

General Information and advice for the end of the Transition Period
Valid as of 28 January 2021

Contents

1.	General Introduction- Advice for traders/hauliers and business.....	3
2.	Revenue/ Customs queries	6
3.	Agriculture/Fisheries queries	7
4.	Other useful Irish Government Websites and contact details	8
5.	Driving in the UK- useful websites for intending travellers	9
6.	Kent (Dover and Eurotunnel)- key information.....	10
	Police	10
	Urgent medical assistance	10
	Latest Coronavirus advice	10
	Urgent treatment centres in Kent (Dover and environs)	10
	Pharmacies	10
	Roadside Assistance	11
	24 Hour Petrol Stations	11
	24 hour supermarkets	11
7.	Key information for Hauliers “Getting border ready”	12
	Inland Border Facilities	12
8.	Driving to Dover/Eurotunnel- advice for Hauliers	15
	➤ <i>Driver welfare</i>	15
	➤ <i>Do I need a permit to enter Kent?</i>	15
	➤ <i>What traffic management plans will be in place in Dover/Folkston-Eurotunnel (located in Kent)</i>	15
	➤ <i>Where can I get further information about the travelling to Europe via the Port of Dover/Eurotunnel-Folkstone?</i>	16
9.	North West Wales (Holyhead)- key information.....	18
	Police	18
	Urgent medical assistance	18
	Latest Coronavirus advice	18
	Hospitals in Wales (North West)	18
	Pharmacies	18
	Roadside Assistance	18
	24 Hour Petrol Stations	19
	24 Hour Supermarkets	19

10.	What traffic management plans will be in place at Holyhead Port (Wales)?	20
	What about car and foot passengers, what arrangements are being made for them?	20
	Will there be welfare facilities available at Holyhead Port in the event that these contingency measures are enacted?	20
	Where can I get further information about Holyhead Port?.....	20
11.	Fishguard Port Wales	22
	Are there any welfare facilities available at Fishguard Port?	22
	Where can I get further information about Fishguard Port?.....	22

1. General Introduction- Advice for traders/hauliers and business

Brexit- advice for traders/hauliers/business

The Irish Government [website](#) contains the latest practical advice on how businesses can best prepare for the end of the Transition Period.

Businesses trading with the UK or using the UK landbridge to access international markets via the UK road and ports network are strongly advised to familiarise themselves with the latest advice, so that they can best prepare for the end of the Transition Period.

Of particular importance to Irish companies trading with the UK or using the UK landbridge are the following:

- Trading with the UK- link [here](#)
- Transport and Logistics- link [here](#)

Brexit- advice for traders/hauliers/business

The UK Government has a number of websites containing recently updated guidance available on [gov.uk](#)

- General Information
 - [General enquiries about the transition](#)
- Business enquiries:
 - [Prepare to Import Goods to Great Britain from 1 January 2021](#)
 - [Prepare to Export Goods from Great Britain from 1 January 2021](#)
 - [Trade with the UK from 1 January 2021 as a business based in the EU](#)
 - [Starting to import: Moving goods from EU countries - GOV.UK](#)
 - [Ongoing customs movements and procedures at the end of the transition period](#)
 - [Get an EORI number](#)
 - [EU Transition Trader and Industry Forum](#)
 - [Marketing Standards](#)
 - [Moving goods in and out of N Ireland](#)
 - [Importing and Exporting organic food](#)
 - [Wood packaging material](#)
 - [CITES – endangered species](#)
 - [HMRC webinars](#)
 - [EU Settlement Scheme presentation](#)

Brexit- advice for traders/hauliers/business

The UK Government has a number of telephone helpline numbers available that may be useful:

- Helpline numbers
 - HMRC Customs & International Trade Helpline - 0300 322 9434
 - HMRC Imports and Exports General Enquiries - 0300 200 3700
 - DVLA Contact Centre - 0300 790 6802
 - DVSA:
 - Vehicle operator licensing enquiries - 0300 123 9000
 - International Road Haulage Permits - 0330 678 1117
 - The Office for Product Safety and Standards - 0121 345 1201
 - MHRA Customer Service Centre - 020 3080 6000
 - National Supply Disruption Centre - 0800 915 9964
 - Rural Payments Agency (RPA) Trader team - 0330 041 6500
 - Animal, Plant and Health Agency (APHA) - 0300 1000 313
 - Defra Rural Services - 0300 020 0301
 - Environment Agency (England: 03708 506 506)
 - Forestry Commission - 0300 067 4000
 - The Intellectual Property Office - 0300 300 2000
 - BEIS public enquiries helpline - 020 7215 5000
 - BEIS business support lines:
 - England - 0800 998 1098
 - Scotland - 0300 303 0660
 - Wales - 0300 060 3000
 - Northern Ireland - 0800 181 4422
 - Citizen Advice (for consumer rights) - 0808 223 1133
 - DfE helpline - 0370 000 2288
 - HO - UK Visas & Immigration helpline - 0300 790 6268
 - HO - EU Settlement Scheme application resolution centre - 0300 123 7379
 - HMRC also operates a number of services, including:
 - Import/export general enquiries can be made by calling 0300 200 3700.
 - You can also **speak to an adviser online** about general import and export queries.
 - It is also possible to **send a question about imports, exports and customs reliefs** .
 - Defra Rural Services - 0300 020 0301

Brexit- advice for traders/hauliers/business

Update on haulier testing requirement for entry to France:

In order to gain entry into France hauliers coming from or transiting through the UK must have proof of an authorised negative Covid test which has been taken on UK territory within 72 hours of travelling to the border to cross into France (this will be a requirement until at least 21 January 2021). The UK Government has provided Haulier advice sites, with a list and further information available [here](#). A map of haulier advice site locations is available [here](#) (N.B. only sites in green have Covid testing facilities available, sites marked in red on the map do not have testing facilities available).

Free COVID testing is available for drivers and crew at the haulier advice sites which are located at motorway service stations and truck stops. Most haulier advice sites are open between 6am and 10pm, 7 days a week.

As drivers and crew using Dover and Eurotunnel will get fast-tracked past queues if they get tested and have a valid Kent Access Permit before arriving in Kent, the UK Government advise getting tested at an advice site before you enter Kent. (Testing is available at Manston Airport and Ashford Sevington in Kent, but there is a chance of severe delays.)

For drivers entering the UK via Holyhead for onward travel via Dover and Eurotunnel into France, the list of haulier advice sites below are the located along the route and have testing facilities:

- Formula Services, Truck Stop, Bridges Road, Ellesmere Port CH65 4LB (located 15mins from Chester via M53)
- Roadchef Sandbach M6 Northbound, M6 Northbound, Sandbach CW11 2FZ (located 20mins from Crewe via M6)
- Moto Stafford Northbound, M6 northbound only between Junction 14 and 15, Stone ST15 0EU (located 16 mins from Stoke-on-Trent via M6)
- Welcome Break Leicester Forest East Southbound, Leicester Forest Services M1 Northbound J21/21a, Leicester LE3 3GB (16mins from Leicester via A47)
- Welcome Break Leicester Forest East Southbound, Leicester Forest Services M1 Northbound J21/21a, Leicester LE3 3GB (16mins from Leicester via A47)
- Rothwell Truck Stop, Orton Rd, Rothwell, Kettering NN14 6AA (8mins from Kettering via A14)
- Stobart Truck Stops, Watling St, Rugby CV23 0AE (13mins from Rugby via Lilibourne Rd)
- Roadchef Watford Gap M1 Southbound, 16/17, M1, junction, Northampton NN6 7UZ (35mins from Rugby via M1)
- Roadchef Watford Gap M1 Southbound, 16/17, M1, junction, Northampton NN6 7UZ (24mins from Daventry via M1 and A45)
- Moto Reading Eastbound, M4 eastbound between Junction 11 and 12, Reading RG30 3UQ (16mins from Reading via M4 and A33)
- Fleet Services South, Fleet GU51 1AA (26mins via M3 from Farnborough)

2. Revenue/ Customs queries

Irish Tax and Customs- Revenue

Irish Revenue and Customs Officials have a dedicated webpage which contains the latest information about trade facilitation and customs procedures for trade with the United Kingdom (UK) after the end of the Transition Period.

- For general Brexit advice, please access the following [link](#)
- For customs advice for truck drivers, please access the following [link](#)

For urgent queries, Revenue operate a Brexit helpline, operational 24/7:

- Revenue's Customs Brexit Helpline: **01 738 3685**
- International dial: **00 353 1 738 3685.**

Revenue/Customs queries

UK Revenue and Customs Authorities (HMRC)

HMRC have published a number of guides for UK businesses exporting to/importing from the EU following the end of the Transition Period. These guides can be found at the following links:

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

Urgent queries

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

- **Telephone: 0300 200 3700**
- **Textphone: 0300 200 3719**

3. Agriculture/Fisheries queries

The Department of Agriculture, Food and the Marine (DAFM) has a dedicated [webpage](#), which contains the latest information and advice on:

- The import or export of:
 - live animals (sheep, cattle and horses)
 - animal products (such as meat, dairy products or fishery products);
 - plants (such as trees, flowers or vegetables) or
 - certain plant products (such as fruit, foliage or timber)
 - seafood and seafood products

- Landbridge – incl. movement of live animals

For assistance, please contact the Department via email on Brexitcall@agriculture.gov.ie or alternatively, you can call the dedicated Brexit call centre on 00 353 76 106 4443 (operates Monday to Friday 9:30am to 5:00pm)

The UK Government has published a series of guidance documents on the importation and exportation of animals, animal products and high-risk food and feed not of animal origin from 1 January 2021, at the following links:

- [Imports from 1 January 2021](#)
- [Exports from 1 January 2021](#)

4. Other useful Irish Government Websites and contact details

Organisation	Topics	Website	Telephone/email
Department of Foreign Affairs	-Consular Service -Passport Service -CTA	www.dfa.ie/brexit	+44 (0)20 7373 4339 (Mon-Fri 9am-4:30pm)
Citizens Information Board	-Travel (general) -Passports -Social Welfare -Visas -Family law	www.citizensinformation.ie	00 353 76 107 4000
Health Service Executive (HSE)	-HSE schemes -EHIC cards -General health service queries -Supply and availability of medicines	www.hse.ie/brexit	00 353 41 685 0300 (Mon - Fri: 8am - 8pm & Sat: 10am - 5pm) @HSELive
HSE Environmental Health Service	-Import of other food products, incl. foods of non-animal origin e.g. rice	www.hse.ie/brexit	00 353 1 8796 140 (Mon-Fri 9am-5pm) 00 353 87 633 6510 (Duty phone- 24/7)
Food Safety Authority	-Food law compliance -Export/import food law legislation	www.fsai.ie/food_businesses/brexit.html	brexit@fsai.ie info@fsai.ie
Student Grants (SUSI)	-Accessing student grant funding while studying in the UK	https://susi.ie/eligibility/student-studying-outside-the-state	00 353 761 08 7874 (Mon-Fri 9am-5.30pm) support@susi.ie
Department of Social Protection	Social Welfare payments and entitlements	www.welfare.ie/brexit	00 353 71 919 3302 (Mon-Fri 9am-5pm)
Dublin Port	-Freight shipping (procedures & timings)	www.dublinport.ie	00 353 887 6000
Rosslare Europort	-Freight shipping (procedures & timings)	www.rosslare.ie	00 353 53 915 7929

5. Driving in the UK- useful websites for intending travellers

Driving in the UK

Wales

Traffic Wales information line	00 44 300 123 1213
Twitter	@TrafficWalesN and @TrafficWalesS
Traffic Wales Website	www.traffic.wales

England

Traffic England information line	00 44 300 125 5000
Twitter (region specific)	@HighwaysEAST; @HighwaysSWEST; @HighwaysNWEST; @HighwaysSEAST; @HighwaysNEAST; @HighwaysYORKS; @HighwaysWMIDS; @HighwaysEMIDS
Traffic England Website	www.trafficengland.com

Scotland

Traffic Scotland information line	00 44 800 028 1414
Twitter	@trafficscotland
Traffic England Website	www.trafficscotland.org

Driving in London

Transport for London (TFL- Roads, Bus, River, DLR, Tube)	www.tfl.gov.uk
London traffic updates	www.londontraffic.org

6. Kent (Dover and Eurotunnel)- key information

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.

Urgent medical assistance

For urgent medical help, use the [NHS 111 online service](#), or call 111 if you are unable to get help online. For life-threatening emergencies, call 999 for an ambulance.

Latest Coronavirus advice

NHS England advice concerning Coronavirus: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

COVID-19 testing: [List of private providers of coronavirus testing](#)

Urgent treatment centres in Kent (Dover and environs)				
Name	Address	Website	Opening hours	Phone number
Kent and Canterbury Hospital	Ethelbert Rd, Canterbury CT1 3NGV	Kent and Canterbury	Open 24 hours	00 44 1227 766877
Deal Victoria Hospital	London Rd, Deal, CT14 9UA	Deal Victoria	Open 8am-8pm	00 44 1304 865313
Buckland Hospital	Coombe Valley Rd, Dover CT17 0HD	Buckland	Open 8am-8pm	0044 1304 2225 10
Herne Bay	Queen Victoria Hospital, Herne Bay, Kent, CT6 6EB	Herne Bay	Open 8am-8pm	0044 1227 594 756
William Harvey Hospital	Kennington Rd, Willesborough, Ashford, TN24 0LZ	William Harvey	Open 24 hours	00 44 1233 633331
Faversham Medical Practice	Bank St, Faversham, ME13 8QR	Faversham	Open 8am-8pm	0044 1795 562 011
QEQM Hospital	Ramsgate Rd, Margate, CT9	QEQM	Open 24 hours	0044 1843 2255 44
Pharmacies				
Name	Address	Website	Opening hours	Phone number
Boots Pharmacy	19 Biggin St, Dover CT16 1BH	Boots	Varies- see website	0044 1304 206 321
Paydens	108 High St, Dover, CT16 1EG	Payden Pharmacy	Varies- see website	0044 1304 206 460
Tesco Pharmacy	White Cliffs Pk, Honeywood Pkwy, Dover CT16 3PS	Tesco	Varies- see website	0044 1304 581 000

Walmer Pharmacy	315 Dover Rd, Walmer, Deal, CT14 7NX	<u>Paydens group</u>	Varies- see website	0044 1304 366 862
Asda Pharmacy	Bouverie Pl, Folkestone, CT20 1AU	<u>Asda</u>	Varies- see website	0044 1303 213 000
Lloyds Pharmacy	Park Farm Rd, Folkestone, CT19 5GA		Varies- see website	0044 1303 244 979
Roadside Assistance				
Roadside rescue Ltd	Badlesmere, Ashford, TN23 3LR	<u>Roadside rescue</u>	24 hours	0044 1233 666 509
Tonbridge Recovery	Royal Tunbridge Wells, TN4 9DY	<u>Tonbridge</u>	24 hours	0044 7887 847 317
Roadside Assistance	Maidstone, ME16 8JU	N/A	24 hours	0044 1622 239 474
Roadside Assistance Canterbury	Canterbury CT1 2JA	N/A	24 hours	0044 1224 001 045
24 Hour Petrol Stations				
Tesco	Dover, CT16 3PS	N/A	24 hours	0044 1304 867 545
BP	6-12 Folkstone Rd, Dover CT17 9RU	N/A	24 hours	0044 1304 214 747
BP	Limekiln St, Dover CT17 9EF	N/A	24 hours	0044 1304 204 740
BP	Sandwich Rd, Whitfield, Dover CT16 3LF	N/A	24 hours	0044 1304 824 158
24 hour supermarkets				
Tesco Extra	Honeywood Pkway, Dover CT16 3PS	N/A	24 hours	0044 345 677 9223
Budgens	Whitfield, Dover CT16 3LF	N/A	24 hours	0044 1304 824 158

7. Key information for Hauliers “Getting border ready”

Inland Border Facilities

What are these and do I have to use them?

Inland border facilities are UK Government sites, operational from 1 January 2021, where customs and document checks can take place away from port locations.

You may need to go to a facility if you have entered the UK or plan to exit the UK through Dover, Eurotunnel or Holyhead and you need any of the following documents or complete a specific check on your freight unit:

- To start or end a Common Transit Convention (CTC) movement
- To complete CITES checks
- To have an ATA Carnet or TIR Carnet stamped

Furthermore, hauliers* may be directed to an inland border facility if they are not considered to be border ready (for instance a haulier is not carrying the necessary documentation). Hauliers may also be directed to these sites to undertake a documentary or physical inspection check of the freight unit, as part of broader UK compliance checks.

For an overview of the documentary requirements which will apply on certain freight movements from 1 January 2021, please access the following [link](#).

**note- If a haulier is using an authorised consignor or consignee, they can start the movement of goods from their premises or an approved customs facility. They will not need to use an inland border facility*

Being ‘border ready’

You must be ‘border ready’ before you reach Kent ports or you will be turned away. If you are crossing the Channel by Eurotunnel or the Port of Dover, you must use the check a heavy goods vehicle (HGV) is ready to cross the border service and get a Kent access permit before entering Kent, or you could be turned back.

Applications and further information in relation to the Kent access permit can be found at the following [link](#).

For Holyhead traffic, inland border facilities in Warrington and Birmingham have been established and will function as offices of departure and destination for journeys started and ended under the CTC.

The Road King site in Holyhead will also function as a location for processing ATA Carnet.

Locations of inland border facilities

There are 10 inland border facilities in the UK, with Warrington and Birmingham servicing Holyhead freight in particular.

A full list of the sites, including the services they provide, can be found at the following [link](#). For ease, details pertaining to Holyhead, Birmingham and Warrington have been extracted as follows:

Site	Address	Services provided
------	---------	-------------------

Birmingham (inbound and outbound)	Birmingham inland border facility, Birmingham International Airport site, BHX Car Park 6, B26 3QY	<ul style="list-style-type: none"> • start transit movement (office of departure) • end transit movement (office of destination) • ATA and TIR Carnets stamp • physical checks and inspections
Warrington (inbound and outbound)	Warrington inland border facility, Barley Castle Lane, Appleton Thorn, Warrington, WA4 4SR	<ul style="list-style-type: none"> • start transit movement (office of departure) • end transit movement (office of destination) • ATA and TIR Carnets stamp • physical checks and inspection
Holyhead (inbound and outbound)	Holyhead Inland Border Facility Roadking Truckstop, Parc Cybi, Kingsland, Holyhead, LL65 2YQ	<ul style="list-style-type: none"> • Office of Transit and Office of Destination, • CITES checks, • ATA carnets stamps can be done at the Roadking Truck stop – pre-booking required

HMRC will shortly launch an 'Inland Border Facility' online service, which will be available to download from the Apple app store or Google Play store in late December 2020. The service allows you to tell HMRC that you will be attending an inland border facility in advance of your arrival. The service will also indicate how busy the site is, which means that haulier can chose to attend ofther, less busy sites if preferred.

HMRC estimate that hauliers will need to spend 1 to 2 hours at the facility to go through customs clearance (please access this [link](#) for an overview of expected procedures upon arrival). All sites are manned and operational 24 hours a day and 7 days a week, except for Holyhead (using the Roadking site), for which you will need to give Border Force 24 hours notice.

Opening times for Roadking: Monday to Sunday, 7am to 10pm. The last entry to the ATA Carnet processing area is 9:45pm

Facilities available on sites

All sites will provide water, toilets, and handwashing facilities. Additional facilities are offered on a site-by-site basis as outlined in each site-specific section (see [Birmingham](#), [Warrington](#) and [Holyhead](#)). Cookers and fires are not permitted on-site.

Coronavirus secure measures

To limit risks from the coronavirus virus, there will be hot and cold running water, hand cleaning facilities and provision of drinking water. The sites have been designed taking social distancing into consideration, and the latest Government guidelines on coronavirus will be followed in all circumstances, including at public counters

8. Driving to Dover/Eurotunnel- advice for Hauliers

➤ **Driver welfare**

The UK Government has advised that drivers travelling through Kent in early 2021 should be aware that there is potential for disruption in the event of delays at the border. They advise hauliers to plan their journeys before commencing, ensuring sufficient rest and break periods, in order to minimise the risk of hitting drivers' hours limits. UK officials also advise that drivers should have enough food and water in case of delays at the border. Welfare will be available for drivers stuck in stationary queues for extended periods of time.

For a list of motorway service areas along to route to Kent, please access the following [link](#)

➤ **Do I need a permit to enter Kent?**

Hauliers travelling to the Port of Dover or Eurotunnel need to use the [Check an HGV is ready to cross the border](#) service to:

- get a Kent Access Permit
- check they have the right EU import and commodities documents for the goods they are carrying

All HGVs that are travelling to the EU via the Short Straits will need to have a valid Kent Access Permit, whether they are carrying goods or not. If an HGV is empty or carrying post, the driver should still declare this on the Check an HGV is ready to cross the border service and obtain a valid Kent Access Permit.

You can be fined £300 if you do not use the Check an HGV is ready to cross the border service when you travel via the Port of Dover or Eurotunnel, or if you provide a fraudulent declaration.

Hauliers making local journeys, or travelling within Kent, will not require a Kent Access Permit.

➤ **What traffic management plans will be in place in Dover/Folkston-Eurotunnel (located in Kent)**

Dover/Folkston-Eurotunnel (Operation Stack and Operation Brock)

In the event of severe disruption to traffic, the UK Government will implement Operation Stack and Operation Brock as an additional means for managing traffic disruption in Kent. Hauliers are advised to follow guidance from local officials, in the event Operations Stack and/or Brock are activated. Hauliers are also advised to ensure that they have sufficient food and water, in case of delays.

What is operation Stack and how will it help to manage traffic disruption?

Operation Stack is a procedure that uses parts of the M20 to queue lorries travelling towards the continent, to avoid causing gridlock across Kent's roads. It is used in emergency situations when crossings to the continent cannot happen, such as bad weather or industrial action.

Stack is used between junction 8 (Maidstone services) and junction 9 (Ashford) on the M20. If more space is needed, the closed section will extend to junction 11 (Westenhanger).

Freight is separated into 2 queues on either side of the coastbound carriageway, one for tunnel traffic and one for port traffic. The middle lanes are kept clear for emergency vehicles.

Lorries are released at the request of the Port of Dover and Channel Tunnel.

What should Hauliers do if Operation Stack is activated?

When Operation Stack is in place, Hauliers should go to the police checkpoint at junction 8 (M20), where officers will direct you to the correct queue. You should ensure that your engine is turned off and wait to be moved forward.

- For tunnel bound freight- these will stay on the M20
- For “quick to market goods”, these will be sent directly to the Channel Tunnel or the Port of Dover. Quick to market goods include:
 - livestock and other live loads (including live shellfish)
 - fresh produce (including fish and meat)
 - hazardous goods (class 1 explosives and class 7 radioactive materials)
 - freight/cargo for critical care (emergency medicines, equipment for critical care and any other material required to preserve life)
 - items critical for humanitarian need and welfare of the nation
- If you are carrying any “quick to market goods”, please show your CMR to police on arrival at the Operation Stack checkpoint.

What is Operation Brock?

Operation Brock is a traffic management system designed to keep Kent’s roads open if there is disruption at the Port of Dover and Eurotunnel. The practical application of Operation Brock and advice for drivers is available at the Highways England [website](#) as well as information available on [gov.uk](#).

When Operation Brock is in force HGVs travelling to Port of Dover and Eurotunnel must use the signed routes only. Enforcement officials will be deployed to intercept vehicles trying to use alternative routes. Drivers who are caught will be turned around and risk a £300 fine.

Signs, diversions, and speed restrictions will be in place to help drivers reach designated holding areas.

Kent Police take decisions on when to use the different phases of the system, depending on the scale of any disruption. Options include:

- **A20 Dover TAP**
A [queuing system](#) which holds lorries until space becomes available at the port.
- **M20 moveable barrier**
A [concrete barrier](#) than can be deployed quickly between junctions 8 and 9 of the M20 to install a contraflow. HGVs bound for Dover and/or Eurotunnel will be held on the coastbound carriageway.
- **Manston Airfield**
An off-road site designed to hold traffic heading for the Port of Dover. Border readiness checks will take place here to ensure hauliers have the correct paperwork.
- **Ashford Sevington inland border facility**
An [off-road site next to junction 10A of the M20](#), likely to be used if the M20 contraflow approaches capacity.
- ***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](#)

Other useful contacts:

Ports/Eurotunnel

Port of Dover

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

Port of Dover Police (24 hours a day)

- Phone: +44 (0) 1304 216 084
- Email: police@dovertport.co.uk

Port of Dover Cargo

- Phone: +44 (0)1304 222101

Folkstone Eurotunnel

- Enquiries: 00 44 (0) 3457 35 35 35
- Enquiries: 00 44 (0) 330 123 3207

Eurotunnel Freight Commercial Team (United Kingdom, Ireland)

- Phone: 44 (0)1303 282 244
- Email: freight@eurotunnel.com

Ferry operators

DFDS Seaways (Dover-Calais Route):

- Freight: 00 44 (0) 1304 874 001
- Tourist: 00 44 (0) 871 230 0440
- General: 00 44 (0) 208 127 8303
- Email: dovert.pax@dfds.com

P&O Ferries (phone lines closed)

- Email: customer.services@pofferries.com
- Website: <https://www.pofferries.com/en/help>

9. North West Wales (Holyhead)- key information

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.

In an emergency, always dial 999

Urgent medical assistance

NHS Wales

For urgent medical help, use the [NHS 111 online service](#), or call 111 if you are unable to get help online. For life-threatening emergencies, call 999 for an ambulance.

Latest Coronavirus advice

Welsh Government advice concerning Coronavirus: <https://gov.wales/coronavirus>

Hospitals in Wales (North West)				
Name	Address	Website	Opening hours	Phone number
Ysbyty Gwynedd	Penrhosgarnedd, Bangor LL57 2PW	Ysbyty Gwynedd	Open 24 hours	00 44 1248 384 384
Glan Clwyd Hospital	Rhyl, Denbighshire, LL18 5UJ	Glan Clwyd	Open 24 hours	00 44 1745 583 910
Wirral (WUTH)	Arrow Park Rd, Birkenhead, Wirral, CH49 5PE	WUTH	Open 24 hours	0044 1516 785 111
Pharmacies				
Name	Address	Website	Opening hours	Phone number
Rowlands Pharmacy	62 Market St, Holyhead LL65 1UN	Rowlands	Varies- see website	0044 1407 762 157
Tesco Pharmacy	Penrhos, Holyhead, LL65 2UH	N/A	Business hours	0044 1172 913 067
Boots	29 Market St, Holyhead LL65 1UN	N/A	Business hours	0044 1407 762 794
Rowlands Pharmacy	Cemaes Bay, Gwynedd LL67 0HH	Rowlands	Varies- see website	0044 1407 710 220
Rowlands Pharmacy	1 High St, Conwy, Llangefni LL77 7LT	Rowlands	Varies- see website	0044 1248 722 214
Roadside Assistance				
Name	Address	Website	Opening hours	Phone number
SD Transport & Recovery Services	Maes Geraint, Pentraeth LL75 8UR	N/A		0044 7986 308 946

A 5 5 Recovery 2003	Mold Rd, Mynydd Isa, Mold CH7 6EA	N/A		0044 1352 755 461
Arrowcroft Autocare Ltd	Rose Garage Higher Common Rd, Buckley, CH7 3NG	N/A		0044 1244 537 963
24 Hour Petrol Stations				
Name	Address	Website	Opening hours	Phone number
Dyffryn Service Station (Texaco)	Valley, Holyhead LL65 3DP	N/A	24 hours	0044 1407 238 538
24 Hour Supermarkets				
Name	Address	Website	Opening hours	Phone number
Tesco Extra	Penrhos Industrial Estate, Penrhos, Holyhead LL65 2UH	N/A	24 hours	0044 3456 779 356
Spar Valley	Station Rd, Valley, Holyhead LL65 3EB	N/A	24 hours	0044 1407 740 320

10. What traffic management plans will be in place at Holyhead Port (Wales)?

Traffic management plans will be activated from the 31 December 2020, and will be work to ensure that traffic in the environs of Holyhead Port continues to flow smoothly.

In the event of disruption (for instance delays, cancelled sailings), Holyhead Port has capacity to accommodate a large number of Heavy Goods Vehicles (HGVs). Additionally, a temporary contraflow will be put in place between Junction 2 to 4 of the A55 eastbound with the westbound carriageway and it will reserved for the filtering and possible stacking of HGVs turned away from the port. This will be in place on 28 December 2020, ready for use from 1 January 2021.

All vehicles turned away from the port with incorrect paperwork will be redirected back to the contraflow and then join the westbound carriageway at junction 4. Vehicles with the correct documentation will be able to travel straight to the port and check in as normal. In the event that there is no more space at the port (e.g. due to weather delays) border ready vehicles will be directed to the westbound carriageway.

If the A55 contraflow is used for stacking, welfare and hygiene facilities will be made available for drivers. Drivers will be asked to remain within their vehicles as much as possible while they wait to access the port. All arrangements have been made with safeguards to protect against covid-19. Further details on the Holyhead Port Plans can be found at the following [link](#)

What about car and foot passengers, what arrangements are being made for them?

Extra checks at the border with the EU will apply to goods, which is why HGVs are affected. Car and foot passengers will not be affected and, in the event that ferries are delayed, the port has advised that there will be sufficient space to accommodate passenger vehicles. However, passengers should check the latest advice on travelling to/from Ireland to make sure they are ready for their journey.

Will there be welfare facilities available at Holyhead Port in the event that these contingency measures are enacted?

Welfare facilities are available at the existing Roadking site, Parc Cybi, Holyhead, LL65 2YQ. This site provides accommodation, dining facilities, parking, wash facilities and laundry facilities. This facility is open every day (apart from Christmas and St Stephens Day (Boxing Day) and operates on a 24 hour basis.

For further information on the facilities provided at the Road King truck stop, please access the following [link](#).

Should the A55 contraflow be activated, some limited welfare facilities (such as WCs and water) will be provided. However, drivers are strongly advised to ensure that they have sufficient food and water to sustain them in the event of delays.

Where can I get further information about Holyhead Port?

Holyhead Port is open Monday to Sunday, 24 hours a day.

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

Holyhead Port- Stena Line

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

Holyhead Port- Irish Ferries Freight

- Phone: 00 44 844 89 30 800
- Email: holyheadfreight@irishferries.com
- Website: <https://www.irishferriesfreight.com/>

P&O Irish Ferries (Irish Sea Routes, Liverpool and Holyhead)

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

General online information sources

- [Government of Wales](#)
- [The Stena Line portal](#)
- [Stena Line Brexit Information page](#)
- [Irish Ferries route information](#)

11. Fishguard Port Wales

Are there any welfare facilities available at Fishguard Port?

Port facilities available include:

- Drivers Lounge - with refreshments and shower facilities available
- Secure Waiting Area

Where can I get route information?

For further information about the Stena Line operated Rosslare to Fishguard route, including information on customs, cargo, dangerous goods and abnormal loads, please click on the following [link](#)

I am a haulier, are there any specific requirements which I must follow after the end of the transition period?

Stenaline has issued a created a guide (available [here](#)) which sets out the new requirements for freight which will apply following the end of the transition period. Customers are strongly urged to review this notice. Should you have any further questions, please contact your StenaLine account manager.

Where can I get further information about Fishguard Port?

Fishguard Port

Opening hours: Mon- Sat: 08.00 - 03.00

Sun: 16.00 - 19.00

- Phone: +44 (0)1348 40 44 05
- Website: <https://uk-ports.org/fishguard/>

Ferrycheck:

For the latest sailing updates before leaving for the port visit:

- www.stenaline.co.uk/ferrycheck or call 08705 755 755 (UK) and
- www.stenaline.ie/ferrycheck or call 01 907 53 00 (ROI)

General online information sources

- [Government of Wales](#)
- [The Stena Line portal](#)
- [Stena Line Brexit Information page](#)