

RELIABILITY IN LOADING DURING PLANNED STOPOVERS

Barcelona Port Authority (APB) undertakes to provide reliable information within no more than 4 working hours on the main operations, dates and incidents relating to the import/export of containerised cargo.

Scope of the commitment:

- Any information request addressed to the APB Customer Care Service (SAC).

Points to keep in mind:

- Any information provided by APB will be reliable.
- Information will be provided on the following processes:
 - Clearance for entry of dangerous goods.
 - Entry and/or exit of containerised cargo at the Port.
 - Customs clearance.
 - Inspection by Border Inspection Services (BIS) and clearance.
 - Notification of bills of lading.

Compensation if the commitment is not met:

€80 per information request

Exclusions:

- Information on LCL containers in maritime grouping and cabotage containers.
- Cases where the commitment is not met on grounds of force majeure.