Euro 3/4/5)

≈ Electric HGV Credit – haulage company who made VBS bookings will receive rebate

◻ Annual Terminal Awareness Course – Drivers to undertake with multiple choice test – 3 year period, on 4<sup>th</sup> year the 3 year period will recommence with a higher charge for year 1 to allow for new functionality enhancements

Please note that our safety and security procedure prohibit unauthorised passengers to travel in trucks whilst in the Terminal. For specific purposes, authorisation for a passenger can be obtained from our Gate Team at least 24 hours before the truck arrives at the Terminal by emailing [lgw.gate@londongateway.com](mailto:lgw.gate@londongateway.com)

**New VBS charges are introduced from 1<sup>st</sup> September annually.**

**5.1. Waiver requests**

All requests to waive VBS charges should be sent in writing to the Invoice Enquiries Team at [vbsinvoiceenquiries@londongateway.com](mailto:vbsinvoiceenquiries@londongateway.com) and should include full justification for the request.





## 6. Miscellaneous services

### 6.1. Stevedoring & labour

#### 6.1.1. Stevedoring for non-contracted vessels

Description	Fee	Charge basis
Gang Hire (8 members) – Monday – Friday 07:00 – 17:00	£311.46	per gang per hour (min 8 hours)
Out of hours operations <ul style="list-style-type: none"> <li>- Monday – Friday 17:00 – 07:00</li> <li>- Saturday 00:00 – Monday 07:00</li> <li>- Public Holidays</li> </ul>	£373.75 £436.04 £498.33	per gang per hour (min 8 hours)
Gang hire cancellation with less than 12 hours notice	8 hours charge	per gang per hour (min 8 hours)
Standing by vessel or goods <ul style="list-style-type: none"> <li>- Monday – Friday 07:00 – 17:00</li> <li>- Monday – Friday 17:00 – 07:00</li> <li>- Saturday 00:00 – Monday 07:00</li> <li>- Public Holidays</li> </ul>	£207.64 £249.16 £290.70 £332.23	per gang per hour (min 8 hours)
Standing by adverse weather <ul style="list-style-type: none"> <li>- Monday – Friday 07:00 – 17:00</li> <li>- Monday – Friday 17:00 – 07:00</li> <li>- Saturday 00:00 – Monday 07:00</li> <li>- Public Holidays</li> </ul>	£207.64 £249.16 £290.70 £332.23	per gang per hour (min 8 hours)



**6.1.2. Labour charges**

Description	Fee	Charge basis
Labour (Landside / Shiplside Operatives)*	£61.80	per operative per hour
Labour (Border Control Post Operatives)*	£54.91	per operative per hour
Labour (Engineering Operatives)*	£68.66	per operative per hour
Labour (Specialist Cargo Operatives)*	£90.14	per operative per hour
Escorting by supervisor within DP World London Gateway Premises	£114.20	per operative per hour

\*Weekends and out of hours requests: +50% with minimum charge of 4 hours

\*Public holidays: +100% with minimum charge of 4 hours

\*min 1 hour

**6.2. Ancillary charges**

Description	Fee – Standard ISO unit	Fee – Non ISO/ requires wire lift	Charge basis
Mis-declared Freight Kind (charged to shipping line)	£141.33	£282.67	per container
Automated Yard Crane lift (only use of crane-further charges not included)	£48.07	£96.13	per lift
Weighbridge use and certificate	£41.19	£82.38	per container
Use of leaking tray/Drip pit (cleaning and disposal POA)	£446.06	£606.06	per day
Fitting or replacement seals supplied by London Gateway	£14.53	£29.05	per seal
Provision of photos as required	£14.53	£29.05	per set
Supply of OCR pictures	£14.53	£29.05	per set
Gas check	£14.53	£29.05	per check
Any yard move within the port	£61.81	£123.61	per move
Any reachstacker lift within port premises	£76.63	£153.26	per lift
Overheight Frame Lift via Reachstacker	£153.26	£306.51	per move
Forklift hire (inclusive driver)	£137.04	£274.08	per hour



All moves involving cargo that requires handling with OOG equipment are subject to 100% surcharge			
<ul style="list-style-type: none"> <li>Wire lift or Overheight frame via Reachstacker – requires pre booking via LG.Cargoman@dpworld.com</li> </ul>			
Printout of Dangerous Goods or Other Documents	£14.53	£14.53	per print
Direct delivery of ship stores will incur the charge for Escorting by a Supervisor within London Gateway premises	£114.20	£228.40	per man hour
Direct deliveries-High value cargo/ Hazardous/ Other	£142.75	£285.50	per truck
Oil Spill Socks	£7.62		per sock
Oil Spill Mats	£14.53		per pack of 10
Oil Spill Granules	£27.48		per 20kg bag
Disposal of oil waste items	£11.05		per sack
Pallet refurbishment	£33.65		per pallet
Pallet replacement	£53.85		per pallet
Administration charges	POA		

All moves involving cargo that requires handling with OOG equipment are subject to 100% surcharge.

**P.O.A. for use of any of rail facilities at London Gateway.**

For further details please contact the customer services department on 01375 648477 or via email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

**6.3. Devanning**

Description	Fee	Charge basis
Devanning charge (palletised)	£471.22	per container
Devanning charge handball	POA	
Storage of palletised cargo-1 to 7 days*	£20.60	per pallet per day
Storage of palletised cargo-8 or more days *	£34.34	per pallet per day

\*Storage of palletised cargo is considered on case by case basis.

For quotations please contact the customer services department on 01375 648477 or via email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

**6.4. Overweight containers/ Lightening**

Description	Fee	Charge basis
Removal of pallets and loading to waiting curtainsider and re-positioning remainder of pallets	£471.22	per container
Removal of pallets and loading to waiting curtainsider	£353.43	per container
Removal of non-palletised cargo and loading to waiting curtainsider	POA	

For quotations please contact the customer services department on 01375 648477 or via email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

**6.5. Heavy lift/ Breakbulk**

Heavy Lift/ Breakbulk *	POA	Case by case basis
Cargo too large to fit between crane legs and requiring berth freeze in back reach or other operational suspension *	POA	Surcharge per item
Yacht Cradle Assembly (Not inclusive of labour or yard moves)	POA	per cradle

For quotations please contact the customer services department on 01375 648477 or via email to [LG.Cargoman@DPWorld.com](mailto:LG.Cargoman@DPWorld.com)

**6.6. Car packing**

20ft Containers (dry/reefer)	£288.38
40ft Containers (dry)	£392.44
40ft Containers (reefers)	£491.70

For further information please contact the customer services department on 01375 648477 or via email to [LG.Cargoman@DPWorld.com](mailto:LG.Cargoman@DPWorld.com)

**6.7. Photography and Filming**

Access to the terminal for the purposes of commercial filming and photography is handled on a case by case basis. Pricing is available on application and dependant on the specific details of the request.

**Enquiries:** [customer.services@londongateway.com](mailto:customer.services@londongateway.com)



#### **6.8. Delegation rooms**

Delegation rooms are available in our No1 Building. For prices and further information please contact the Customer Services Department on 01375 648477 or via email to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

#### **6.9. Site tours**

Site tours of the port and logistics park are available on request for individuals or groups. For further information and prices please e-mail [enquiries@londongateway.com](mailto:enquiries@londongateway.com).

Additionally DP World London Gateway organises Insight Days on a regular basis for interested parties to visit the port premises in order to gain a better understanding of the developments. To book a place please contact [insightday@dpworld.com](mailto:insightday@dpworld.com).

#### **6.10. Emergency services**

In special circumstances, the appropriate charge incurred as made by the Authority concerned will be for the account of the shipping line or other party as appropriate.

#### **6.11. Pre-slung goods / shippers own lifting gear**

Before any such goods are handled, a current test certificate for the Shippers Own equipment must be produced.

#### **6.12. Other services**

All other services not included in this tariff will be priced on application. Please contact DP World London Gateway Port's Customer Services on 01375 648477 or by e-mail to [customer.services@londongateway.com](mailto:customer.services@londongateway.com).

#### **6.13. Opening hours**

For Opening hours please refer to the DP World London Gateway website [www.londongateway.com](http://www.londongateway.com).

## 7. General Trading Terms & Conditions

A copy of the General Trading Terms & Conditions is available on the DP World London Gateway website [www.londongateway.com](http://www.londongateway.com).

### General notes:

- \*VAT will be added to the prices where appropriate at the rates applicable at the time.
- \* Administration fee will apply for detailed ad-hoc requests and agreed on case by case basis.
- \*Tariffs on a per day basis will also apply to part days.

### Systems

As DP World London Gateway Port's chosen community system, CNS provides the customs-approved electronic solution to enable commercial and regulatory stakeholders to move cargo through the port and park as efficiently as possible.

For further information, please visit the CNS website [www.cnsonline.net](http://www.cnsonline.net) or contact the CNS helpdesk on 02380 799600.