

## Luggage information

Below you can find out how much luggage you can take aboard our ships and in which manner. All information is valid for both the fast ferry and the regular ferry, unless indicated otherwise.

### General information

- You can take only hand luggage into the lounges.
- Luggage may not be placed in the corridors or on top of seats aboard the ship. This in adherence to comfort and safety guidelines.
- Pieces of hand luggage or hold luggage that only fall within the maximum dimensions allowed when folded or collapsed, may only be transported in that manner.
- It is not allowed to transport perishable goods without refrigeration.
- Instructions by our employees supersede other rules and should be attended to.

### Hand luggage

- **Free per passenger: 2 pieces of hand luggage of max. 55 x 35 x 25 cm** (folded or collapsed if required). Umbrellas, walking sticks and coats do not count as hand luggage and may always be transported without charge.
- You should carry your own hand luggage aboard ship with you and on the fast ferry you can store it in specific lockers which are situated overhead or underneath the seats.
- During busy sailings, it may be necessary for hand luggage to be placed in the luggage racks or carts. For safety reasons the instructions of the crew must be followed. Valuable items can be taken in to the salon in such a case. But these items can not occupy a seat and can not be placed in the aisle; if necessary they can be taken on your lap.

### Hold luggage

- **Free per passenger: 2 pieces of hold luggage of max. 85 x 60 x 30 cm** (folded or collapsed if required). Tents, sports equipment or musical instruments can have different dimensions, i.e. max. 140 x 60 x 50 cm.
- Additional hold luggage or hold luggage that does not fall within the required dimensions will only be transported on payment of the hold luggage fees with a maximum of two additional pieces of hold luggage per person. For these extra hold luggage items the following maximum dimensions apply: 140 x 60 x 50 cm. Only for tents, musical instruments and sporting goods (including surfboards and canoes etc.) there are no maximum dimensions if they are transported as extra hold baggage, against payment of the baggage fee.
- Pieces of hold luggage that are not within the maximum dimensions for extra hold baggage items, will be considered freight and will only be transported by one of the freight operators. The only exceptions made are for surfboards, kite boards and canoes: they are allowed to be longer than 3 metres.

- Hold luggage should be placed on the ferry service's luggage carts: the carts will be driven aboard by one of our employees. If you travel by fast ferry, you will place your hold luggage in the luggage racks near the entrance on the fast ferry.
- Tip: provide your hold luggage with a luggage label with your contact details.

#### **Exceptions: strollers and wheelchairs, etc.**

- Prams, strollers, Maxi-Cosis, etc. do not count as luggage and will be transported free of charge, provided they are used to transport babies and children.
- Wheelchairs, mobility scooters, tricycles, etc. of disabled people do not count as luggage and will be transported free of charge.
- If you make use of your mobility scooter or tricycle, you can remain seated in this aboard the ship, for as long as there are suitable places available for these vehicles. If these are not (anymore) available, we request you take a seat in a wheelchair during the crossing.

#### **Fireworks, hazardous substances and weapons**

- It is not allowed to take fireworks and other hazardous substances aboard ship. They can only be transported by one of the freight operators. An exception is made for fireworks on the last three days of the year, provided the fireworks are handed to the employees in the terminal or the crew members and the maximum quantity of 5 kilograms per person is not exceeded. There are valid luggage guidelines in regard to this.
- Weapons (longbows, hunting rifles etc.) may only be transported in a locked suitcase or bag, unrecognizable as weapons. This suitcase or bag must be immediately handed over to the purser or stewardess in charge during embarkation. He or she will store the weapon in a locked compartment and will return it to the owner on disembarkation.

#### **Freight transport**

Pieces of luggage that are considered freight, can be transported by one of the freight operators. During workdays, get in touch with De Vlas transport in Harlingen (tel. 0517 – 412 787 or <http://www.devlas.nl>) or Transport Service Terschelling (tel. 0562 – 443 444 or <http://tstterschelling.nl>). The transport of freight should be arranged a few days in advance of the crossing with regard to limited last-minute capacity.

#### **Luggage trolleys**

In the terminals in Harlingen and on Terschelling you can borrow luggage trolleys to transport luggage inside the terminals and on the harbour premises. The trolleys may not be taken aboard ship and they require a 2-euro coin for use (will be returned after use). There are no luggage trolleys available on Vlieland.

#### **Luggage lockers**

There are luggage lockers inside all the terminals where you can temporarily store your luggage on payment of a 2-euro coin (non-refundable). We urgently request you to take the opening times of the terminals into account! The lockers will be emptied in the evenings. If you wish to store your luggage for a longer period, you can report this to the passenger desk (on Vlieland and Terschelling) or at the Grand Café Promenade in Harlingen.

**Luggage transport on the islands**

On Terschelling and Vlieland there are companies that can transport your luggage from the ferry to your accommodation. The person in charge of your accommodation will be happy to inform you about these.