## 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).

<table>
<thead>
<tr>
<th>FARE TYPE</th>
<th>AMENDABLE</th>
<th>EXCHANGEABLE</th>
<th>REFUNDABLE</th>
<th>UPGRADES AVAILABLE</th>
<th>AVAILABLE FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STANDARD</strong></td>
<td>Refer to Section 1</td>
<td>Refer to Section 1</td>
<td>No.</td>
<td>Flexiplus (Please refer to point 2.2); Upgrades not available for bookings paid for in whole or in part with Tesco Clubcard Vouchers.</td>
<td>All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
<tr>
<td><strong>REFUNDABLE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FLEXIPLUS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
<tr>
<td><strong>SHORST STAY</strong></td>
<td>Refer to Section 1</td>
<td>Refer to Section 1</td>
<td>No.</td>
<td>Flexiplus</td>
<td>All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
<tr>
<td><strong>SAVER</strong></td>
<td>Refer to Section 1</td>
<td>Refer to Section 1</td>
<td>No.</td>
<td>5 day Flexiplus (prior to outward journey). (Please refer to point 2.2).</td>
<td>All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
<tr>
<td><strong>FLEXISPLUS</strong></td>
<td>Refer to Section 1</td>
<td>Refer to Section 1</td>
<td>No.</td>
<td>Flexiplus (prior to outward journey).</td>
<td>All vehicles, excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
<tr>
<td><strong>DAY TRIP/ OVERNIGHT</strong></td>
<td>Refer to Section 1</td>
<td>Refer to Section 1</td>
<td>No.</td>
<td>Not available.</td>
<td>All vehicles without caravan. Excluding commercial vehicles or vehicles carrying commercial goods.</td>
</tr>
</tbody>
</table>
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 not be able 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 incurred. All travel must be completed within 1 calendar year of the date of original purchase.
1.2 Amendable before departure
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 slot time, 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 1 calendar year 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 availability and fare apply.
1.4 Check-out on or after day of travel
If you check-out after Check-in time (as above) your booking is no longer valid. However, it may still be possible to change your booking in the same direction of travel for the next available departure at Check-in subject to the following conditions and availability capacity. A change may apply.

2. STANDARD TICKETS
2.1 Exchanging bookings
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.
2.2 These tickets are refundable and cannot give rise to any financial compensation claim.
2.3 All travel must be completed within 1 calendar year of the date of original purchase.

3. STANDARD REFUNDABLE TICKETS
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 departure 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.

4. SHORT STAY SAVVER TICKETS
4.1 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.
If your 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.

5. FLEXIPLUS TICKETS
5.1 Upon arrival you will be placed on the next available departure.
5.2 Tickets are refundable up to 1 calendar year from the date of original purchase.
5.3 All travel must be completed within 1 calendar year of the date of original departure.
5.4 If you return after midnight on the 5th calendar day following your outward departure date, your return booking will not be exchanged.
5.5 Tickets are refundable up to 1 calendar year from the date of original purchase (providing that both legs are unused).
5.6 When amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or slot time you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

6. SHORT STAY FLEXIPLUS TICKETS
6.1 If you return after midnight on the 5th calendar day following your outward departure date, your return booking will not be exchanged.
6.2 Tickets are refundable up to 1 calendar year from the date of original purchase.
6.3 When amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or slot time you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

7. REFUNDS, UPGRADES AND ADMINISTRATION SERVICE FEE
7.1 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.
7.2 When Standard or Short Stay Saver tickets are upgraded to Standard Refundable Flexiplus or Short Stay Saver Flexiplus tickets, only the supplement paid for the upgrade will be refunded.
7.3 Flexiplus Peak Day Charges are payable on ‘busier days’. The cost of charges varies depending on the date of travel. Charges apply. The amount of the Peak Day Charge varies by date.
7.4 When amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or slot time you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

8. PROMOTIONAL OFFERS AND CLOSE-OUT USER GROUP BOOKINGS
8.1 These contain certain exclusions of liability which is available from the Information Desk in our Passenger Terminal Buildings.
8.2 If bookings made via our Customer Service Team you will need to present the card used for payment at check-in. E-cards are not accepted in this process.
8.3 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 change to an existing booking which can be managed online.
8.4 The Administration Service Fee does not apply when booking or amending online.

9. 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 are not accepted in this process.
3.2 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 change to an existing booking which can be managed online.
8.3 The Administration Service Fee does not apply when booking or amending online.

10. CANCELLATION OF PORTABLE RESERVE FUEL CONTAINERS
10.1 Please read the Rules for the Carryage of Reserve Fuel Containers which is available from the Information Desk in our Passenger Terminal Buildings.

11. CONDITIONS OF CARRIAGE
11.1 Please read the Conditions of Carriage which is available from the Information Desk in our Passenger Terminal Buildings, in conjunction with the Conditions of Carriage.