

[REDACTED]  
Bridge House  
Walnut Tree Close  
Guildford  
GU1 4LZ

2 December 2016

[REDACTED]

I am writing to confirm that we have now completed our search for the information which you requested on 7 November 2016.

Both tunnels at Dartford were open throughout the August 2016 bank holiday weekend and there are no planned closures between 23 December 2016 and 3 January 2017.

Routine maintenance happens on Friday and Saturday nights (one night for each tunnel), and on Sunday nights to Thursday nights work takes place on the renewal of life expired components of the tunnel systems. These works will continue until March 2017 and there are further significant renewal works planned for the 2017/18 financial year. When the QE2 bridge is closed for essential maintenance both tunnels are kept open, with one tunnel carrying the southbound traffic.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:  
<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number 745119 in any future communications.

Yours sincerely,

[REDACTED]  
[REDACTED] Team Executive  
Operations South East – Correspondence Team