

## HOW TO USE YOUR REWARDS TOKEN

### **The maximum value of tokens that can be used on a Stena Line or P&O Ferries (Irish Sea) booking is £210 for a return journey or £105 for a single journey.**

- 1. All journeys are subject to availability within the fare type applicable with the Ferry Operator, please see below, book as far in advance as possible and have alternatives in mind just in case.** If you require any extra assistance when travelling please advise the operator when you make your booking. **Rewards tokens are available against non-promotional and unrestricted standard fares, unless otherwise specified. Rewards tokens cannot be used in conjunction with any other promotional or "sale" fare, scheme or offer.** Note: These fares are subject to supply and demand as well as other variable factors, and will therefore vary from time to time.
- 2. To book your ferry just call the booking line of the ferry company that you want to travel with at least 14 days before the date you wish to travel. Tokens are only valid on Stena Line non-promotional flexi fare tickets (Irish and North Sea routes) which can be obtained by telephoning Stena Line at the number below. All Stena Line and Irish Ferries bookings are subject to a £10 booking fee that can be paid for with rewards tokens. You can book your Irish Ferries trip online and save £10 as no telephone booking fee applies. For Wightlink bookings, tokens can only be used on Standard return fares. Tokens cannot be used against Supersaver fares. All Wightlink bookings are subject to a £4 booking fee that can be paid for with rewards tokens. For P&O Irish Sea bookings, tokens are only valid on flexi fare tickets. Reward tokens cannot be used on any sailings on the Stena Line Liverpool - Belfast route nor on any P&O overnight crossings between Liverpool and Dublin.**
- 3. Please inform the operator that you are paying with a rewards token (quote 'Tesco') so that they know how to manage your booking. No change will be given if the value of rewards token(s) is greater than the cost of your journey. Any shortfall can be topped up by credit or debit card. Bookings may be subject to credit card fees set by the Ferry Operators. Please check with the Operator before booking.**
- 4. To book online with Irish Ferries, please visit [www.irishferries.com/tesco](http://www.irishferries.com/tesco). You will be asked to enter the Travel token numbers and their overall value before completing the booking - If the value of the booking is greater than the total value of your tokens, simply pay the balance using your credit or debit card. Where the booking is overpaid, you will not be entitled to a refund of the difference. Irish Ferries will send an email confirmation of your booking.**

You will have 5 working days from the date of making the booking to send your travel tokens to the 'Issued By' office on the E Mail or to Irish Ferries, Ground Floor, Corn Exchange Building, Brunswick Street, Liverpool, L2 7TP- noting the booking reference on each token. It is recommended that they are sent by registered post. On receipt, you will be issued with a new E mail confirmation reflecting the payment using your Travel tokens

- 5. All ferry companies are now legally required to record the name, age category and gender of every passenger traveling on ferries. Please have this information ready when you make your booking. When booking a cabin please identify your requirements before calling. If you are taking a car you will be asked for the make, model and registration plus length and height if known. The operator will take your booking details, confirm your reservation and provide you with a booking reference. Then, please write your booking reference in the space provided on your rewards Token and send it to the relevant ferry company (address below) within 5 days or your booking may be cancelled. Please note that Rewards tokens cannot be replaced, so we recommend that you send them by Special Delivery.**
- 6. P&O Irish Sea, Stena Line and Irish Ferries do not send out tickets in the post, so please make a note of the reference number you are given. Stena Line, P&O Irish Sea and Irish Ferries can email an e-ticket reservation advice. The ferry company that you have booked with will advise you at the time of booking how your tickets will be dispatched.**

## THINGS TO REMEMBER

- **“Travel” tokens ordered from 26 September will only be redeemable on “Travel” product and will not be interchangeable across other categories.**
- **Tokens ordered prior to this date and marked with a S code will still be accepted**
- Please note that your trip must be booked within the 6-month validity period of the token – the trip does not have to be taken within this period.
- All bookings are subject to the ferry companies’ Terms and Conditions applicable to the ticket type purchased.
- Offer applies to port-to-port crossings only.
- Tokens are valid on bookings made against non-promotional and unrestricted fares on any of the routes shown with the relevant ferry company, unless otherwise stated.
- All routes are correct at time of going to press but may be amended at any time. All routes are subject to change and may be cancelled at anytime.
- All offers are subject to restricted space, sailings and dates.
- Tokens are valid on motorist travel only with Irish Ferries.
- Tokens cannot be used on products operated by third party suppliers.
- Rewards tokens cannot be used in conjunction with any other promotion, scheme, offer or “sale” fare and are valid for 6 months from date of issue.
- With the exception of Irish Ferries, tokens cannot be used for internet bookings.
- It is not possible to purchase your tickets using your rewards token at the port.
- Rewards tokens cannot be used against bookings under the terms of the P&O Concessionary Fare Scheme.
- Please note that if you wish to use your rewards tokens on Ferry crossings, Quay Awards cannot be earned with P&O or eXtra points with Stena Line.
- Bookings paid for in full or in part with your Travel Tokens are not eligible for Irish Ferries Frequent Traveller scheme
- Tokens cannot be used on products operated by third party suppliers. Tokens cannot be used to buy season tickets or books of tickets.
- Some route’s may seasonally operate smaller boats, therefore availability will be limited at these times.
- Any amendments to P&O Irish Sea bookings within the terms of the ticket can only be made within the current Calendar year.

**For information about the participating ferries please refer to the relevant ferry company’s brochure, telephone them on the number below or look at their web site.**

Ferry Company	Booking Line	Address	Web-site address	Routes	
<b>P&amp;O(Irish Sea)</b>	<b>0871 664 4777</b> 0800 – 2000 Mon – Fri 0800 – 1830 Sat & Sun	Tesco Clubcard Offer Channel House Channel View Road Dover Kent, CT17 9TJ	<a href="http://www.poirishsea.com">www.poirishsea.com</a>	Troon Cairnryan Liverpool	Larne Larne Dublin
<b>Irish Ferries</b>	<b>08717 300 400</b> Open 09.00 – 19.00 Mon – Fri, 0900 – 1600 Sat Closed Sun	Tesco Clubcard Irish Ferries, Ground Floor Corn Exchange Brunswick Street Liverpool L2 7TP	<a href="http://www.irishferries.com">www.irishferries.com</a>	Holyhead Pembroke	Dublin City Rosslare
<b>Stena Line</b>	<b>0844 576 2576</b> Open 08:00 – 20:00 Mon – Fri 09:00 – 18:00 Sat 09:00 – 17:00 Sun	Tesco Club Card Offer StenaLine Reservations Stena House Station Approach Holyhead, Gwynedd, LL65 1DQ	<a href="http://www.stenaline.co.uk">www.stenaline.co.uk</a>	Fishguard Cairnryan Holyhead  Harwich	Rosslare Belfast Dublin Port Dun Laoghaire Hook of Holland
<b>Wightlink</b>	<b>0871 376 1000</b> Open 07:00 – 21:00 Mon – Sat 07:30 – 20:00 Sun & Bank Holidays 10:00 – 16:00 New Year’s Day	Tesco Club Card Offer PO Box 59 Portsmouth PO1 2XB	<a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a>	Portsmouth Lymington Portsmouth Harbour (foot passengers only)	Fishbourne Yarmouth Ryde Pier Head (foot passengers only)

## ROUTES