

## Office of the Terminal Manager

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Dear Valued Customers and Stakeholders,

### **RE: REDUCTION OF APPOINTMENT BOOKING WINDOW – CAPE TOWN CONTAINER TERMINAL**

The Cape Town Container Terminal Planning Department would like to inform all customers and stakeholders of an upcoming adjustment to the truck appointment booking system. Effective 01 May 2026, the appointment booking window will be reduced from 72 hours to 36 hours.

This change is being implemented to address several operational challenges, including:

- Premature booking of slots
- Speculative reservations
- Increased slot underutilization and wastage

By shortening the booking window, the Terminal aims to:

- Improve the alignment of bookings with actual operational demand
- Enhance overall slot availability for transporters
- Increase efficiency in landside planning and execution

In addition, the reduced window will significantly strengthen the Terminal's ability to respond to operational disruptions, particularly following weather-related events such as windbound conditions or other force majeure incidents that impact landside activities. We believe this adjustment will contribute to a more reliable and efficient appointment system, ultimately improving service delivery across the supply chain.

We kindly request all stakeholders to take note of this change and adjust their planning processes accordingly. Should you require any further clarification, please do not hesitate to contact the Planning Department truck booking desk on 021 449 2710/2711.

Kind regards



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Noxolo Thabatha  
Terminal Manager  
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