

# Ferry Port

PASSENGER GUIDE



**DOVER**  
FERRY PORT

**FROM HERE YOU'RE  
ALMOST THERE**

# Welcome to Dover Ferry Port

Ferry travel from Dover has never been a more pleasurable experience. We know that no one enjoys being cooped up and stressed when travelling so you'll find taking the ferry from Dover extremely quick, efficient and hassle free. We offer:

- The fastest and most frequent sea crossings to France with over 55 return sailings, 24 hours a day
- Choice of three top operators: DFDS Seaways, P&O Ferries and SeaFrance
- Choice of travel to two French ports - Calais and Dunkerque
- The convenience of taking your own car from home straight to your end destination, avoiding airport delays and baggage restrictions

What's more, you can wander free onboard the ferries, enjoying the open sea and fresh air. Why would you want to travel any other way?

We hope this pocket guide will help you to make the most of the short time you will spend travelling through the Eastern Docks Ferry Terminal. Further information can be found at [www.doverport.co.uk/ferry](http://www.doverport.co.uk/ferry)



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# How to get to the Port

Dover is easy to get to, whether you are travelling by car, train, bus or coach.

## By Car

Follow the M2/A2 or M20/A20 route to Dover then follow the signs for 'Ferries'. For SpeedFerries follow signs for 'Hoverport'.

## By Train

Train links are available from London Victoria and London Charing Cross mainline stations to Dover Priory railway station. Approximate journey time is 2 hours. Once at Dover station there are regular shuttle bus services to the Eastern Docks Ferry Port which leave from the bus stop outside the station entrance every 20 minutes. Shuttle buses leave the Eastern Docks Ferry Port 07.00 – 20.40. Please note there is a small charge for this service.

**National Rail Enquiries**  
[www.setrains.co.uk](http://www.setrains.co.uk)

**Tel: 08457 484950**

## By Bus

There are also local bus services operating between the Ferry Port and the town centre.

[www.stagecoachbus.com](http://www.stagecoachbus.com)

**Tel: 08702 433711**

## By Coach

Regular National Express/Eurolines Coach services travel to Dover from London Victoria Coach Station, as well as services to towns locally. Approximate journey time London to Dover is 2hrs 30mins. Eurolines also run services between towns and cities in Britain and those in Europe. The Port of Dover provides a joining point en route. A Eurolines Office is located at the side of the Travel Centre.

**National Express Tel: 08705 808080**

**[www.nationalexpress.com](http://www.nationalexpress.com)**

**Eurolines Tel: 08705 143219**

**[www.eurolines.co.uk](http://www.eurolines.co.uk)**



# Cross-Channel Services

Four passenger companies operate from the Port of Dover, providing the fastest sea crossings to Calais, Boulogne and Dunkerque.

| Company                        |  DFDS SEAWAYS |  P&O Ferries |  SEA FRANCE<br>DOVER - CALAIS FERRIES |
|--------------------------------|--|---|--|
| Destination Port               | Dunkerque  | Calais  | Calais   |
| No of return crossings per day | Up to 12   | Up to 25  | Up to 15   |
| Journey Time                   | Approx 105 minutes   | Approx 90 minutes   | Approx 70 minutes  |
| Traffic Carried                | Cars, Caravans, Motorhomes, Motorbikes, Freight & Bicycles                                     | Cars, Caravans, Motorhomes, Motorbikes, Foot Passengers, Coaches & Freight                    | Cars, Caravans, Motorhomes, Motorbikes, Coaches & Freight  |
| Craft                          | Ferry  | Ferry   | Ferry  |
| Tel No                         | (0870) 870 1020  | (08705) 980333  | (08705) 711711   |
| Website                        | <a href="http://www.dfdseafance.co.uk">www.dfdseafance.co.uk</a>                               | <a href="http://www.poferries.com">www.poferries.com</a>                                      | <a href="http://www.seafrance.com">www.seafrance.com</a>   |

- DFDS Seaways, P&O Ferries and SeaFrance operate from/to the Ferry Terminal, Eastern Docks.
- Number of crossings can vary depending on time of year
- Journey time can vary depending on weather and sea condition
- Please contact individual ferry operator for confirmation

# General advice for travellers

## Passports, Visas & Identity Cards

A full valid Passport, or ID card for some nationals, is required for entry into France. Some non-EU nationals may also need a Visa. Please ensure that Passports and Visas, where required, are valid for travel. Please confirm requirements with your preferred operator.

**Passport Advice Line: 08705 210410**

**Website: [www.passport.gov.uk](http://www.passport.gov.uk)**

**Email: [info@passport.gov.uk](mailto:info@passport.gov.uk)**

French Embassy 24hr Visa recorded information line:  
**09065 503513**

## Security

The Port of Dover and its Ferry Operators are subject to the requirements of the International Ship & Port Facility Security Code (ISPS Code) which came into effect on 1 July 2004. Various security systems and measures have been implemented throughout the port and security officers are trained to national maritime standards.

Before check-in, you may be asked to show your Passport/Visa to an officer of the French Police aux Frontières to validate your permission to enter France. After that, you may be stopped and questioned or your car and baggage may be searched by an officer from one of the UK's agencies, such as HM Revenue & Customs or Kent Police Special Branch. These UK agency checks may

also take place after you have disembarked from a ferry in Dover. Please comply with any instructions you are given.

We strive to ensure that the necessary security activities and procedures do not cause unacceptable delay to our customers' swift check-in and boarding arrangements.

To avoid security alerts, please ensure baggage is not left unattended at any time.

## Safety

The Port of Dover handles millions of cars, freight vehicles, coaches and passengers every year. For your safety, and that of others, please pay attention to the following advice:

- 20 mph is the maximum speed limit anywhere in the Port. All road traffic laws apply in the docks and are policed.
- Take special care to watch for pedestrians.
- If moving with freight or coaches remember that they can be either left or right hand drive and all have blind spots. If you can't see the drivers in their wing mirrors, they can't see you so allow them plenty of room to manoeuvre.
- When waiting in the assembly lanes, do not leave your doors open as they will obstruct passengers walking to the front of lanes.
- When leaving your vehicle to use port facilities, walk directly to the front of your lane and join the black and white walkways. These walkways do not give automatic priority to pedestrians and must be used with care.
- Do not walk directly across the lanes as freight drivers may not see you and traffic may begin to move at any time. Stay on footpaths and the black and white walkways and never cross in front of the ramps which lead to the ships or to the exit roads.



- Never walk through lines of vehicles which are driving on or off the ferries. Wait until the area is completely clear or until a loading officer stops the traffic to let you pass.
- It is forbidden to walk along the piers or into cargo handling areas.
- Ensure children are escorted and kept under control at all times.
- No ball games are permitted on the assembly lanes.
- If you have an accident or require first aid please contact a member of staff.

### Travel News

The Port of Dover broadcasts a live travel bulletin weekdays, except Bank Holidays, at 15.45 on BBC Radio Kent on 96.7, 97.6, or 104.2 FM and 774 or 1602 AM, giving up to date details on all cross channel services, weather information and any local traffic delays. (Please note this time is subject to alterations at any time.)

### Shopping In Another EU Country

If you bring goods into the UK on which tax has been paid in an EU country, you do not have to pay any tax or duty on them in the UK. However any alcohol or tobacco you bring in must be for your own use and transported by you.

'Own use' includes goods for your own consumption and gifts. If you bring in goods for resale, or for any payment, even payment in kind, they are regarded as being for a commercial purpose.

Further information is available on the Customs website:  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

# A-Z of Ferry Port Services

## Arrivals Building

All foot passengers disembarking from a ferry leave the Port via the Arrivals Hall. There is a waiting area for friends and relatives to meet disembarking foot passengers. Facilities in this area include:

- toilets, disabled toilets and a mother's room
- pay phones
- refreshment vending machines
- games machines
- guides to tourist attractions in Kent and France
- Europcar, Enterprise and Avis car hire offices

## Baggage Trolleys

Baggage trolleys are available from the trolley parks located in the short-term car park, at the South Side Entrance to the Travel Centre, inside the Arrivals Building in the Baggage Reclaim area and at the coach set-down point. You will need a £1 or €1 coin to release the trolley, which is refundable when the trolley is reconnected to the trolley park. Alternatively you can purchase a reusable token at the Port Information Office.

## Banking

Currency exchange, including Euros and Travellers Cheques can be obtained from:

- Travelex (Travellers Exchange Corporation) offices located in the Passenger Services Buildings.

Visit [www.doverport.co.uk/ferry](http://www.doverport.co.uk/ferry) 24 hours in advance of your travel date to order foreign currency and travellers cheques which can be collected from the Travelex Offices at the port on the day of travel.

Cash points (dispensing £ sterling) are situated in each of the Passenger Services Buildings. A credit card Euro dispensing machine is also available in the Travel Centre.

## Car Hire

The following car hire companies operate at the Port:

- Avis – located in the Arrivals Building, open 07.00 - 18.00 Mon-Fri, 08.00 - 13.00 Sat, closed Sun\*
  - Europcar – Located in the Arrivals Building, open Mon-Fri 08.00–18.00, Sat 08.00–13.00, closed Sun\*
  - Hertz – contactable via Freephone located in Arrivals Building
  - National & Alamo – contactable via Freephone located in Arrivals Building
  - Enterprise – located in the Arrivals Building, open 08.00–18.00 Mon-Fri, 09.00–12.00 Sat, closed Sun\*
- \*Please note hours of business subject to change by operator.

## Car Parking

Secure, on-site car parking is readily available and is clearly signposted on entry to the Port.

All public car parks have been awarded national “Park Mark” security status and regular security patrols of the parking areas take place. The Port of Dover benefits from a dedicated Police Force as well as a team of Parking Officers who regularly patrol the car parks.

For added safety and security there are 24-hour security surveillance cameras.

All short and long stay car parking is situated in the public Multi Storey Car Park (MSCP), which can be found on the right hand side as you enter the Port.

Car Parking Rates for 2011 are as follows:

Up to 2 hrs £3.00

2 - 6 hrs £7.40

6 - 12 hrs £9.60

12 - 24 hrs £13.50

Thereafter, per day £7.00

Please note that FREE parking at the front and side of the Travel Centre is restricted to a maximum of 15 minutes.

Car parking can be pre-booked or you can just turn up on the day. We encourage you to pre-book your car parking space to avoid disappointment on arrival.

### **Pre-booked Car Parking**

Reservations can be made in advance via the Port of Dover Car Park Booking line. Please contact **(01304) 241427**, open 08.00 – 18.00 weekdays, except Bank Holidays.

If paying by cheque please allow postal time. If you have reserved your parking in advance, your vehicle registration number will be programmed into the parking system.

The Automatic Number Plate Recognition System will read your number plate at the barrier and will automatically raise the barrier on the way in and on exit.



### **Turn Up On The Day Car Parking**

If you have not pre-booked a space, on your arrival at the car park please take a ticket from the entry barrier and keep this with you. On your return, please pay at the Pay Stations situated in the Arrivals Building before collecting your vehicle – these machines accept most notes, major credit cards and give change.

### **Catering Facilities**

The facilities open to passengers are as follows:

In the Travel Centre you will find:

- Café Ritazza
- Refreshment vending machines

In Passenger Services Building East you will find:

- Burger King
- Barnacles bar
- Café Ritazza
- Shop selling sandwiches, drinks, snacks and confectionery

In Passenger Services Building West you will find:

- Burger King
- Café Ritazza
- Boardwalk Shopping selling sandwiches, drinks, snacks and confectionery

In the Arrivals Building you will find:

- Refreshment vending machines

Moto Hospitality provide all catering services at the Port of Dover and opening times vary.

## Check-In

There is a “close down time” of approximately 45 minutes (1 hour for DFDS Seaways services) on each ferry departure, after which no further passengers can be accepted for travel. Please ensure you allow a little extra time, especially if parking, so that you do not miss check-in.

Please be advised that the check-in times given by the ferry operators are the absolute latest times, so don't forget to allow for other factors such as road works and security checks in your journey planning.

## Foot Passengers

All foot passengers must check-in with their ferry operators at the Travel Centre. Each ferry operator will announce boarding via the public address system and passengers will then be directed to join a courtesy bus for transfer to the ferry.

## Cars

If you have already made a reservation, please make your way to your preferred ferry operator at the Vehicle Check-in Plaza. Your ferry operator will give you an assembly lane number when you check in. Once you have completed the check-in process you will need to stay in the check-in lane and drive straight ahead before giving way and merging with the main east/west road. Lane numbers are provided on an overhead gantry as well as

on the roadway. Boarding is announced via the public address system and displayed on the information boards on the assembly parks.

Alternatively, you can make a reservation at the ferry operators' sales desks which are located in the Travel Centre. (See page 23.)

### **Coach Passengers**

Please follow the instructions provided by your coach company if meeting and boarding a coach at the Port. Preferential car parking rates may be available for coach passengers. Please contact the Port of Dover Car Park Booking Line for more information on **(01304) 241427**.

### **Disabled Facilities**

The Travel Centre has low level activated doors. P&O Ferries operate a Mobility Bus transfer service for disabled passengers and wheelchair users.

For further information on disabled assistance, please contact your ferry operator.

### **Toilets**

Unisex disabled toilets are situated in various passenger areas throughout the Ferry Terminal.

They can be found at:

- Travel Centre
- Both Passenger Services Buildings – East and West
- Arrivals Building

## Car Parking

Disabled parking bays can be found on the first two floors of the Multi Storey Car Park. Tickets for the car park are issued by machine on entry, parking is paid for at the Pay Stations located in the Arrivals Building before collecting your car. If you have any difficulties with this facility, press the 'help' button and you will be connected directly through to another office for assistance.

## Higher Rate Disability Allowance Parking

If you receive Higher Rate Disability Living Allowance, you may park in the reserved car parking bays in a specially designated car park, which is ideal for wheelchair users. When you first use this car park, you will need to show proof that you qualify for the Higher Rate Allowance at the Pass Office in the Travel Centre. Our staff will then issue you with an "R" badge to display on your dashboard that will permit you to enter and use the car park for unlimited subsequent visits. Please note that a pay and display scheme operates at this car park, so you need to have your money available when you arrive.







### **Loop systems for the Hard of Hearing**

Induction loops to amplify announcements or conversations for passengers wearing aids are available within the main Ferry Terminal buildings. Just look for the distinctive 'ear' symbols.

### **Ferry Information**

For information on daily cross-channel services please contact the individual ferry operators. You can also get up to date reports on all services and weather conditions on our website, [www.doverport.co.uk/travelreport](http://www.doverport.co.uk/travelreport).

### **Foot Passengers**

Foot passengers may travel with P&O Ferries. All foot passengers must check-in with their ferry operator at the Travel Centre. Their ferry operator will announce boarding via the public address system and passengers will then be directed to join a courtesy bus for transfer to the ferry.

### **Night Time Closure**

Please note that foot passengers are not able to travel with any ferry operator between the hours of 19.00 and 07.30. Please confirm crossing times and availability with your preferred operator in advance of travel.

## Freight

Freight drivers can obtain a separate Freight Guide from the Freight Clearance Facility.

## Games Zone

There are gaming machines situated in the Travel Centre, Arrivals Hall and the Passenger Services Buildings. These are operated by either Quality Amusements or PhotoMe.

## Left Luggage

There is no left luggage facility provided at the Port of Dover for security reasons.

## Lost Property

Any lost property found on the Board's estate should be handed in to reception at Harbour House, Marine Parade, Dover. Reception is open between 08.00hrs and 1700hrs - Monday to Friday - except Bank Holidays. Enquiries about lost property can be made on **01304 245 392**, or e-mail **property.office@doverport.co.uk**

For items lost onboard a **P&O Ferries**, **Sea France** or **DFDS Seaways** service please contact the Property Office as detailed above.

For items lost onboard SeaFrance please contact the ferry operator direct.

## Medical Services

A large number of Port of Dover staff and all members of the Port of Dover Police are trained in First Aid.

## Passenger Services Buildings

There are two Passenger Services Buildings facing the assembly parks where vehicles wait for notification of boarding. To ensure your safety, please use the black and white walkways to reach the Passenger Services Buildings. The services and facilities you will find in each of these are listed below (please note that opening times may vary):

In Passenger Services Building East you will find:

- Toilets, disabled toilets, showers and baby changing facilities
- Pay phones with internet access
- Cash point machine
- Travelex desk for currency exchange
- G-Scape Games Zone
- Massage chairs
- Vending machines
- Burger King
- Barnacles bar
- Café Ritazza
- Shop selling sandwiches, drinks, snacks, confectionery, newspapers, books, maps and travel essentials.

In Passenger Services Building West you will find:

- Toilets, disabled toilets, showers and baby changing facilities
- Travelex desk for currency exchange
- Cash point machine
- Massage chairs

- Vending machines
- Burger King
- Café Ritazza
- Boardwalk Shopping selling sandwiches, drinks, snacks, confectionery, newspapers, books, maps and travel essentials
- PLUS on the first floor you will find a Viewing Platform where you can watch the ferries enter and leave the harbour

## Pet Travel Scheme

Ferry companies operating from the Port of Dover are licensed to carry cats and dogs. For full details please speak to your ferry operator or visit

[www.defra.gov.uk/animalh/quarantine/pets/index.htm](http://www.defra.gov.uk/animalh/quarantine/pets/index.htm)

Two dedicated dog exercise areas are provided at the rear of the assembly parks.

## Postal Services

A post-box is situated by the Travel Centre. For security reasons there are no post-boxes after check-in.



## **Mother & Baby Rooms**

Facilities equipped with baby change / nursing areas are situated in the Travel Centre, Arrivals Hall and Passenger Services Buildings.

## **Telephones**

Pay telephones are situated in all public areas.

## **Transport Links**

### **Taxis**

A Taxi Rank is located in the car park between the Travel Centre and Arrivals Building.

### **Coaches/Buses**

National Express Bus Services to London and local services depart from the bus stop near to the Arrivals Building.

### **Trains**

Shuttle bus services are provided by the ferry operators, from 07.00 – 21.00 hrs every 20 minutes, to take passengers to and from Dover Priory Station. The bus stop is adjacent to the Arrivals Building. Please note there is a small charge for this service.

## Travel Centre

### Ferry Operator Sales Desks

Ferry operators P&O Ferries, SeaFrance & DFDS Seaways have individual sales desks in the Travel Centre where reservations can be made on the day of travel.

Reservations made on the day of travel can attract extra supplements – please check with the ferry operator concerned.

### Other Facilities

You will find the following facilities in the Travel Centre:

- Café Ritazza
- Refreshment vending machines
- Newsagent
- Toilets, disabled toilets and baby changing facilities
- Pay phones
- Games zone
- Travel Euro dispensing machine for credit card use only
- Travelex Euro/Sterling change machine

A Eurolines ticket office is situated at the right hand side of the Travel Centre facing the short-term car parking area. There is also an AA retail outlet located immediately outside the main entrance to the Travel Centre, selling maps, tourist guides and travel accessories. All Travel Centre facilities are open to visitors as well as passengers.

### **Night Time Closure**

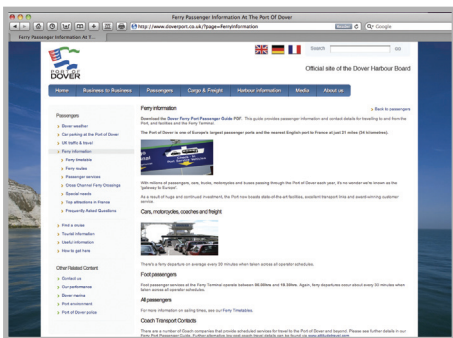
The Travel Centre is closed between the hours of 20.00 and 06.00. During this time the un-manned Information Point at the front of the building is open to provide courtesy phones to all Eastern Docks ferry operators for enquiries.

Vehicles with reservations or wishing to make a reservation for immediate travel should proceed directly to the vehicle check-in of their chosen ferry operator.

Foot passengers are not able to travel with any cross-Channel operator between the hours of 19.00 and 07.30.



# Dover Ferry Port Website



[www.doverport.co.uk](http://www.doverport.co.uk)

Log on to the Port of Dover's website for information on:

- Special offer fares on ferries to France
- Weather and Travel Reports
- Ferry Timetables
- Currency Exchange
- Places to stay / places to visit
- Virtual Tours
- Maps and directions
- Information on Marina, Cruise, Freight and other services offered by the Port

Don't forget to pay the site a visit before you next travel!



# Useful Telephone Numbers

## Port of Dover

|                          |   |
|--------------------------|---|
| Car Parking Reservations | Tel +44 (0) 1304 241427   |
|                          | Fax+44 (0) 1304 203602  |
|                          | Email: <a href="mailto:carparking@doverport.co.uk">carparking@doverport.co.uk</a> |
| Port of Dover Police     | Tel +44 (0) 1304 216084   |
| Property Office          | Tel +44 (0) 1304 203965   |
| Main Switchboard         | Tel +44 (0) 1304 240400   |

## Cross Channel Ferry Operators

|              |                         |
|--------------|-------------------------|
| DFDS Seaways | Tel +44 (0) 8715 747235 |
| P&O Ferries  | Tel +44 (0) 8705 980333 |
|              | Tel +44 (0) 8716 646464 |
| SeaFrance    | Tel +44 (0) 8712 220711 |

## Banks & Bureau de Change

|   |                         |
|---|-------------------------|
| Travelex (Travellers Exchange Corporation): Eastern Docks | Tel +44 (0) 1304 867023 |
|---|-------------------------|

## Car Hire

|                  |                         |
|------------------|-------------------------|
| Avis             | Tel +44 (0) 1304 206265 |
| Europcar         | Tel +44 (0) 1304 240606 |
| Hertz            | Tel +44 (0) 1304 207303 |
| National & Alamo | Tel +44 (0) 1304 201421 |
| Enterprise       | Tel +44 (0) 1304 242526 |

## European Coach Travel

|                            |                         |
|----------------------------|-------------------------|
| Cosmos                     | Tel +44 (0) 1304 213912 |
| Leger                      | Tel +44 (0) 1304 242475 |
| National Express/Eurolines | Tel +44 (0) 1304 242767 |
| W.A. Shearings             | Tel +44 (0) 1304 214103 |

### **Freight Clearance Facilities**

|               |                         |
|---------------|-------------------------|
| Eastern Docks | Tel +44 (0) 1304 204948 |
| Western Docks | Tel +44 (0) 1304 210994 |

### **Government Agencies**

|   |                         |
|---|-------------------------|
| Border & Immigration Agency – General Enquiries | Tel +44 (0) 1304 668000 |
| HM Revenue & Customs – General Enquiries        | Tel +44 (0) 1304 206789 |
| Defra – General Enquiries                       | Tel +44 (0) 1304 240020 |

### **In Port Catering Services**

|                  |                         |
|------------------|-------------------------|
| Moto Hospitality | Tel +44 (0) 1304 213883 |
|------------------|-------------------------|

### **Retail Units**

|  |                         |
|--|-------------------------|
| Shop area in Travel Centre<br>(part of Moto Hospitality) | Tel +44 (0) 1304 213883 |
| A.A. Port Office and Shop                                | Tel +44 (0) 1304 208122 |

### **Other**

|                               |  |
|-------------------------------|--|
| Calais Tourist Information    | Tel + 33 (0)3.21.96.62.40                        |
| Boulogne Tourist Information  | Tel + 33 (0)3.21.83.53.72                        |
| Dunkerque Tourist Information | Tel + 33 (0)3.28.66.79.21<br>or (0)3.28.26.27.28 |
| Quality Amusements            | Tel +44 (0) 1227 793355                          |
| PhotoMe                       | Tel +44 (0) 1372 453399                          |

# Port Maps

## Dover



# Port Maps

## Calais



# Port Maps

Dunkerque



# Other Facilities at the Port of Dover

## Cruise

Did you know you could take a cruise from Dover? The dedicated cruise port at the Western Docks has two terminals which are easy to reach by road or rail, with secure parking on the quayside, so you've no hassle or worries while you're away. When you cruise from Dover you can relax and concentrate on enjoying your holiday. Many of the world's most prestigious cruise lines visit Dover including Carnival, Costa, Crystal, Fred.Olsen, Holland America Line, Norwegian Cruise Line, Oceania, Orient Line, Princess, Regent, Saga and Swan Hellenic. For more information visit [www.doverport.co.uk/cruise](http://www.doverport.co.uk/cruise) or see your travel agent.

## Marina

If you're looking for the perfect place to berth your boat, come and have a look around Dover Marina. Three marina areas offer over 400 berths and a full range of facilities including round the clock security, refuelling, boat maintenance and chandlery services. From here its plain sailing for coastal cruising or a continental voyage. Visitors are welcome!

For more information visit [www.doverport.co.uk/marina](http://www.doverport.co.uk/marina) or telephone (01304) 241663.



**FROM HERE YOU'RE  
ALMOST THERE**

PORT OF DOVER

Harbour House

Dover

Kent CT17 9BU

T: +44 (0)1304 240400

F: +44 (0)1304 240465

E: [marketing@doverport.co.uk](mailto:marketing@doverport.co.uk)

Website: [www.doverport.co.uk/ferry](http://www.doverport.co.uk/ferry)

All prices and information correct at time of going to print  
(December 2010) and are subject to alteration at any time.