

Frequent Traveller Fare Terms and Conditions

Scheme	Minimum purchase	Supplements*	Vehicle Types	Availability	Exchangeable
Standard Frequent Traveller (FQ)	10 Off Peak <u>Single</u> journeys	Supplements may be payable depending on vehicle type, time and date of travel. Supplements will be payable for Pets	Cars, Vans, Motorcycles, Supplements are payable for Minibus*, Campervan*, caravan* and trailers*	Account opening and Frequent Traveller bookings are not available at check-in and are subject to limited availability. Advance early booking is advisable, especially during busy and holiday periods.	You should arrive at check-in at least 30 minutes (but no more than 2 hours) before your booked departure time. Your booking is not valid for travel outside your booked departure time. It may be possible to transfer your booking to the next available departure, subject to availability and any supplements applicable.
FlexiPlus Frequent Traveller (FC)	10 <u>Single</u> FlexiPlus journeys	Supplements will be payable for Pets.	Cars, Vans and Motorcycles only without trailers or caravans. Vehicles over 1.85m and motorcycles are not permitted to use the FlexiPlus lounge facilities due to safety regulations.	Account opening and Frequent Traveller bookings are not available at check-in	You should arrive at check-in at least 30 minutes before your intended departure time. Outside of this time you will be placed on the next available departure, subject to availability.
Day/Overnight Frequent Traveller (FD)	20 <u>Return</u> journeys Return trips up to 2 calendar days' duration. The return journey must be completed before midnight (local time) on the 2 nd calendar day after departure. Joint Accounts – not available	Supplements will be payable for trailers and pets.	Cars, Motorcycles and trailers* only	Account opening and Frequent Traveller bookings are not available at check-in and are subject to limited availability. Advance early booking is advisable, especially during busy and holiday periods	You should arrive at check-in at least 30 mins (but no more than 2 hours) before your booked departure time. Your booking is not valid for travel outside your booked departure time. It may be possible to transfer your booking to the next available departure, subject to availability.

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

<p>1. Availability</p> <p>1.1 Frequent Traveller bookings cannot be upgraded or transferred to any other Eurotunnel ticket.</p> <p>2. Registration</p> <p>2.1 To qualify for the Frequent Traveller scheme, a customer must register as a Frequent Traveller and open an account online at eurotunnel.com/frequenttraveller or call 08443 35 35 35. Accounts cannot be opened at Check-In.</p> <p>2.2 The main account holder can appoint a Nominated Person on the account. A Nominated Person can only be added at the time the Account is opened, and cannot be changed for the duration of the Account validity.</p> <p>2.3 A minimum number of journeys must be paid for in advance at registration (see table above for details). The advance payment will be shown as a credit in the account. The account will be debited as each travel booking is made. Note that the account cannot be used to pay for supplements which must be paid for separately.</p> <p>2.4 When opening the Account the customer must specify whether s/he wishes to open a UK Account or a French Account. For UK Accounts all payments will be in pounds sterling. For French Accounts all payments will be in Euros. Supplements will be paid for in the currency of the account. The language of all communication between Eurotunnel and the account holder(s) will be determined by the account chosen.</p> <p>2.5 The main account holder and any nominated person must be over 18 years old.</p> <p>3. Use of the Account</p> <p>3.1 The main account holder is responsible for the operation and use of the account. Where a nominated person is named, the main account holder remains responsible for account details and passwords. However, the nominated person can share the rights to book, amend and cancel bookings.</p> <p>3.2 The main account holder will be given an Account Number and password. These details are personal to the main account holder (and any nominated person) and should not be disclosed to any other party.</p> <p>3.3 Bookings can be made by the main account holder or the nominated person. However the person making the booking must travel on all bookings made in their name.</p> <p>3.4 Travel will be refused if the person making the booking is not present at the time of check-in.</p> <p>4 Account Credit</p> <p>4.1 Where an advance payment has been made by cheque, bookings can only be made following 8 calendar days after opening the Account. E-Cards are not accepted.</p> <p>4.2 The credit in the Account is valid for 12 months from the date the payment is made. Any unused credit will automatically expire and will not under any circumstances be refunded. Bookings (and any amended bookings) and all travel booked (outward and return) must be completed by the end of this 12 months period.</p> <p>4.3 Customers can hold more than one account in the same name.</p> <p>4.4 Once an Account is opened, further credit cannot be added. Account credit is non-refundable and non-transferable.</p>	<p>4.5 The credit in the account cannot be used to pay for any other products or services (e.g. supplements, Pets or Insurance)</p> <p>4.6 Frequent Traveller bookings and the credit in the account cannot be used in conjunction with any other offer or promotion.</p> <p>5. Bookings</p> <p>5.1 The main account holder or Nominated Person (if applicable) must make a booking in advance of travel via the Eurotunnel website or the Contact Centre. Bookings cannot be made at Check-In. In order to make a booking the main account holder or Nominated Person (if applicable) must quote the Account Number and password. All bookings are subject to availability. A booking reference number will be advised to confirm your reservation.</p> <p>5.2 Any applicable supplements are payable in the currency of the Account by credit/debit card only. Supplements cannot be paid using credit from the Account.</p> <p>5.3 Bookings can be amended or cancelled up to 24 hours prior to travel (subject to availability and payment of any applicable supplements)</p> <p>5.4 If a booking is cancelled within the 12 months validity of your Account it will be credited with the amount paid for the booking. Any supplements paid will be refunded. Refund of supplements cannot be made at Check-In.</p> <p>5.5 Standard Frequent Traveller and Day/Overnight Frequent Traveller Tickets cannot be upgraded to FlexiPlus travel.</p> <p>6. Travel</p> <p>6.1 The person making the booking must travel on all bookings made in their name. On arrival at check-in, the main account holder must present the credit/debit card used to open the account together with the Frequent Traveller Account number and booking reference. A Nominated Person must present the credit/debit card (if provided) that was registered for them at time of account opening.</p> <p>6.2. If the relevant payment card (as detailed in 6.1) is not available travel under the Frequent Traveller Account will have to be validated at the Information Desk in the Passenger Terminal Building.</p> <p>6.3 Company credit cards can be used to open Accounts but the relevant card MUST be presented on arrival at Check-In by the person making the booking and must be in the name of the main account holder or Nominated Person (if applicable) who must be in the vehicle at check-in..</p> <p>6.4 Eurotunnel reserves the right to refuse travel or request payment at the full ticket price if the relevant card and either the main account holder or Nominated Person (where applicable) are not present in the vehicle at Check-In.</p> <p>6.5 In accordance with Eurotunnel's Ticket Terms, bookings are only valid for the booked departure time and the vehicle type stated. These can be amended subject to availability and payment of any applicable supplements up to 24 hours prior to travel.</p> <p>7. Eurotunnel's Rights</p> <p>7.1 Eurotunnel reserves the right to alter and/or modify or withdraw all or any part of the Frequent Traveller scheme and/or these terms and conditions at any time without prior notice. In such circumstances Eurotunnel will honour any credit in the Account and any bookings already made.</p>	<p>7.2 Eurotunnel reserves the right to refuse applications to open an Account and/or to close Accounts where there has been abuse of the rules of the scheme and/or any Eurotunnel rules and regulations. The decision whether to refuse to open or to close an account is at Eurotunnel's sole discretion. Where exercising this right refunds of any unused credit in the Account will be at Eurotunnel's sole discretion.</p> <p>7.3 Eurotunnel shall not under any circumstances be liable for any claims, costs losses or expenses of whatever kind incurred or potentially incurred by the registered account holder or any third party whether direct, indirect or consequential arising from Eurotunnel's decision not to open or to close an account and the Frequent Traveller indemnifies Eurotunnel accordingly .</p> <p>8. Jurisdiction and Governing Law</p> <p>8.1 Where a customer opens a UK Account, this agreement will be governed by and construed in accordance with English Law and both parties irrevocably submit to the jurisdiction of the English Courts. Where a customer opens a French Account, this agreement will be governed by and construed in accordance with French Law and both parties irrevocably submit to the jurisdiction of the French Courts.</p> <p>9. Eurotunnel Ticket Terms and Conditions of Carriage</p> <p>9.1 Eurotunnel Ticket Terms and Conditions of Carriage apply. Where there is any conflict between these terms and conditions and the Eurotunnel Ticket Terms, then these terms will apply. Where there is any conflict between these terms and the Conditions of Carriage, then the Conditions of Carriage will apply. Copies are on the Eurotunnel Website and are available on request.</p> <p>10. Data Protection</p> <p>10.1 To enable Eurotunnel to provide main account holders and nominated persons with this service, it is necessary for us to hold personal information (data) about you. View our Privacy and Cookies Policy or call the Contact Centre.</p> <p>10.2 Eurotunnel would also like to use your data to keep you up-to-date with Eurotunnel products and services and certain third party offers that we feel may be of interest to you, and for our own training purposes. We would also like to be able to contact you for your views on our products and services and use your data for our own training purposes. If you prefer not to receive this information or do not agree that your information can be used for these purposes, contact ECS, Eurotunnel, UK Terminal, Ashford Road, Folkestone, Kent, CT18 8XX or unsubscribe at eurotunnel.com/uk/unsubscribe</p> <p>11. Wheelchair users</p> <p>11.1 Wheelchair users must be declared at the time of booking. Travel advice provided should then be followed.</p> <p>12. Carriage of Firearms and Fireworks</p> <p>12.1 These must be declared at Check-In and as otherwise directed by signs on the Terminals. Please read the Rules for the Carriage of Firearms which is available from the Information Desk in our Passenger Terminal Buildings.</p> <p>13. Carriage of Reserve Fuel Containers</p> <p>13.1 Please read the Rules for the Carriage of Reserve Fuel Containers available from the Information desk in our Passenger Terminal Buildings.</p>
--	--	--