



## HOW TO BOOK WITH EUROTUNNEL

- We hope you enjoy the reward you have chosen. However, if you would prefer to use your rewards tokens for an alternative reward, these tokens can be used as full or part payment for any reward which does *not* have the 'Buy in Full' logo next to it in the brochure.
- **You will need to have your rewards tokens to hand when you make your booking as you will be asked for these details.**
- **All bookings are subject to limited availability.**
- **Tokens can only be used for travel originating from Folkestone, including single journeys. Rewards tokens cannot be used for trips originating from Calais.**
- **Travel must be booked at least 14 days prior to departure. Your rewards tokens cannot be refunded or used in conjunction with any other offer or Eurotunnel products, which include the carriage of Pets, Insurance products, accommodation products, or in conjunction with Eurotunnel Frequent Traveller programme.**
- **Rewards tokens cannot be used to book Flexi Plus tickets.**
- To make a provisional booking, please call Eurotunnel Tesco Booking Line on **08448 79 70 88** and ensure you quote **"TESCO"** - please note that you **cannot** book Tesco fares on the internet, or on the day of travel.
- Provisional bookings can only be accepted on this exclusive booking line number a **minimum of 14 days prior** to departure.
- **Please ensure you have the following information when making a provisional booking:**
  - Date and time of preferred outbound and inbound travel dates and times.
  - Vehicle make and model – please specify if your vehicle is over 1.85m high as this will need to be accommodated in the high space.
  - Credit/Debit card details if you do not have Tokens to cover the total cost of the booking.
  - For immediate confirmation, please enter your email address on the booking form provided below.
- Once your booking has been accepted, you will be given a provisional booking reference number, which you must keep safe and quote when sending your rewards tokens to Eurotunnel.
- All provisional bookings that have not been confirmed to Eurotunnel by sending the correct payment and documentation **within 4 days of making your provisional booking** will be cancelled automatically without further notification. Rewards tokens **cannot** be presented at check-in as payment on the day of travel.
- When your rewards tokens have been received by Eurotunnel, you will be notified that you have a confirmed booking and you will be given your **booking reference number in full**, which you **must quote when you arrive at Check-In**.
- Please ensure you send **your complete rewards tokens including the counterfoil** to Eurotunnel, we recommend you send them by **SPECIAL DELIVERY** as reward tokens cannot be replaced. Please send your reward

- Please note - if your reward tokens are not received by Eurotunnel, you will be asked to pay the booking balance in full by credit/debit card before you will be allowed to travel. Please ensure that your reward tokens are received by Eurotunnel within 4 days of making your provisional booking.
- Please note that your trip must be **booked** within the 6-month validity period of your Token(s) – the trip does **not** have to be taken within this period.
- Customers are kindly requested to arrive at Check-In at least 30 minutes (but not more than 2 hours) **before** the departure time on both the outward and inward legs of your journey. Please ensure you allow additional time if you intend visiting the facilities in the Passenger Terminal Building.

### **TERMS AND CONDITIONS**

- The rewards tokens **cannot** be used in conjunction with any other Eurotunnel offers.
- Tickets are purchased **per vehicle** irrespective of the number of passengers.
- **No change will be given** if the value of rewards tokens is greater than the cost of your ticket. Payment for the difference between the ticket price and the rewards token value can be made by credit/debit card.
- **Travel must be booked at least 14 days prior to departure. Your rewards tokens cannot be refunded or used in conjunction with any other offer or Eurotunnel products, which include the carriage of Pets, Insurance products, accommodation products, or in conjunction with Eurotunnel Frequent Traveller programme.**
- **Rewards tokens cannot be used to book Flexi Plus tickets.**
- Your ticket is only valid for the booked departure and vehicle type stated. You can amend your booking **subject to availability** within 24hrs of departure date. However a charge will apply to some departures if the price you have paid is lower than the price of the journey you wish to make.
- Reward tokens used in payment/part-payments **cannot** be refunded, transferred or exchanged.
- Please ensure that you have checked-in at least 30 minutes (but not more than 2 hours) before your booked departure on both the outward and inward legs of your journey.
- If you arrive at Check-In after your booked departure time your booking is no longer valid. However it may be possible to transfer your booking to the **next available departure subject to availability** (and a charge if applicable). Ticket Terms and Conditions can be found on [www.eurotunnel.com](http://www.eurotunnel.com)
- We regret that vehicles fitted with an LPG or CNG tank, **cannot** be accepted for transport by Eurotunnel. Campervans and other recreational vehicles which have LPG containers (as opposed to gas bottles) to power domestic services e.g. heating and refrigeration are accepted on the condition that the tanks are no more than 80% full and are subject to inspection.
- Travel with Eurotunnel is covered by Conditions of Carriage and Ticket Terms. These contain certain exclusions of liability and you are advised to read them before travelling. Copies can be obtained on request, or are available on [www.eurotunnel.com](http://www.eurotunnel.com)
- Reward tokens and Eurotunnel travel tickets are **not** transferable and **cannot** be sold or exchanged for cash.

