

**Q: Are there any draft limitations for the vessels?**

A: The maximum draft permitted is 16.5 meters.

**Q: Does Hapag-Lloyd offer transfer options from Wilhelmshaven to Bremerhaven?**

A: No, Hapag-Lloyd does not offer transfers from Wilhelmshaven to Bremerhaven.

**Q: Do we have fixed berthing windows?**

A: Our China Germany Express ([CGX](#)) service berthing windows are fixed from Fridays 06:00 a.m. till Saturdays 10:00 p.m.

**Q: Is there a special Demurrage free time?**

A: No, Hapag-Lloyd and Wilhelmshaven do not offer special free times. To view the Demurrage Tariff, please visit this [link](#)

**Q: Can we connect all German hinterlands via Wilhelmshaven?**

A: Yes, our block train covers nearly all German Hinterland destinations.

**Q: Are we operating with dedicated Hapag-Lloyd train products in Wilhelmshaven?**

A: Yes, we offer a block train product. Please find more details [here](#).

**Q: Are sufficient truckers available around Wilhelmshaven?**

A: Yes, nearly all truckers currently serving Hamburg will also cover Wilhelmshaven.

**Q: Is there a different customs process in Wilhelmshaven compared to Hamburg?**

A: No, the process is the same as for Hamburg.

**Q: Is Hapag-Lloyd able to clear customs and issue a T1?**

A: Hapag-Lloyd will not be able to clear customs. Please delegate this process to your customs agent. Hapag-Lloyd can issue a T1 document and after the arrival in Hamburg the rail operator creates an ATB that Hapag-Lloyd will receive.

**Q: Is there a disruption of the Wilhelmshaven terminal connection because the last miles of the track are not electrified?**

A: No, there is no mentionable disruption. A swap between electric and diesel engine is still necessary.

**Q: Has Hapag-Lloyd the option to transfer to bonded warehouse?**

A: Yes, Hapag-Lloyd can transfer to a bonded warehouse. The requirements and process will be provided by Hapag-Lloyd's Customer Service Department should it be required.

**Q: How does the outsourcing from bonded warehouse work?**

A: Please send a request with the container number, acceptance of mode of transport, name of customs procedure and planned date for positioning to our Customer Service:

[GERMANY@service.hlaq.com](mailto:GERMANY@service.hlaq.com)

[CZECHREPUBLIC@service.hlaq.com](mailto:CZECHREPUBLIC@service.hlaq.com)

[SLOVAKIA@service.hlaq.com](mailto:SLOVAKIA@service.hlaq.com)

**Q: Where can I find the Customs References on Hapag-Lloyd's website?**

A: Please visit our [website](#) and enter your B/L Reference under the "Import view's" search engine. If more than one cargo should be shown, please select "Customs Details".