

Slot booking: Rules for cooperation between Swissterminal and trucking companies

- For every container delivered or picked up at Swissterminal, a registration must be made and a time slot booked. Without a registration number it's not possible to get a time slot.
- Without a registration number and booked time slot the driver is NOT allowed to occupy any driveway at the terminal.
- Only drivers with a valid registration number and within their booked time window will be accepted by the checker.
- The checker sees on his handheld whether the driver has a valid registration number and if he's in the correct time frame. If the data does not match he will reject the truck or, depending on the capacity, accept the truck.
- If a driver arrives without a registration number the checker will provide him an information leaflet, whereupon the telephone number of the registration support is mentioned. For a fee the registration support will make the registration and book a time slot.
- A booked time slot must not be exceeded for more than 5 minutes (time of arrival at the checker is authorative). If time slot is exceeded, a new slot must be booked.
- Open slots can be booked up to 15 minutes before the time window expires. Example: A slot can be booked until 09.15 h for the time window 09.00 - 09.30 h.
- Changes to a registration (e.g. truck licence plate, release number, etc.) can be made until the registration number is handled by the gate checker.
- No-show fees apply under following conditions (a time window of 14.00 to 14.30 h servers as an example):
 - The slot will be rebooked after 13.30 h.
 - The slot will not be used until 14.35 h.
- The trucking company receives daily a list of his no-shows caused. Discrepancies can be reported to us the next working day until 09.00 h and you will receive an answer from us on the same day.
- In the event of unexpected interruptions (e.g. crane failure, oil spill, power blackout, etc.) the slots will be moved backwards in consultation with the trucking companies. These then have the opportunity to rebook the slots if needed. The opening hours will be extended if the trucks can't be handled within the regular working hours.
- The time slots remain unchanged for train and barge delays or early arrivals. (Basis: trains = timetable, barge = RPIS).
- Container moves on same trailer or temporary storage can't be processed via web-registration. These cases can only be handled by the registration support.
- All communication regarding registration and slot booking is handled exclusively by the registration support
(Phone +41 61 906 45 99, E-Mail registration@swissterminal.com).