

## **DOVER-CALAIS-DOVER DAY OF TRAVEL INFORMATION**

- **Please be ready for your arrival at the port with the following:**
  - 1.) You have submitted passport/ID cards via the P&O Group Scan App, **please visit [poferries.com/groups](https://www.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.) A completed copy of a Group Passenger List including your booking reference number, passenger breakdown including drivers/couriers and vehicle registration number.
  - 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.
- **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**, you will then proceed through border controls before arrival at the P&O Ferries check-in booths. Once checked-in, you will be directed to the relevant lane ready for embarkation. **Post code for the Port of Dover is Eastern Docks, Dover, Kent, CT16 1JA.**
- **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. Once complete proceed to the relevant lane for embarkation. **Post code for the Port of Calais is Terminal Car Ferry Est, 62100, Calais, France.**
- **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.
- **For the latest travel updates**, please see our Twitter / X feed @POferriesupdate (Note to view you must have/log in to your X account).
- **Please note that in order to make our customer journey smoother, the P&O Pioneer is operating with *cashless payments* only in all our onboard outlets. Cash payment remains available in all outlets except our Food Market on the Spirit of Britain / Spirit**



**of France and in all outlets on the Pride of Canterbury. Please be sure to advise your customers of this, for new and existing bookings, to ensure that they have a valid payment method to use onboard.**

**If you have any questions**, please contact our friendly group travel services team. You can either call us on 01304 448899 or email us at [groups@poferries.com](mailto:groups@poferries.com) and we are available Monday to Friday between 09:00 and 17:30.

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

**Correct as at 16/10/23**