

Summary of Frequent Traveller Ticket Availability and Benefits

Wallet Type	Minimum purchase and Nominated Persons	Vehicle Types	Supplements for travel, products and services*	Availability	Departure restrictions
Standard Frequent Traveller (FQ)	<p>10 Off Peak <u>Single</u> journeys.</p> <p>You can add a Nominated Person to a Wallet at any time. You can revoke your Nominated Person's permissions at any time. Note that the benefits of a Wallet can only be shared once. If you revoke your Nominated Person's permission to use a Wallet, you cannot nominate another person to share the benefits of that Wallet.</p> <p>Once added to a Wallet, a Nominated Person can use the credit in a Wallet, book, amend and cancel bookings in their own name, and travel independently.</p> <p>You can open a maximum of 10 Wallets.</p>	<p>Cars and Motorcycles.</p> <p>Supplements are payable for:</p> <p>Minibus, van, campervan, caravan and trailers*</p>	<p>Supplements may be payable depending on vehicle type, time and dates of travel.</p> <p>Supplements will be payable for Pets.</p> <p>Supplements will be payable for Insurance.</p>	<p>Opening a Wallet, topping up or booking a Frequent Traveller ticket is not available at check-in. This can be done at www.eurotunnel.com or call 08443 35 35 35.</p> <p>Frequent Traveller bookings are subject to limited availability. Advance early booking is advisable, especially during busy and holiday periods.</p> <p>A Wallet and any booking made in a Wallet is non-transferable.</p>	<p>You should arrive at check-in at least 45 minutes (but no more than 2 hours) before your booked departure time. Your booking is not valid for travel outside your booked departure time.</p> <p>We may, at our discretion, and subject to availability and any supplements applicable, amend your booking to the next available departure.</p>
FlexiPlus Frequent Traveller (FC)	<p>10 <u>Single</u> FlexiPlus journeys.</p> <p>You can add a Nominated Person to a Wallet at any time. You can revoke your Nominated Person's permissions at any time. Note that the benefits of a Wallet can only be shared once. If you revoke your Nominated Person's permission to use a Wallet, you cannot nominate another person to share the benefits of that Wallet.</p> <p>Once added to a Wallet, a Nominated Person can use the credit in a Wallet, book, amend and cancel bookings in their own name, and travel independently.</p> <p>You can open a maximum of 10 Wallets.</p>	<p>Cars and Motorcycles</p> <p>Supplements are payable for:</p> <p>Minibus, van, campervan, caravan and trailers*</p>	<p>Supplements may be payable depending on vehicle type.</p> <p>Supplements will be payable for Pets.</p> <p>Supplements will be payable for Insurance.</p>	<p>Opening a Wallet, topping up or booking a Frequent Traveller ticket are not available at check-in. This can be done at www.eurotunnel.com or call 08443 35 35 35.</p> <p>A Wallet and any booking made in a Wallet is non-transferable.</p>	<p>You should arrive at check-in at least 45 minutes before your intended departure time. Outside of this time you will be placed on the next available departure, subject to availability.</p>
Day/Overnight Frequent Traveller (FD)	<p>20 <u>Return</u> journeys.</p> <p>For return trips up to 2 calendar days' duration. The return journey must be completed before midnight (local time) on the 2nd calendar day after departure.</p> <p>Account holder only can use this account. You cannot appoint a Nominated Person to this account.</p> <p>You can open a maximum of 10 Wallets.</p>	<p>Cars, Motorcycles and trailers only.</p> <p>Supplements are payable for: trailers*</p>	<p>Supplements will be payable for Trailers.</p> <p>Supplements will be payable for Pets.</p> <p>Supplements will be payable for Insurance.</p>	<p>Opening a Wallet, topping up or booking a Frequent Traveller ticket are not available at check-in or on line. Call 08443 35 35 35.</p> <p>Frequent Traveller bookings are subject to limited availability. Advance early booking is advisable, especially during busy and holiday periods.</p> <p>A Wallet and any booking made in a Wallet is non-transferable.</p>	<p>You should arrive at check-in at least 45 minutes (but no more than 2 hours) before your booked departure time. Your booking is not valid for travel outside your booked departure time.</p> <p>We may at our discretion and subject to availability and any supplements applicable, transfer your booking to the next available departure.</p>

***For information about supplements: please visit eurotunnel.com/frequenttraveller or call 08443 35 35 35**

Frequent Traveller Ticket Terms and Conditions

1. Registration

1.1 In these terms and conditions we use the words 'you' or 'your' to distinguish and denote a Frequent Traveller from a Nominated Person.

1.2 To register for Frequent Traveller benefits you must first open a My Eurotunnel account at www.eurotunnel.com or call 08443 35 35 35. By opening a My Eurotunnel Account you agree to be bound by the My Eurotunnel terms and conditions.

1.3 A My Eurotunnel Account cannot be opened at Check-In or without a valid email address and mobile telephone number.

1.4 Once you have opened a My Eurotunnel account, you can create your Frequent Traveller Wallets. Any Frequent Traveller tickets that you buy will be stored in your Frequent Traveller Wallets. You can open a maximum of 10 Wallets. A minimum of 10 tickets must be purchased for each Wallet.

1.5 You can nominate someone to share the benefits of a Wallet at any time. Your Nominated Person can book, amend bookings and travel independently. Nominated Persons are not permitted on Day/Overnight Frequent Traveller Wallet.

1.6 Your Nominated Person must open a My Eurotunnel Account in order to share the benefits of your Frequent Traveller Wallet.

1.7 You can revoke a Nominated Person's permission to use a Wallet at any time. If you revoke a Nominated Person from a Wallet you cannot nominate anyone else on that Wallet.

1.8 When opening a Wallet you must specify the currency you wish to use to purchase tickets. Once a currency has been set for a wallet it cannot be changed.

1.9 The language of all communications between Eurotunnel and you will be determined by the language selected on your My Eurotunnel account.

1.10 You and any Nominated Person must be over 18 years old to open a My Eurotunnel account and a Frequent Traveller Wallet.

2. Use of Frequent Traveller Wallets

2.1 You are responsible for the operation and use of your Wallets. Where a Nominated Person is named, you remain responsible for the operation of the Wallet including the security of the Wallet details and passwords. Eurotunnel will not intervene or mediate in any disputes between you and your Nominated Person regarding the use of tickets in a Wallet.

2.2 When you or a Nominated Person opens a My Eurotunnel account you will be required to supply an email address and password. These details are personal to you and/or the Nominated Person and must not be disclosed to anyone.

2.3 Frequent Traveller Wallets and the bookings made under them are not-transferable.

2.4 Bookings can be made by you or your Nominated Person. **The person making the booking must travel on all bookings made in their name.** Travel will be refused if the person making the booking is not present at check-in.

3. Credit in your Wallet

3.1 When you open a Wallet you must purchase a minimum of 10 tickets. Your payment will be shown as a credit in your Wallet. Your Wallet will be debited with the cost of a ticket as each booking is made. Please note that your Wallet cannot be used to pay for supplements. Vehicle and Travel Supplements, and the costs relating to Trailers, Pets or Insurance must be paid for separately.

3.2 If you pay for the tickets in your Wallet by cheque, you must wait for 8 calendar days from the date your cheque is presented before making a booking. E-Cards are not accepted.

3.3 **The tickets and the credit attributable to them in your Wallet is valid for 12 months from the date you purchase your tickets.**

3.4 Your (or your Nominated Person's) Bookings and any amended bookings and all travel booked (outward and return) **must be completed** by the end of the 12 month period. Any unused tickets will automatically expire and become invalid at the end of this 12 month period and the associated credit/cost forfeited. It is a condition of use of Frequent Traveller tickets that any such credit/cost **will not under any circumstances be refunded and cannot be transferred.**

3.5 You can open a maximum of 10 Wallets in the same name.

3.6 You can top up your Wallet at any time by purchasing a minimum of 10 tickets. The maximum number of tickets in a Wallet must not exceed 150.

3.7 The credit in your Wallet can only be used for Car and Motorcycle bookings.

3.8 Frequent Traveller bookings and the credit in your Wallet cannot be used in conjunction with any other Eurotunnel Le Shuttle offer or promotion.

3.9 Supplements: any supplements payable relating to Vehicle Type, Pet travel, insurance, supplements for travel at Peak Times or Dates are payable **in addition** to the preloaded credit in your Wallet. The cost of supplements are payable in the currency of the My Eurotunnel account by credit/debit card only. Please refer to our terms and conditions at Eurotunnel.com/frequenttraveller for further information on Supplements.

4. Bookings

4.1 Bookings must be made in **advance of travel** via the Eurotunnel website or by calling 08443 35 35 35. **Frequent Traveller Bookings cannot be made at Check-In.**

4.2 You or your Nominated Person must quote a valid My Eurotunnel email address when making bookings. All bookings are subject to availability. A booking reference number will be sent to the email address registered on the My Eurotunnel account of the person making the booking.

4.3 Subject to availability and the payment of any applicable supplements, bookings can be amended or cancelled up to 24 hours prior to the time and date of travel.

4.3 If you cancel a booking within the 12 months validity of the tickets in your Wallet, your Wallet will be credited with the amount paid for the ticket. Refunds for any supplements relating to the cancelled booking will only be made if notified to Eurotunnel Le Shuttle prior to travel. Supplements cannot be refunded at Check-In or after the booked time and date of travel.

4.4 Standard Frequent Traveller tickets and Day/Overnight Frequent Traveller tickets **cannot** be upgraded to Flexiplus travel.

5. Travel

5.1 The person making the booking (you or the Nominated Person) **must travel on all bookings made in their name.** In order to travel, on arrival at check-in, the person making the booking must present the credit/debit card registered on their My Eurotunnel account together with the Frequent Traveller Account number and the booking reference.

5.2. If the relevant credit/debit card is not presented at check in, you or the Nominated Person travelling will be required to prove your identity at our customer information and ticket desk before you travel

5.3 Company credit cards can be used to purchase Frequent Traveller tickets. The relevant card must be registered on your My Eurotunnel account, presented on arrival at check-In by the person making the booking and be in your name or the name of the Nominated Person as appropriate. The person named on the booking must be in the Vehicle at Check-in.

5.4 Eurotunnel Le Shuttle reserves the right to refuse travel or request payment at the full ticket price applicable at the time of travel if you or the Nominated Person are not present in the Vehicle at check in, and/or if the relevant credit/debit card is not presented at Check-In.

5.5 In accordance with Eurotunnel's Ticket Terms, bookings are only valid for the booked departure time and the vehicle type booked. Your booked departure time or vehicle type can be amended (subject to availability) and payment of any applicable supplements, up to 24 hours prior to the date and time of the booked departure subject to the amended date and time of travel being within the period of validity of the ticket.

6. Eurotunnel's Rights

[Eurotunnel Conditions of Carriage apply.](#)

6.1 Eurotunnel reserves the right to alter and/or modify or withdraw all or any part of the Frequent Traveller benefits and/or these terms and conditions, at any time without prior notice. In such circumstances Eurotunnel will honour any credit in your Wallet and any bookings already made.

6.2 Eurotunnel reserves the right to refuse applications to open a My Eurotunnel account or Frequent Traveller Wallet and/or to close accounts and Wallets where there is evidence of abuse of a My Eurotunnel account or Frequent Traveller tickets and/or any other Eurotunnel rules and regulations. The decision whether to do so is at Eurotunnel's sole discretion. When exercising this right, the repayment or refunds of any unused credit in a Wallet will be at Eurotunnel's sole discretion.

6.3 Eurotunnel shall not under any circumstances be liable for any claims, costs, losses or expenses of whatever kind incurred or potentially incurred by you or the Nominated Person or any third party whether direct, indirect or consequential, arising from Eurotunnel's decision to i) refuse travel ii) not to open, or iii) to close a My Eurotunnel account or Frequent Traveller Wallet. You and/or the Nominated Person indemnifies Eurotunnel accordingly.

7. Jurisdiction and Governing Law

7.1 If you open a UK Wallet, this agreement will be governed by and construed in accordance with English Law and you and Eurotunnel irrevocably submit to the jurisdiction of the English Courts. If you open a French Wallet, this agreement will be governed by and construed in accordance with French Law and you and Eurotunnel irrevocably submit to the jurisdiction of the French Courts. View our [Conditions of Carriage](#) or call 08443 35 35 35.

8. Eurotunnel Ticket Terms and Conditions of Carriage

8.1 [Eurotunnel Ticket Terms](#) and [Conditions of Carriage](#) apply. In the event of any conflict between these Frequent Traveller terms and conditions and the Eurotunnel Ticket Terms, then these Frequent Traveller terms take precedence. In the event of any conflict between these Frequent Traveller terms and conditions and Eurotunnel's Conditions of Carriage, then Eurotunnel's Conditions of Carriage take precedence.

9. Data Protection

9.1 To enable Eurotunnel to provide you, any Nominated Person and any other travelling with the Frequent Traveller service, it is necessary for us to hold personal information (data) about you or them. To see how we take care of your data view our [Privacy Notice and Cookies Policy](#) or call 08443 35 35 35.

9.2 If you have agreed that we can keep you up to date with Eurotunnel products and services and third party offers, we will continue to communicate with you by your preferred method and process your data in accordance with your preferences and our Privacy Notice. If you have not consented to us processing your data for this purpose, you will not receive any form of marketing communication from us. **If you would like to start receiving marketing communications please call 08443 35 35 35.** You can unsubscribe at any time by writing to our customer services at Eurotunnel, UK Terminal, Ashford Road, Folkestone, Kent, CT18 8XX or unsubscribe online at www.eurotunnel.com/uk/unsubscribe

10. Wheelchair users

10.1 In order that we may provide you with important on board safety advice it is essential that you advise us at the time of booking if you or any of your passengers use a wheelchair.

11. Carriage of Firearms and Fireworks

11.1 Firearms must be declared at Check-In and as otherwise directed by signs and instructions from our personnel on the Terminals. Fireworks are prohibited, please read the Rules for the [Carriage of Firearms and Fireworks](#)

12. Carriage of Reserve Fuel Containers

12.1 Please read the [Rules for the Carriage of Reserve Fuel Containers](#)