



INFORMATION ON RAIL-RELATED SERVICES
HUTCHISON PORTS VENLO

Hutchison Ports Venlo

Version 2.0

5 January 2024

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1. General information

1.1. Introduction

Hutchison Ports Venlo has drawn up this document in the context of EU Implementing Regulation 2017/2177.

Hutchison Ports Venlo operates a “freight terminal” in Venlo, in accordance with Annex II of EU Directive 2012/34.

This document is published on: <https://www.hutchisonportsvenlo.nl/en/services/rail-services>

1.2. Contact details

Hutchison Ports Venlo
Celsiusweg 30
5928 PR Venlo
The Netherlands
(Also see: <https://www.hutchisonportsvenlo.nl/en>)

For queries/coordination:

Terminal Planning & Control

- E-mail address: tpc@hutchisonportsvenlo.nl
- Telephone: +31 (0)77 324 1965

1.3. Validity period

This document is valid from the 1st of June 2019.

Changes to this document will be announced on the web page <https://www.hutchisonportsvenlo.nl/en> no later than four weeks before said changes come into effect. Customers are notified by e-mail.

2. Services

2.1. Basic service provision

The basic service provision of Hutchison Ports Venlo regarding rail transport comprises:

- Processing of applications for access to the rail terminal;
- Making the agreed-upon capacity available;
- Unloading and loading of containers.

2.2. Additional services

- Storage
- Ventilation
- Last mile trucking

2.3. Ancillary services

- AEO certified
- Extended gate services

3. Terminal description

3.1. Terminal

Hutchison Ports Venlo operates a rail terminal (and a barge terminal) in Venlo.

3.1.1. Name and address details

Address: Hutchison Ports Venlo
Celsiusweg 30
5928 PR Venlo
The Netherlands

3.1.2. Operating hours

Monday 05.00 hours – Saturday 12.00 hours
Closed on Sundays

The terminal is closed on public holidays

Different hours of operation are in effect during Christmas and New Year's Eve:
Closed from 24/12 15:00 hours to 27/12 07:00 hours
Closed from 31/12 15:00 hours to 02/01 07.00 hours

3.1.3. Technical data

The terminal has

- 2 tracks with a length of 630 metres
- 4 reach stackers

3.1.4. Scheduled projects

No projects have been scheduled that impact the infrastructure and suprastructure. Planned work that leads to a reduction in capacity will be announced on the web page <https://www.hutchisonportsvenlo.nl/en> no later than four weeks before said work commences. Customers who make use of the terminal during that period are notified by e-mail as well.

4. Charges

4.1. Information on charges

Hutchison Ports Venlo uses fixed rates for its services. The available capacity is currently being fully utilised. If extra capacity becomes available, this will be announced on the website and the rates will be available on request.

- 4.2. Information on discounts
Not applicable.

5. Access conditions

5.1. Legal requirements

The services mentioned in this document are subject to the Terms & Conditions Hutchison Ports Europe Intermodal and Hutchison Ports inland terminals.

Also see: <https://www.hutchisonportsvenlo.nl/en/conditions>

5.2. Terms of use

After allocation of a terminal slot, the customer is bound by user rules. These rules contribute to the optimum use of the rail terminal.

1. at least 70% of the calls must take place within the specified terminal slot, with a maximum deviation of 30 minutes from the agreed-upon arrival time;
2. at least 70% of the actual call sizes may not deviate from the planned call size by more than or less than five moves;
3. if the agreed-upon slot times are deviated from due to delays elsewhere outside of the terminal, the guarantee on (full) handling of all the containers that are to be unloaded and/or loaded is no longer valid. Handling takes place in consultation with the customer, at the moment that the planning allows for this. If there is no capacity at the terminal, Hutchison Ports Venlo will offer the next possible option. If the customer has a slot for another train, the customer is free to make his own prioritisation, provided consensus has been reached on this with Hutchison Ports Venlo at least eight hours before the slot commences;
4. in the event of a delay at the terminal, handling will be carried out in accordance with the planning as much as possible;
5. if the agreed-upon volume to be handled is deviated from, Hutchison Ports Venlo reserves the right to shorten the loading /unloading list in the event of more volume.

If the first two points above are not met, Hutchison Ports Venlo reserves the right to withdraw the capacity. The customer is informed of this four weeks in advance. If the customer disagrees with the proposed decision, he or she can make this known within five working days after the date of the decision.

5.3. Technical requirements

The maximum train length has been set at 583 metres and is limited by the Blerick emplacement.

5.4. Options for self-supply of rail-related services

Possible in consultation.

5.5. IT systems

No particulars.

6. Capacity allocation

6.1. Applications for access to the rail terminal

The available capacity at the rail terminal of Hutchison Ports Venlo is currently being fully utilised. Sufficient alternatives are available in the vicinity: <https://rotterdam.navigate-connections.com>. As soon as capacity becomes available, the procedure is as follows:

All applications can be submitted to Terminal Planning & Control (TPC) via tpc@hutchisonportsvenlo.nl. After submitting an application, the applicant will receive a confirmation of receipt. If an application proves incomplete or contains incorrect information, the applicant will be requested to complete the application within five days before processing of the application can commence.

6.1.1. Application for terminal slots

Applications for terminal slots can only be submitted for dates within 2 months from the date of submission of the request. If an application proves incomplete or contains incorrect information, the applicant will be requested to complete the application within five days before processing of the application can commence. If an application is complete, the applicant will receive a response to the request within 20 days.

6.2. Conditions for access

After receiving a terminal slot application, if there is sufficient capacity, the requested terminal slot is assigned to the applicant during the coordination. If no or insufficient capacity is available in the requested time window, Hutchison Ports Venlo will, if available, offer alternatives in consultation with the applicant. If there is no match the priority criteria below are used to allocate terminal slots.

- The application has been submitted within the specified period and is complete;
- The application binds important customers to Hutchison Ports Venlo or strengthens the competitive position of Hutchison Ports Venlo in another way;
- The application relates to maritime cargo;
- The application contributes to the optimum utilisation of the capacity made available.

6.3 Available capacity

The available capacity at the rail terminal of Hutchison Ports Venlo is currently being fully utilised. Sufficient alternatives are available in the vicinity.