1. TICKET VALIDITY

1.1 You must pay 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, trailer or caravan, before departure.

1.2 Failure to complete both the outward and return journeys in respect of a return booking made in advance or at check-in 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. You may cancel your reservation up to the right to obtain the refund from us. All travel must be completed within 1 calendar year of the date of original purchase.

1.3 Amendable before travel of day

You can amend your booking in the same direction of travel to the day of booked travel subject to availability. Dependent on your fare type, vehicle (including height), accessories and a change in date, a charge may apply. (Please see table above). This charge will be the difference between the price you paid for the original booking and the price applicable to the new booking. The charge applies for changes made in advance or at check-in if changing your date of travel, vehicle (including height) and/or accessories. For both legs of travel to be completed within 1 calendar year of the date of original purchase.

1.4 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 change your booking to a different 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

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 for your booking and the price applicable for which your booking is exchanged.

• If you arrive more than 24 hours after the booked departure time, your booking will not be exchanged.

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

All travel must be completed within 1 calendar year of the date of original purchase.

Standard (refundable) Tickets

The terms applicable to Standard Tickets above apply to Standard (Refundable) Tickets above. In the exception that Standard Refundable Tickets can be cancelled at any time before travel and the amendment of the ticket terms and conditions above, if you use the return leg only is not used Refunds will not be made on the single fare. The fare paid on either leg has passed. Short Stay 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 for your booking and the price applicable for which your booking is exchanged.

1.5 Day before midnight

If you return after midnight on the 1st day of your booking, the booking will be exchanged if you pay any difference between the price you paid for your booking and the price applicable to the departure for which your booking is exchanged.

For bookings of 2 or 3 days’ duration: if you return after midnight on the 2nd or 3rd day of your booking, the booking will be exchanged if you pay any difference between the price you paid for your booking and the price applicable to the departure for which your booking is exchanged.

2. REFUNDS AND UPGRADES

2.1 Whether you can receive a refund or upgrade your booking depends on your fare type. (Please see table above). 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 5 day FlexiPlus, 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, contact centre or at check in. Passengers booking a non-peak day ticket, must pay the Peak Day Charge. Each monastery, 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 Some FlexiPlus charges are payable. Depending on your fare type, vehicle (including height), accessories and/or a change in date, a charge may apply. (Please see table above). These tickets may apply for the difference between the price you paid for the original booking and the price applicable to the departure for which your booking is exchanged.

For bookings of 2 days’ duration: if you return after midnight on the second day of booked departure, the booking will be exchanged if you pay any difference between the price you paid for your booking and the price applicable to the departure for which your booking is exchanged.

3. PAYMENT

The cardholder must present the card used for payment on arrival at Check-in. “E-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. 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

You can take as many passengers you can legally and safely carry.

5. LPG

Vehicles fitted with LPG containers to power domestic services (e.g. cooking, heating) and cannot be accepted as long as the containers are switched off, weigh 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

The above offer its 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
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
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
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
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
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
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.