

1. TICKET VALIDITY

1.1 Your booking is only valid for the booked departure date and time and the vehicle type stated.

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 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. Eurotunnel reserves the right to obtain from you payment in full for all sums so arising.

1.2 Amendable before day of travel

You can amend your booking prior to the day of booked travel subject to availability. Dependant on your fare type 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 unless the amendment does not change the date and time slot of your original booking.

1.3 Check-In time

You must Check-In at least 30 minutes (but not more than 2 hours) before your booked departure time on both the outward and inward legs of your journey.

1.4 Exchangeable on or after day of travel

If you arrive at Check-In after this time (see above) your booking is no longer valid. However it may be possible to exchange your booking for the next available departure subject to the following conditions. 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 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;

These tickets are not refundable.

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;

For 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 days' duration: if you return after midnight on the day of booked departure time on your return journey, your booking will not be exchanged;

These tickets are not refundable.

Day/Overnight 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;

For booked return journeys on the same calendar day: if you return 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;

For bookings of 2 days' duration: if you return after midnight on the day of booked departure time, your return booking will not be exchanged;

These tickets are not refundable.

FlexiPlus Tickets

Travel to be completed within 1 calendar year of the date of booking;

Upon arrival you will be placed on the next available departure;

Tickets are refundable up to 1 calendar year from the date of original booking.

5 Day FlexiPlus Tickets

Travel, both outward and return journeys, must be completed within 1 calendar year of the date of booking;

Upon arrival you will be placed on the next available departure;

If you return after midnight on the 5th calendar day following your outward departure date, your return booking will not be exchanged;

Tickets are refundable up to 1 calendar year from the date of original booking prior to the outward journey.

2. REFUNDS AND UPGRADES

Whether you can 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.

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 are able to take as many passengers you can legally and safely carry.

5. LPG

Vehicles fitted with LPG containers to power domestic services e.g. cooking, refrigeration, heating and water heaters are accepted as long as the containers are switched off, weigh no more than 47kg and are not more than 80% full. If your vehicle is fitted with such a container, you must declare this at Check-In. 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

These have their 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. CARRIAGE OF FIREARMS AND AMMUNITION

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 and Ammunition on Eurotunnel Passenger Shuttles.

9. CARRIAGE OF PORTABLE RESERVE FUEL CONTAINERS

Please read the Rules for the Carriage of Reserve Fuel Containers.

10. CONDITIONS OF CARRIAGE

Please read the Conditions of Carriage.

These contain certain exclusions of liability and you should read them before travelling.