Channel Islands CASH Booking Request

To request a booking via our customer services team, please completed the below details and send to the team via e mail jersey.fbookings@dfds.com

Customer & Vehicle Information

Account Name	
Drivers Name	
Drivers Telephone Number	
Vehicle Type	
Vehicle Length (m)	
Vehicle Height (m)	
Vehicle Width (m)	
Vehicle Registration	

Outbound Journey:

Route	
Date (DD/MM/YYYY)	
Departure Time (AM or PM)	
No. of people in vehicle	
Load Description	
Weight of load (kg)	
Gross weight incl. Vehicle and load (kg)	
Cabin YES/NO	

Return Journey:

Route	
Date (DD/MM/YYYY)	
Departure Time (AM or PM)	
No. of people in vehicle	
Load Description	
Weight of load (kg)	
Gross weight incl. Vehicle and load (kg)	
Cabin YES/NO	

Please complete the below if you are happy for us to process payment immediately. Please note that payment needs to be completed within **48 hours** of receiving your booking references for them to remain valid.

Payment information:

16 Digit Card Number	
Expiry Date (MM/YY)	
3 Digit security code	
Name on the card	
GBP or EUR	

Are you carrying livestock?

☐ **NO** ☐ **YES***

Are you carrying hazardous cargo?

☐ **NO** ☐ **YES****

If you are shipping animals, please complete the animal shipment form and include in your booking request.

If you are shipping hazardous cargo, please include your hazardous goods declaration in your booking request

A copy of your consignment notes (CNCD) and other relevant customs forms must be sent to the below e mail addresses:

- Departures from Jersey Jersey.super@dfds.com
- Departures from Portsmouth Portsmouth.super@dfds.com
- Departures from Poole Poole.super@dfds.com
- Departure from St Malo St.malo.super@dfds.com

Customs Documentation DFDS is not currently in a position to provide customs services. It is your responsibility to ensure all required documentation is completed and carried with you during travel. This includes:

- **Consignment Notes** – Required for each leg of your journey between the UK and Jersey
- **JCE Forms** – Required for imports into Jersey, including tools of the trade

DFDS Statement regarding Customs:

- DFDS cannot verify whether your documentation is completed correctly or advise on alternative forms you may require.
- Please note that DFDS acts solely as a **carrier** and does not provide customs clearance services for any shipments.
- All goods moving into or out of Jersey and the UK are subject to customs controls and must be declared in accordance with local legislation.
- As Jersey is not part of the UK or the EU for customs or VAT purposes, movements between Jersey and the UK are classed as **international shipments**, and declarations are required both ways.
  A licensed third-party customs agent must be appointed by the shipper or consignee. Common agents include **Ferryspeed**, **Portico**, or others of your choosing. If you previously used **Condor Logistics** as your agent, they may still be able to act for you under DFDS — please confirm with them directly.

Requirements before loading

We must receive proof of customs clearance before accepting a shipment at the port of loading. This proof must:

- Confirm that a valid declaration has been lodged and will be cleared on arrival.
- Include your customs agent's contact details (name, phone, email), so the port can verify if needed.

Consignment notes (critical issue)

This document is essential:

- A fully completed DFDS consignment note must be prepared in advance and presented at check-in, whether the unit is accompanied or unaccompanied.
- Without this, we cannot manifest the cargo correctly, and it places us in breach of legal requirements.
- Please ensure your drivers are briefed and that every vehicle has the completed document before arrival.

Driver documentation

Drivers must carry:

- The completed DFDS consignment note.
- The customs declaration printout or reference from your agent.
- Any additional forms (e.g., JCE forms, permits, or animal health documents where relevant).