



VBS Registration Pack

Welcome to Port Of Tilbury London Ltd



Please complete all forms in the enclosed pack and return to the below address

Return Address

LCT Customer Support
Northfleet Hope House (Site 41)
Tilbury Freeport
Tilbury
Essex
RM18 7HX

Note:

These forms can be completed and emailed to support@londoncontainerterminal.com to allow the account to be created quickly however paper copies will still need to be completed and posted to the above address



Haulier Registration
Form



Haulier Name

Haulier Address

Postcode

Account
Contact

Name

Email

Phone Number

Operations
Contact

Name

Email

Phone Number

Fax Number

Date

Print Name

Signed

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FOR OFFICE USE ONLY

Haulier Code	Date	Print & Signed



Haulier User Account Form



Agreement to Access VBS

- 1 The service comprises of information pertinent to commercial vehicles wishing to move containers to and from Port Of Tilbury London Ltd
- 2 The tariff for use in VBS is defined in the Tariff Master and is subject to review and annual increases in line with inflation
- 3 The Service fees are subject to revision by Port Of Tilbury London Ltd and the Tariff will be subject to review
- 4 The service will be available to a customer, on acceptance of Direct Debit mandate by Port Of Tilbury London Ltd backing facility, through means of an account being created and supplied by email
- 5 Cancellation of Direct Debit will lead to removal of access to the service
- 6 Invoices for transactions will be generated on a monthly basis.
Payment will be taken by Direct Debit 30 days after the Date of the Invoice
- 7 Payments will be made to Port Of Tilbury London Ltd
Sums not paid within 30 days will carry interest at 2% above Barclays Bank Base rate.
All sums are net of VAT or other applicable sales tax.
- 8 Helpdesk Support from Port Of Tilbury London Ltd is available on a 24 hours basis on the following Telephone Number.

Support@londoncontainerterminal.com

01375 854750

Please Tick

☐
☐

I have read and agree to the Terms & Conditions of use for the VBS.

I have read and agreed to the Port Of Tilbury General Trading Regulations
www.forthports.co.uk/terms-of-use

Name of Company

Company Address

FOR OFFICE USE ONLY

Haulier Code

County

Postcode

Haulier Admin & User Accounts

Name	Email Address	Telephone Number	Access Required Circle as required	User ID
			Admin / Bookings / Mobile App / Invoice	
			Admin / Bookings / Mobile App / Invoice	
			Admin / Bookings / Mobile App / Invoice	
			Admin / Bookings / Mobile App / Invoice	
			Admin / Bookings / Mobile App / Invoice	

Date	Print Name	Signed

FOR OFFICE USE ONLY

Completed By	Date	Sign



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in whole form including official use box using a ball point pen

Port Of Tilbury London Ltd
(London Container Terminal Division)
Leslie Ford House
Tilbury Freeport
Tilbury
Essex RM18 7EH

Name(s) of Account holder(s)

Bank/Building Society Name

--

Bank/Building Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Bank/Building Sort Code

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To: The Manager	Bank/Building Society
Address	
Postcode	

Service User number

9	5	9	3	0	3
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For: Port Of Tilbury London Ltd OFFICIAL USE ONLY This is not part of the instruction to your bank or building society.

Instructions to your bank or building society

Please pay Port Of Tilbury London Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Port Of Tilbury London Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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Reference

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Banks and building societies may accept Direct Debit Instructions for some types of account

This Guarantee should be detached and retained by the payer

The Direct Debit Guarantee



- ▶ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- ▶ If there are any changes to the amount, date or frequency of your Direct Debit Port Of Tilbury London Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Port Of Tilbury London Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ▶ If an error is made in the payment of your Direct Debit, by Port Of Tilbury London Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- ▶ If you receive a refund you are not entitled to, you must pay it back when Port Of Tilbury London Ltd asks you to.
- ▶ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Port Of Tilbury London Ltd will also require written confirmation of this



VBS Tariff Master (July 2025)



Please find below the current tariff including all fees and charges for the use of VBS at Port Of Tilbury London Ltd.

These charges are periodically reviewed and are subject to increases with inflation

Booking Charges

Booking Fee

£5.50

This is a fee that is charged each and everytime a booking is made and is non-refundable

Penalty Charges

Penalty charges are applied to discourage misuse of the VBS system and are aimed at enforcing the fair usage for all of the users allowing them the opportunity to attain VBS bookings slots.

"No Show" Charge

£60.00

A "No Show" charge is raised for situations where by a Booking Slot is made but not used. These are categorised into three distinct charges as detailed below but are all charged the same single fee

"No Show" Booking - A Booking Slot is used but a truck doesn't show up for the booking with in the Booking Slot

"No Show Cancel" Booking - When a Booking is 'Cancelled', the booking slot is made available for a new Booking to be made. If no new booking is made then the cancelled booking is subject to a penalty.

"No Show Swap" Booking - When a Booking is 'Cancelled' through the use of Bookng Swap, the booking slot is made available for a new Booking to be made. If no new booking is made then the cancelled booking is subject to a penalty.

"Late Move" Penalty

£20.00

This penalty charge is generated when a Booking Slot is moved to a new Booking Slot with the original Booking Slot being made available for use. If the original Booking Slot isn't re-used then the Booking is subject to a penalty

Accompanied/Escorted Vehicle

£75.36

Vehicles / Persons requiring escort on the terminal to pre notify support@londoncontainerterminal.com 24hrs in advance of arrival. Failure to pre-notify will result in delays on arrival at the terminal.

Passenger in Cab Charges (where not pre-notified)

£142.92

For driver training visits please provide notification to support@londoncontainerterminal.com no less than 24 hours in advance of arrival

For cargoes requiring a second driver please provide notification and cargo details to support@londoncontainerterminal.com no less than 24 hours in advance of arrival

Authorisation will be provided from Customer Support via email. Any vehicles found arriving with a passenger in cab without authorisation will attract a Passenger in cab charge.

Mis-Declared Empty Container

In order to ensure a Safe working environment for our teams any unit declared and confrimed as ampty by the driver presenting the unit but subsequently found to be full when attempted to be lifted or via status update, will be placed on internal hold, pending update from the shipping line concerned agreeing to accept charges

2 x movements charges at the shipping lines prevailing rate

Inspection fee

£117.60

Administration charge

£33.13

All of these Penalty Charges can be avoided by proper management of the bookings made ensuring cancellations and moves are completed at the earliest opportunity. This will also ensure those customers in a position to use cancelled booking slots can do so at short notice.