

# Dartford Crossing improvements

Advice for drivers of  
goods vehicles and  
fleet managers



# New payment arrangements and road improvements to ease congestion at the Dartford Crossing.

New payment arrangements, known as Dart Charge, have been introduced.

Instead of stopping at the barriers to pay the Crossing charge you need to pay in advance or by midnight the following day.

Major road improvement works are underway and will continue until spring 2015.

Amended regulations are in place to change the way in which some goods vehicle drivers approach the Crossing.

## How will I pay?

- You can save up to one-third on every crossing by setting up a pre-pay account.
- Alternatively, you can make one-off payments online, by phone, at Payzone retail outlets or in advance by post.

### Ways to pay Dart Charge



[www.gov.uk/dart-charge](http://www.gov.uk/dart-charge)

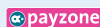


0300 300 0120  
+44 (0) 300 300 0120



**by post (in advance only):**

Dart Charge Customer Services  
PO Box 842,  
Leeds LS1 9QF.



[www.payzone.co.uk/Store-Locator](http://www.payzone.co.uk/Store-Locator)

Go online to download or call to request a payment form

## Please note:

- If you do not pay the charge you will face a penalty. We will use effective penalty and recovery processes that apply across Europe.
- The HGV levy and the London Congestion Charge do not include Dart Charge. You will still need to pay to use the Dartford Crossing.

## How will it affect my journey?

The main road works to remove the booths and introduce a new road layout have started and will continue until spring 2015.

Throughout this construction period temporary speed limits and road layouts will be in use, so drivers should follow the instructions on the signs in the area.

Initially some of the existing barriers will be used to stop over-sized or non-compliant vehicles from entering the tunnels. From early 2015 a new system of traffic signals and barriers will be in place to do this.

All work is being planned to minimise disruption while ensuring that the Crossing remains safe for road users.

## What lane will I need to be in?

The existing layout will be replaced with four lanes in each direction. When travelling northbound height restrictions will be:

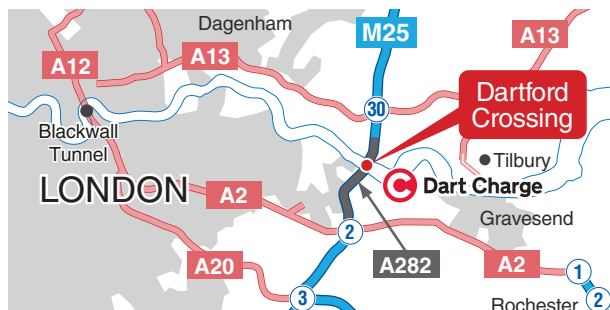
- 4.8m for the west tunnel, accessed by lanes 1 and 2 (left hand lanes)
- 5.0m for the east tunnel, accessed by lanes 3 and 4 (right hand lanes)

Vehicles above 4.8m will no longer be permitted to join the A282 Northbound at J1a.

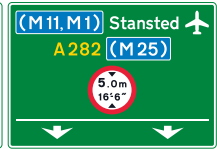
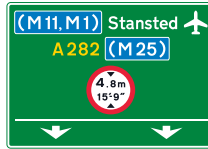
A new road layout will prevent vehicles moving from lanes 1 and 2 to lanes 3 and 4 after Junction 1a. This means you will need to move into the correct lane before Junction 1a – earlier than you do now. New signs will direct you to the correct lanes (see illustration on the following page).

As with the current road layout, if your vehicle is over 7.5 tonnes you must be in the left lane (lanes 1 or 3) before entering the tunnels.

Drivers of dangerous goods vehicles or vehicles with abnormal loads should continue to follow the hollow diamond symbol directing you to our marshalling area on the Kent side of the Crossing.

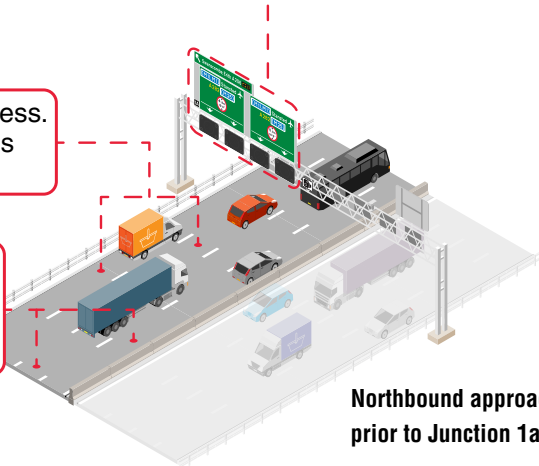


Swanscombe, Erith A206



4.8m or less.  
Use lanes  
1 and 2

Over 4.8m.  
Under 5m.  
Use lanes  
3 and 4



**Northbound approach to the Crossing  
prior to Junction 1a exit**

## What happens if I am in the wrong lane?

If your vehicle is over-height, or you are carrying dangerous goods / an abnormal load (which has not been reported to the marshalling area) when you approach the tunnels northbound, you will be stopped, turned around and sent back to Junction 1b to approach the tunnels in the correct lanes, or, be instructed to use an alternative route.

Failure to use the correct lanes will be enforceable. You could receive a fine and points on your licence.

### Further information

For further information visit  
[www.gov.uk/highways/dartford](http://www.gov.uk/highways/dartford)



[www.facebook.com/dartcharge](http://www.facebook.com/dartcharge)



@DartCharge

### Ways to contact Dart Charge



Write to us  
**Dart Charge Customer Service**  
PO Box 842, Leeds LS1 9QF



Online at  
[www.gov.uk/dart-charge](http://www.gov.uk/dart-charge)



Over the phone  
**0300 300 0120**  
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