

Information for Hauliers – Key contacts summary

UK Contacts

1. UK Revenue and Customs Authorities (HMRC)

HMRC have published a number of documents on the [gov.uk website](#) which provide advice to businesses. These websites can be found at the following links:

- [Getting ready to import](#)
- [Getting ready to export](#)

For assistance with questions about importing, exporting and customs reliefs, please call HMRC on

- Telephone: **00 44 300 200 3700** or text 00 44 300 200 3719

2. Contacts in case of traffic disruption

Where can I get further information about the travelling to Europe via the Port of Dover/Eurotunnel-Folkstone?

Further information is available from the following websites:

- [Kent County Council](#)
- [Dover Port](#)
- [Kent Police](#)
- [Eurotunnel](#)

Traffic updates

For travel through Wales, up to date traffic information can be accessed at the following:

- Traffic Wales information line 00 44 300 123 1213
- Through the following twitter handles @TrafficWalesN and @TrafficWalesS
- Via the Traffic Wales website www.traffic.wales

For travel through England, up to date traffic information can be accessed at the following:

- Traffic England information line 00 44 300 125 5000
- Through the following twitter handles (which are region specific)
@HighwaysEAST; @HighwaysSWEST; @HighwaysNWEST; @HighwaysSEAST;
@HighwaysNEAST; @HighwaysYORKS; @HighwaysWMIDS; @HighwaysEMIDS
- Via the Traffic England website www.trafficengland.com

For travel through Scotland, up to date traffic information can be accessed at the following:

- Traffic Scotland information line 0044 800 028 1414
- Through the following twitter handle @trafficscotland

- Via the Traffic Scotland website www.trafficscotland.org

3. Police

The national police non-emergency number is **101** or **0300 330 0101** and if dialled in the UK will automatically connect to the local police force.

4. Ports/Eurotunnel

Port of Dover

- Enquiries: 00 44 (0) 130 424 0400
- Email: communications@doverport.co.uk

Folkestone Eurotunnel

- Enquiries: 00 44 (0) 330 1233207

Holyhead Port

Open Monday to Sunday, 24 hours a day.

- Phone: +44 (0)1407 606 607
- Website: <https://www.stenalinefreight.com/routes/dublin-holyhead/#port>

5. Ferry operators

DFDS Seaways (Dover-Calais Route)

Phone: 44 208 127 8303

Email: dover.pax@dfds.com P&O Irish Ferries (Irish Sea Routes, Liverpool and Holyhead)

- Telephone 0044 3717 300 400
- Email: customer.services@poferries.com

Stena Line

- Reservations & Enquiries- 0044 3447 707 070
- Ferrycheck- 0044 8705 755 755 or via www.stenaline.co.uk/ferrycheck
- Freight - Commercial Vehicles over 6.0m- 0044 8450 704 000
- Freight- 0044 8708 503 535