

Summary of Frequent Traveller Ticket Benefits and Availability

| Account Type | Minimum purchase and Joint Accounts | Vehicle Types | Supplements for travel, products and services* | Availability | Departure restrictions |
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| Standard Frequent Traveller (FO) | 10 Off Peak <u>Single</u> journeys Joint Accounts available A Nominated Person (NP) can be added on Account opening only. NP is able to book, amend and cancel bookings in their own name and is also able to use the credit and travel independently on this Account. | Cars and Motorcycles Supplements are payable for: Minibus, van, campervan, caravan and trailers* | Supplements may be payable depending on vehicle type, time and dates of travel. Supplements will be payable for Pets. Supplements will be payable for Insurance | 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. Account and any booking made on the Account is non-transferable. | 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. We may at our discretion and subject to availability and any supplements applicable transfer your booking to the next available departure. |
| FlexiPlus Frequent Traveller (FC) | 10 <u>Single</u> FlexiPlus journeys Joint Accounts available A Nominated Person (NP) can be added on Account opening only. NP is able to book, amend and cancel bookings in their own name and is also able to use the credit and travel independently on this Account. | Cars and Motorcycles Supplements are payable for: Minibus, van, campervan, caravan and trailers* Vehicles over 1.85m and motorcycles are not permitted to use the FlexiPlus lounge facilities in the UK due to operational constraints. | Supplements may be payable depending on vehicle type. Supplements will be payable for Pets. Supplements will be payable for Insurance. | Account opening and Frequent Traveller bookings are not available at check-in. Account and any booking made on the Account is non-transferable. | 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. |
| 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. Account holder only can use this Account. | Cars, Motorcycles and trailers only. Supplements are payable for: trailers* | Supplements will be payable for Trailers. Supplements will be payable for Pets. Supplements will be payable for Insurance. | Account opening and Frequent Traveller bookings are not available at check-in or on line. Call 08443 35 35 35 Frequent Traveller bookings are subject to limited availability. Advance early booking is advisable, especially during busy and holiday periods. Account and any booking made on the Account is non-transferable. | You should arrive at check-in at least 45 mins (but no more than 2 hours) before your booked departure time. Your booking is not valid for travel outside your booked departure time. We may at our discretion and subject to availability and any supplements applicable, transfer your booking to the next available departure. |

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

Frequent Traveller Fare Terms and Conditions

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| <p>1. Availability</p> <p>1.1 Frequent Traveller Accounts are non-transferable.</p> <p>1.2 Any booking made on the Account is non-transferable. Original booking can be cancelled and a new booking may be issued to the Nominated Person or the Account holder only.</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 www.eurotunnel.com/frequenttraveller or call 08443 35 35 35. Accounts cannot be opened at Check-In. Accounts cannot be opened without a valid email address.</p> <p>2.2 Joint Accounts: The main Account holder can only appoint a Nominated Person on a joint Account. Nominated Persons can book, amend bookings and travel independently of the main Account holder. 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. *Nominated Persons are not permitted on Day/Overnight Frequent Traveller Accounts.</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 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 in their name.</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 only be used for Car and Motorcycle bookings. Credit cannot be used to pay for any other products or services (e.g. Vehicle Supplements, Trailers, 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>4.7 Vehicle Type, Pet, Peak Times, Dates Supplements are payable in addition to any preloaded credit on your Account. Please refer to clause 5.3 and 5.4 regarding amending bookings and our terms and conditions at Eurotunnel.com/frequenttraveller for information on Supplements.</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 by calling 08443 35 35 35. 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 limited availability. A booking reference number will be sent to the email address registered on the Account 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. Refunds for any supplements paid will only be processed prior to travel. Refund of supplements cannot be made at Check-In or retrospectively.</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 at check in, travel under the Frequent Traveller Account will have to be validated.</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 main Account holder or Nominated Person (where applicable) are not present at check in and/or where the main Account holder or Nominated Person is present but the relevant payment card is not presented 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 but travel must be taken within the validity of the Frequent Traveller Account.</p> | <p>7. Eurotunnel's Rights</p> <p>Eurotunnel Conditions of Carriage [link] apply.</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 main Account holder or NP or any third party whether direct, indirect or consequential arising from Eurotunnel's decision to i) refuse travel ii) not to open or to close an Account and the Frequent Traveller main Account holder/ NP 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. View our Conditions of Carriage [link] or call 08443 35 35 35.</p> <p>9. Eurotunnel Ticket Terms and Conditions of Carriage</p> <p>9.1 Eurotunnel Ticket Terms [link] and Conditions of Carriage [link] 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.</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 Conditions of Carriage [link] and Privacy and Cookies Policy or call 08443 35 35 35.</p> <p>10.2 If you consented to us processing your data upon Account opening/booking in order to keep you up to date with Eurotunnel products and services and certain third party offers, we will continue to communicate with you by your preferred method and process your data as per your preferences. If you have not consented to us processing your data, 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 contacting ECS, Eurotunnel, UK Terminal, Ashford Road, Folkestone, Kent, CT18 8XX or unsubscribe at www.eurotunnel.com/uk/unsubscribe</p> <p>11. Wheelchair users</p> <p>11.1 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.</p> <p>12. Carriage of Firearms and Fireworks</p> <p>12.1 Firearms must be declared at Check-In and as otherwise directed by signs on the Terminals. Fireworks are prohibited, please read the Rules for the Carriage of Firearms and Fireworks [link]</p> <p>13. Carriage of Reserve Fuel Containers</p> <p>13.1 Please read the Rules for the Carriage of Reserve Fuel Containers [link]</p> |
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