

## TICKET TERMS

A non-refundable Administration Service Fee applies to all Customers (except Flexiplus) who contact our Customer Service Team and request to make a new booking or a change to an existing booking which can be managed online (see 2.6 below).

FARE TYPE	AMENDABLE Refer to Section 1	EXCHANGEABLE Refer to Section 1	REFUNDABLE Refer to Section 2	UPGRADES AVAILABLE Refer to Section 2	AVAILABLE FOR
<b>FOR TRIPS LONGER THAN 5 CALENDAR DAYS</b>					
<b>▲ STANDARD</b>	Yes - amendable before departure, subject to available capacity. You may be charged the difference between the price paid for the original booking and price applicable to the amended booking.  A non-refundable administration service fee will apply to any new booking or change made via our Customer Service Team if that change could be made online by the Customer. Both legs of travel to be completed within 18 months of the date of original purchase.	Yes - up to 24 hours from time of booked departure, subject to available capacity. A charge may apply. (Please refer to point 1.5).	No.	Flexiplus (Please refer to point 2.2). Upgrades not available for bookings paid for in whole or in part with Tesco Clubcard Vouchers.	All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.
<b>● STANDARD REFUNDABLE</b>	Yes - amendable before day of booked travel, subject to available capacity. You may be charged the difference between the price paid for the original booking and price applicable to the amended booking.  A non-refundable administration service fee will apply to any new booking or change made via our Customer Service team if that change could be made online by the Customer. Both legs of travel to be completed within 18 months of the date of original purchase.	Yes - up to 24 hours from time of booked departure, subject to available capacity. A charge may apply. (Please refer to point 1.8).	Yes* - up to 18 months from the date of original purchase (please refer to section 2). *Excluding any administration service fee charged.	Flexiplus.	All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.
<b>■ FLEXIPLUS</b>	Yes - a Peak Day charge may apply. Peak Day charges vary by date. An additional charge may apply for the difference between the price paid for the original booking and the price applicable to the amended booking for changes made in advance or at check-in if changing your date of travel, vehicle (including height) and/or accessories. Both legs of travel to be completed within 18 months of original purchase.	Yes - a Peak Day charge may apply. For travel to be completed within 18 months of the date of original purchase. (Please refer to point 1.17).	Yes* - up to 18 months from the date of original purchase (please refer to section 2).	Not available.	All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.
<b>FOR TRIPS OF UP TO 5 CALENDAR DAYS</b>					
<b>🏠 SHORT STAY SAVER</b>	Yes - amendable before departure, subject to available capacity. You may be charged the difference between the price paid for the original booking and price applicable to the amended booking.  A non-refundable administration service fee will apply to any new booking or change made via our Customer Service Team if that change could be made online by the Customer. Both legs of travel to be completed within 18 months of the date of original purchase.	Yes - up to 24 hrs from time of departure for the outward journey, subject to available capacity. Up to 24 hours from the time of the booked return journey for durations of 3 or 4 calendar days. Up to midnight on the day for booked returns of 5 calendar days' duration. A charge may apply to each scenario. (Please refer to point 1.9).	No.	5 day Flexiplus (prior to outward journey). (Please refer to point 2.2).	All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.
<b>★ SHORT STAY FLEXIPLUS</b>	Yes - a Peak Day charge may apply. Peak Day charges vary by date. An additional charge may apply for the difference between the price paid for the original booking and the price applicable to the amended booking for changes made in advance or at check-in if changing your date of travel, vehicle (including height) and/or accessories. Both legs of travel to be completed within 18 months of the date of original purchase.	Yes - for return travel, up to midnight on the 5 <sup>th</sup> calendar day from time of outward departure date - a Peak Day charge may apply.	Yes* - up to 18 months from the date of original purchase (providing both legs are not used) (please refer to section 2)	Flexiplus (prior to outward journey).	All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.
<b>OTHER TICKET TYPES</b>					
<b>◆ DAY TRIP/ OVERNIGHT</b>	Yes - amendable before departure subject to available capacity. You may be charged the difference between the price paid for the original booking and price applicable to the amended booking. A non-refundable administration service fee will apply to any new booking or change made via our Customer Service Team if that change could be made online by the Customer. Both legs of travel to be completed within 18 months of the date of original purchase.	Yes - up to 24 hrs from time of departure for the outward journey. Up to 24 hours from the time of booked return journey for booked returns on the same calendar day. Up to midnight on the day for booked returns of 2 calendar days' duration. A charge may apply to each scenario. (Please refer to point 1.12).	No.	Not available.	All vehicles without caravan. Excluding commercial vehicles or vehicles carrying commercial goods.

## 1. TICKET VALIDITY

1.1 Your booking is **only valid** for the booked departure time and the **vehicle stated, including any accessories such as bikes or a roof box on the top or rear of the vehicle, trailers or caravans.**

**Failure to complete both the outward and return journeys** in respect of a return booking **will invalidate your booking** and in the event that you complete only one journey in respect of a return booking, you will be liable to pay the difference between the price that you paid for your return booking and the single fare applicable at the time that your journey was made. Eurotunnel reserves the right to obtain from you payment in full for all sums so arising. All travel must be completed within 18 months of the date of original purchase

### 1.2 Amendable before day of travel

You can **amend** your booking in the same direction of travel prior to the day of booked travel **subject to availability.**

#### Amendment charges

1.2.1 When amending a booking to change vehicle (including height) and/or accessories and/or a change in date and/or time slot, **you will be charged the difference** between the **price you paid** for the original booking and the **price applicable to the amended booking**. Please see table above. All travel must be completed within 18 months of the date of original purchase.

1.2.2. A non-refundable Administration Service Fee will also apply each time:

- any new booking is made via our Customer Service Team if that booking could be made online by the Customer.
- any changes are requested to be made via our Customer Service Team to an existing booking (except Flexiplus) where that change could be managed online by the Customer.

### 1.3 Check-In time

You **must Check-In at least 1 hour (but not more than 4 hours) before** your booked departure time on both the outward and inward legs of your journey. If you check-in more than 2 hours before your booked departure time, you may be offered an earlier departure subject to available capacity. A charge may apply.

#### 1.4 Exchangeable on or after day of travel

If you arrive at Check-In after this time (see above) your booking is no longer valid. However, it may be possible to exchange your booking in the same direction of travel for the **next available departure at Check-in subject to the following conditions and available capacity.** A charge may apply.

## ▲ STANDARD TICKETS

### 1.5 Exchanging Standard tickets

- If you arrive **within 2 hours** of the booked departure time, the booking will be **exchanged without charge.**
- If you arrive **more than 2 hours but no more than 24 hours** after the booked departure time, the booking will be **exchanged** if you pay any **difference** between the **price you paid** and the **price applicable to the departure for which your booking is exchanged;**
- If you arrive **more than 24 hours** after the booked departure time, your booking will **not be exchanged.**

1.6 These tickets are not refundable and cannot give rise to any financial compensation claim.

1.7 All travel must be completed within 18 months of the date of original purchase.

## ● STANDARD REFUNDABLE TICKETS

1.8 The terms applicable to Standard Tickets above apply to Standard Refundable Tickets with the exception that Standard Refundable Tickets can be cancelled at any time **before** travel and the cost of the ticket refunded provided both legs are not used, or the return leg only is not used. Refunds will not be made once the booked time for travel on either leg has passed.

## ◆ SHORT STAY SAVER TICKETS

### 1.9 Exchanging Short Stay Saver tickets

- If you arrive **within 2 hours** of the booked departure time, the booking will be **exchanged without charge;**
- If you arrive **more than 2 hours but no more than 24 hours** after the booked departure time on your outward journey, the booking will be **exchanged** if you pay any **difference** between the **price you paid** and the **price applicable to the departure for which your booking is exchanged;**
- **For bookings of 3 or 4 days' duration:** if you arrive **more than 24 hours** after the booked departure time on your return journey, your booking will **not be exchanged.**
- **For bookings of 5 calendar days' duration:** if you return **after midnight on the day** of booked departure time on your return journey, your booking will **not be exchanged.**

1.10 These tickets are not refundable and cannot give rise to any financial compensation claim.

1.11 All travel must be completed within 18 months of the date of original purchase.

## ◆ DAY TRIP/OVERNIGHT TICKETS

### 1.12 Day Trip/Overnight tickets

- If you arrive **within 2 hours** of the booked departure time, the booking will be **exchanged without charge;**
- If you arrive **more than 2 hours but no more than 24 hours** after the booked departure time on your outward journey, the booking will be **exchanged** if you pay any **difference** between the **price you paid** and the **price applicable to the departure for which your booking is exchanged;**
- **For booked return journeys on the same calendar day:** if you return **more than 2 hours but no more than 24 hours** after the booked departure time on your outward journey, the booking will be **exchanged** if you pay any **difference** between the **price you paid** and the **price applicable to the departure for which your booking is exchanged;**
- **For bookings of 2 calendar days' duration:** if you return **after midnight on the second day** of booked departure time, your return booking will **not be exchanged.**

1.13 These tickets are not refundable and cannot give rise to any financial compensation claim.

1.14 All travel must be completed within 18 months of the date of original purchase.

## ■ FLEXIPLUS TICKETS

1.15 Upon arrival you will be placed on the **next available departure.**

1.16 Tickets are refundable up to 18 months from the date of original purchase.

1.17 All travel must be completed within 18 months of the date of original purchase. Peak Day Charges apply. The amount of the Peak Day Charge varies by date.

1.18 When amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or time slot you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

## ★ SHORT STAY FLEXIPLUS TICKETS

1.18 Upon arrival you will be placed on the **next available departure.**

1.19 If you return **after midnight on the 5<sup>th</sup> calendar day** following your outward departure date, your return booking will **not be exchanged**

1.20 Tickets are refundable up to 18 months from the date of original purchase (providing that both legs are unused).

1.21 All travel must be completed within 18 months of the date of original purchase. Peak Day Charges apply. The amount of the Peak Day Charge varies by date.

1.22 When amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or time slot you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

## 2. REFUNDS, UPGRADES AND ADMINISTRATION SERVICE FEE

2.1 Whether you can receive a refund or upgrade your booking depends on your fare type. (Please see table above). **Upgrades are subject to availability** and you will also have to pay the **difference** between the **price you paid** for the original booking and the **price applicable to the new booking.**

2.2 When Standard or Short Stay Saver tickets are upgraded to Standard Refundable, Flexiplus or Short Stay Flexiplus tickets, only the supplement paid for the upgrade will be refunded.

2.3 Flexiplus Peak Day Charges are payable on 'busy days'. The cost of charges varies depending on the date of travel. Charges will be added to the total cost of your ticket. Peak Day Charges are payable on tickets booked through our website, Customer Service Team or at check in. Passengers booking a non-peak day ticket, must pay the Peak Day Charge if travelling on a peak day. Passengers booking a peak-day ticket must pay the difference between peak-day charges if changing the date of travel to a different peak day. Passengers booking for a peak day who travel on a non-peak day will receive an automatic refund of the Peak Day Charge.

2.4 Flexiplus Customers who cancel will automatically receive a full refund as per the Flexiplus terms and conditions.

2.5 Refunds are credited in whole or in part to the original method of payment, which includes Eurotunnel Credit Vouchers. Tesco Vouchers are not refundable, transferable, or exchangeable.

2.5.1 Compensation for delay

In the event that your journey was delayed, you may be entitled to compensation in the form of a discount voucher to be used against future travel with our service. Discount vouchers are valid for redemption up to one year after issue, cannot be transferred, sold or exchanged for cash.

2.6 Administration Service Fee

2.6.1 New Bookings: A non-refundable Administration Service Fee of £20 / €24 applies to all customers (except Flexiplus) who contact our Customer Service Team and request to make a new booking; and

2.6.2 Amendments: A non-refundable Administration Service Fee of 10 / €12 applies to all customers (except Flexiplus) who contact our Customer Service Team to make a change to an existing booking which can be managed online.

2.6.3 The Administration Service Fee does not apply when booking or amending online.

## 3. PAYMENT

3.1 For bookings made via our Customer Service Team you will need to present the card used for payment at check-in. **E-cards or virtual cards are not accepted.** If you pay with a debit or credit card at Check-In you will be charged in local currency. The amount will be converted into your currency by the bank or credit card company. Cheques cannot be accepted for bookings made less than 14 days before departure. If you pay by cheque, we must receive your cheque within 4 days of the date your booking is made, failing which your booking will be cancelled.

## 4. PASSENGERS

4.1 You are able to take as many passengers you can legally and safely carry.

## 5. LPG

5.1 Vehicles fitted with LPG containers to power domestic services e.g. cooking, refrigeration, heating and water heaters are accepted as long as the containers are switched off, weigh no more than 47kg and are not more than 80% full. If your vehicle is fitted with such a container, you must declare this when asked. **LPG (Liquefied Petroleum Gas) and dual powered vehicles** (i.e. vehicles fitted with an LPG tank as an alternative fuel) **cannot be accepted for transport by Eurotunnel.**

## 6. PROMOTIONAL OFFERS AND CLOSED-USER GROUP BOOKINGS

6.1 These have their own specific Terms and Conditions which apply in addition to these Ticket Terms. If there is any conflict between these Ticket Terms and the specific Terms, the specific Terms will prevail.

## 7. GOVERNING LAW AND JURISDICTION

7.1 These Ticket Terms and any contract arising out of a booking shall be governed in all respects by English law if a claimant brings his or her action in England and French law if a claimant brings his or her action in France. The parties irrevocably submit to the exclusive jurisdictions of the English and French courts for the purposes hereof. These Ticket Terms are issued in England and France. Where a claim is brought in England the English language version shall be treated as the authentic version and where a claim is brought in France the French language version shall be treated as the authentic version.

## 8. WHEELCHAIR USERS

8.1 Wheelchair users must be declared when asked at the time of booking. Travel advice provided should then be followed.

## 9. CARRIAGE OF FIREARMS AND FIREWORKS

9.1 These must be declared when directed by signs on the Terminals.

Please read the [Rules for the Carriage of Firearms and Fireworks on Eurotunnel Shuttles](#) which is available from the Information Desk in our Passenger Terminal Buildings.

## 10. CARRIAGE OF PORTABLE RESERVE FUEL CONTAINERS

10.1 Please read the [Rules for the Carriage of Reserve Fuel Containers](#) which is available from the information Desk in our Passenger Terminal Buildings.

## 11. CARRIAGE OF ANIMALS

11.1 Please read the [Carriage of Animals](#) policy which is available from the Information Desk in our Passenger Terminal Buildings, in conjunction with the Conditions of Carriage.

## 12. CONDITIONS OF CARRIAGE

12.1 Please read the [Conditions of Carriage](#). These contain certain exclusions of liability and you should read them before travelling. This is available from the Information Desk in the Passenger Terminal Buildings