



HM Government

UK TRANSITION



HAULIER ASSISTANCE: FINDING HELP

The Department for Transport (DfT) has dedicated Information and Advice sites across the UK, to provide assistance to hauliers on all aspects of the requirements for transporting goods to and from the EU and offer:

- Live translation services in 15 languages
- Access to translation tools for additional languages
- The DfT Haulier Handbook
- QR Code tools and information sheets
- Access to the online Digital Platform

The map overleaf shows the closest Information and Advice sites to Dover, as well as HGV parking locations that provide food, showers and free Wi-Fi.

Chat live with our agents

www.transport-goods-to-and-from-eu.dft.gov.uk/helpful-information



Live chat is operational from 08:00am to 20:00pm, seven days per week and is available in the following languages:

- English
- Polski (Polish)
- Română (Romanian)
- Български (Bulgarian) – Monday – Friday
- Magyar (Hungarian) – Monday – Friday



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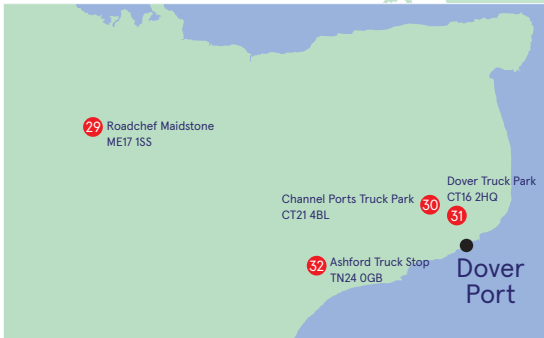
Site Location Map

DfT Information and Advice Sites have the following support facilities available

- GMR assistance
- Document checking service
- Border Readiness Tool checks
- Printing availability
- Haulier COVID testing
- Live Chat service
- Haulier Handbooks
- Multilingual support staff



HGV Parking Locations Map



The map above shows the closest HGV parking locations that provide food, showers and free Wi-Fi.

Nearest HGV Parking Locations with W-Fi

- 29 Roadchef, Maidstone, ME17 1SS, 40 min (36 mi)
www.roadchef.com/locations/maidstone
- 30 Channel Ports Truck Park, CT21 4BL, 17 min (13 mi)
www.channelports.co.uk
- 31 Dover Truck Park, CT16 2HQ, 11 min (5.1 mi)
www.dovertruckpark.com
- 32 Ashford Truck Stop, TN24 0GB, 23 min (20 mi)
www.ashfordtruckstop.co.uk

Nearest DfT Information and Advice and COVID testing sites

- 20 South Mimms, Potters Bar EN6 3QQ, 1.52 hrs (97mi)
- 21 Thurrock Services, Grays RM16 3B, 1.15 hrs (64.4mi)
- 22 Membury Eastbound, Hungerford RG17 7TZ, 2.58 hrs (160mi)
- 25 Essex Arena, Grays RM19 1AE, 1.12 hrs (67mi)

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