

Montreal, February 26, 2026

Subject: Termont Appointment System (VBS) - Change to the grace period before

Dear partners,

Termont would like to announce that, **as of March 18, 2026**, the 30-minute **grace period before the start of the appointment time slot will be reduced to 15 minutes**.

This reduction in the grace period before the start of the appointment slot is intended to improve traffic flow at the gates and inside the terminal by preventing early arrivals from encroaching on subsequent slots. This measure will allow for a better distribution of truck traffic, reduce congestion during the early hours of the day shift, and ensure that each time slot is served at the scheduled time without negatively impacting wait times.

We would like to remind you that the grace period before the start of the time slot was introduced at the launch of the project to facilitate the adoption of the RDV system and to give truckers more flexibility. The adoption of the appointment system has reached a level of maturity that allows us to adjust to this business rule currently.

We do **not foresee any negative impact on waiting times** at the entrance or inside the terminals.

? What happens if my truck driver arrives before the grace period for their appointment?

📍 They will wait outside of the Port entrance perimeter or at the Port of Montreal portal entrance (section 75/pregate) in the waiting area located at the far end of the lot, behind the pregate lines (15 to 26).

💡 Key takeaways:

- 📍 The 30-minute grace period after the appointment time slot remains unchanged.
- 📍 As much as possible, **do not arrive** at the Port of Montreal portal entrance (section 75/pregate) **before your 15-minute grace period** to avoid congestion or refusal of entry.
- 📍 As much as possible, respect the designated time slot and **use the grace periods before and after only if necessary**.



We invite you to send your questions and comments to our [Customer Experience](#) team.

These improvements mark a new milestone toward **increasingly efficient and dynamic management** of our operations, for the benefit of all.

Sincerely,

L'équipe Termont
www.termont.com