

PN39/23

26th June 2023

To: The Malta Chamber of Commerce, Enterprise and Industry
The Association of Ship Agents
The Malta Chamber of SMEs
ATTO – Association of Tractors & Trailers Operators
Association of Groupage Operators
ACIM – Association of Car Importers Malta
Malta Maritime Forum
Malta Marittima Agency

Re: Overtime Service for delivery of Cargo

Please be advised that with effect from 1st July 2023, the official working hours of our offices at Deep Water Quay and Laboratory Wharf are from **0700hrs to 1630hrs** from Monday to Friday excluding public holidays.

Outside these hours, overtime must be ordered and relative charges as listed below will be applicable:-

1. Orders for Overtime (for delivery of cargo on Monday to Friday between 1631hrs of the day up to 0659hrs of the following day, public holidays, Saturdays and Sundays)
 - a. Orders must be sent by email only on operations@vgt.com.mt and finance@vgt.com.mt.
 - b. Orders must be done from Monday to Friday (excluding Public Holidays) not later than **1400hrs** on the day that the overtime is required.
 - c. Orders for overtime on Sunday only will be accepted on a Saturday up to **1200hrs**.
 - d. If Saturday is a Public Holiday, then overtime for Sunday must be ordered by 1400hrs on Friday.
 - e. The email must include the quantity of cargo required to be delivered during overtime and ideally should include the marks (eg, trailer/container number, vin number, number of bundle etc)
 - f. The email must include the commencement time of the overtime as well as the end time of the overtime and the location.

- g. Emails without this information could result in personnel not being deployed on overtime beyond the discharge operational time of the vessel since additional charges could be applicable.
- h. Orders made by phone will only be accepted for emergency purposes as per point 3 below.
- i. Overtime rates are applicable as follows:

From Monday to Saturday

Trailers up to 7 units 40 euro

From 8-14 trailers 80 euro

From 15-21 trailers 120 euro

For more than 21 trailers please send an email to finance@vgt.com, up to the time stipulated in point 1b for a quote.

Sundays & Public Holidays

Trailers up to 7 units 50 euro

From 8-14 trailers 100 euro

From 15-21 trailers 150 euro

For more than 21 trailers please send an email to finance@vgt.com.mt, up to the time stipulated in point 1b for a quote.

- g. Since overtime for other types of cargo such as containers, light cars and conventional cargo is subject to a personnel on a minimum of four hours as well as the possibility of additional equipment being required to finalise delivery, kindly also contact finance@vgt.com.mt up to the time stipulated in point 1b for the relevant charges

2. Cancellation fee

- a. All orders for overtime are treated as being required.
- b. Once overtime is ordered this may be cancelled by email on operations@vgt.com.mt and finance@vgt.com.mt from Monday to Friday (excluding Public Holidays) not later than 1400hrs on the day that the overtime is required.
- c. If overtime is cancelled beyond point 2b then the following charge will be applicable: 25 euros

3. Emergency Overtime

We are aware that sometimes customers could require delivery of cargo on an emergency basis; that is, after our official opening hours or during weekends or public holidays and without having placed an order via email and we will do our utmost to provide the service.



Valletta Gateway Terminals Ltd.

Please note that this service will only be applicable on the availability of our personnel.

Should such emergency overtime be required, kindly abide by the following instructions:

a. Emergency Overtime may be ordered by calling the following number/s
**ONLY –
7956 8659.**

b. Once the overtime is confirmed as available via phone, customer must send an email to operations@vgt.com.mt and finance@vgt.com.mt, confirming the overtime request made by phone.

b. Additional (besides the charges stipulated in point 1) Charge for emergency overtime will be :- 50 euro

We would appreciate if calls to the deployment mobile line are carried out at reasonable hours.

Should you require any further clarifications, please do send us an email on info@vgt.com.mt

Yours sincerely

Derek Ong
Chief Executive Officer