

04 May 2021

Dear Operator,

Eurotunnel Le Shuttle Coach Supplementary Terms and Conditions – Covid 19

As you are aware, the UK and French governments have implemented a series of new procedures at the border to minimise the impact of the transmission of Covid 19. While specific measures apply for travel to France, the UK border authorities require that passengers travelling to the UK must provide evidence of a negative Covid 19 test, a fully completed Passenger Locator Form, a confirmed reservation for a 2+8 day Covid test on arrival in the UK, or evidence of a relevant exemption. You can find further information on these requirements on the following link: [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/coronavirus-covid-19-guidance-and-support)

These measures have been in place since January 2021. Since that time Eurotunnel Le Shuttle has been cooperating with the border authorities by undertaking checks when passengers arrive at check-in at Coquelles. However, since the new requirements were implemented, the UK border authorities have reported a significant number of coach passengers failing to comply with the regulations. The border authorities have the power to issue penalties to Eurotunnel Le Shuttle of €2,000 per passenger arriving at the border without the required documentation.

It is [the Operator's] responsibility to ensure that your passengers are aware and in possession of all the documentation required to cross the border. Eurotunnel Le Shuttle is not responsible for the failure of passengers to comply with the laws relating to entry to the UK. Operators have a direct contractual relationship with their customers. Eurotunnel Le Shuttle has no such relationship.

It is important to note that the supplemental term set out below is temporary – we anticipate being able to withdraw the term once the conditions for entry are changed by the national authorities.

As a result of the new requirements for entry to the UK and the EU, the Eurotunnel Le Shuttle Coach Terms and Conditions are amended with immediate effect as follows:

'In the event that a passenger travelling with [the Operator] is found by the border authorities of the UK or France to be travelling without the correct documentation required for entry to the UK or France, and if the border authority implements a financial penalty on Eurotunnel Le Shuttle Coach for such failure, Eurotunnel Le Shuttle Coach reserves the right to charge [the Operator] the amount of such penalty. The Operator shall pay the amount of the penalty within [30] days of receipt of Eurotunnel Le Shuttle Coach's invoice.'

In all other respects our **Coach Terms and Conditions** and our **Conditions of Carriage** are unchanged.

While we recognise that these requirements will provide a challenge for your operations, we believe the change is reasonable given the potential financial consequences of non-compliance.

Please do not hesitate to contact us if you have any queries.

Our Coach Sales Centre is available on 0344 335 8446 from Monday to Friday 09.00 to 17:30 except Bank Holidays.

Kind regards



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