



3-7, rue Schiller L-2519 Luxembourg - Grand Duché de Luxembourg

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## Coronavirus – Storage of Import and Export Units on C.RO Ports terminals

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Luxembourg, 26/03/2020

Dear Customer,

As a response to the COVID-19 (Coronavirus) Pandemic and as requested by the various Governments, we write to advise our shipping line and terminals are designated as critical and vital logistics infrastructure, for food and health products within the supply chain.

Obviously, it is vital to keep food, medical equipment and medicines freely moving through our terminals and to guarantee movement of these goods, it is essential that we have to take further steps in relation to delivery and pick-up of units to limit storage to a minimum.

We cannot afford to have blockages caused by these unprecedented events, on our Terminals and cause delay, or backlog to priority goods.

In order to comply with this we have to strictly apply following general conditions to all new bookings for UK routes:

- Scheduled vessel departures from Monday 12h00 until Saturday 12h00: delivery possible a maximum of **24 hours** before scheduled Vessel departure.  
Scheduled vessel departures from Saturday 12h00 until Monday 12h00: delivery possible from **Friday 12h00 hours**.
- Vessel discharge from Sunday 12h00 until Friday 12h00: please pick up your Unit within **maximum 24 hours** from Vessel arrival.  
Vessel discharge from Friday 12h00 until Sunday 12h00: please pick up your Unit **before Monday 12h00 hours**.
- In such circumstances we reserve the right to impose storage limits restrictions. In case the number of your storage units exceeds the set maximum, we withhold the right to accept cargo on a combined “unit in and unit out” basis only.
- We rely upon your support in these difficult times, but reserve the right to block stow, or remove units from our premises if the efficient operation of Terminals is hindered.

We understand that this also could have implications for you and your current business and therefore, in case necessary, you can contact your respective account manager for individual discussions, whom will also aim to discuss these procedures with you at the earliest opportunity.

Thank you for your cooperation on this matter.

Should you have any queries in relation to the above, please do not hesitate to contact us.



CLdN ro-ro S.A.