



Booking and Ticket Terms and Conditions

Applicable to all bookings from 5 March 2025

Booking Terms and Conditions

1. Introduction

Before confirming your booking, you must ensure that you and all passengers have familiarised themselves with these Booking Terms and Conditions and the conditions referred to within which apply to all bookings for the carriage of passengers ('you') by LeShuttle ('us'). These terms and conditions apply to all bookings made by you and all passengers, whether you made the booking directly or indirectly, through an agent or otherwise.

2. Booking validity

All travel must be completed within 1 calendar year from the date of original purchase. Tickets which have expired cannot be amended and in any event no ticket will be extended past 1 year from original purchase.

LeShuttle Account bookings: Bookings made via a LeShuttle Account are only valid for the named account holder travelling, for the booked direction of travel, booked departure time and the vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans. LeShuttle Accounts cannot be used to make a booking for someone else. All bookings made via a LeShuttle Account are non-transferable between accounts or individuals. If you are a LeShuttle Account holder and wish to book for someone else you must book their ticket as a guest. LeShuttle Account holders must travel on LeShuttle Account bookings. Failure to complete both the outward and return journeys in respect of a return booking may invalidate your booking. See specific ticket terms. You will be liable to pay the difference between the price that you paid and the single fare applicable at the time your journey was made.

Booking on behalf of others: Bookings for others cannot be made through a LeShuttle account. You must make a 'guest booking'. Guest bookings are only valid for the named ticket holder, for the booked direction of travel, booked departure time and the vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans. Failure to complete both the outward and return journeys in respect of a return booking may invalidate your booking. See specific ticket terms. You will be liable to pay the difference between the price that you paid and the single fare applicable at the time your journey was made.

Peak Day Charges apply to Short Stay Flexiplus and Flexiplus tickets only and are payable on busy days. Peak Day Charges vary depending on the date of travel. The Peak Day Charge will be added to the total cost of your ticket. Peak Day Charges are payable on tickets booked through our website, on the phone or in person. Passengers booking a non-peak day ticket must pay the Peak Day Charge if travelling on a peak day. Please consult the Peak Day Calendar on our website [Flexiplus Peak Dates - Eurotunnel LeShuttle™](#) If you

change the date of travel to a different peak day you must pay any difference in Peak Day Charge. Passengers booking for a peak day who travel on a non-peak day will receive an automatic refund of the Peak Day Charge.

3. Fees

Creation Fee: When making a new booking by phone you must pay a non-refundable Creation Fee. See 'Changes and Cancellations' on our website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations> for detail of the current fee applicable to your ticket. This fee does not apply when booking Short Stay Flexiplus or Flexiplus ticket

Amendment Fee: When making a change to the date or time of an existing, amendable booking by phone, online or on arrival you must pay a non-refundable Amendment Fee. See 'Changes and Cancellations' on our website

<https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations> for detail of the current fee applicable to your ticket. Amendment Fee does not apply if only making changes to the booked vehicle or accessories. The Amendment Fee does not apply to Short Stay Flexiplus or Flexiplus ticket holders.

Cancellation Fee: For more information on the current amount of Cancellation Fee applicable your ticket, see 'Changes and Cancellations' on our website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations> and full ticket terms.

All fees are subject to review and may change for commercial reasons. Existing ticket holders will be given prior notice by email of any upcoming changes to the fees. Current rates will be displayed on our website under 'Changes and Cancellations' <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations>.

4. Amendments

If the cost of your new ticket is more than the cost of your original ticket, you will be required to pay the difference. No credit will be given if the cost of your new ticket is less than the cost of your original ticket (except Short Stay Flexiplus and Flexiplus). If you cancel a refundable ticket, you will not receive a refund of any non-refundable Creation or Amendment Fees paid.

5. Payment

For bookings made via our Customer Service Team you will need to present the card used for payment at Check-in. E-cards or virtual 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. Cheques cannot be accepted. Tesco Vouchers are not valid for redemption against refundable tickets.

6. Passengers

You are able to take as many passengers as you can legally and safely carry in your vehicle.

7. Advance Passenger Information (API)

We are required to provide the UK Home Office with (amongst other details) the full name, date of birth, nationality and document reference number matching the passport or valid travel photo ID card of every person entering or leaving the country in advance of travel. It is at all times the passengers' responsibility to provide us with the correct information before travel and to ensure that their document is legally valid for their travel and duration of stay. For more information see our website [What is Advance Passenger Information \(API\)? - Eurotunnel LeShuttle™](#) If you do not provide this information in advance you will be required to do so before continuing your journey. This may mean you miss your booked departure.

8. Passengers with reduced mobility

If you are travelling with passengers with reduced mobility and/or a wheelchair this must be declared when asked at the time of booking. Travel advice provided must be followed. For more information please see our website [Restricted Mobility Travel - Eurotunnel LeShuttle™](#)

9. Promotional offers and closed user group bookings

These have their own specific Terms and Conditions which apply in addition to the Ticket Terms. If there is any conflict between the Ticket Terms and the specific Terms, the specific Terms will prevail.

10. Legal Information

Carriage of Animals: Save as set out in our Carriage of Animals policy, no animal is permitted to travel on our Shuttles. Please read the policy available at <https://www.leshuttle.com/uk-en/legal-information/carriage-of-animals>

Carriage of Firearms and Fireworks : Firearms and Fireworks must be declared when directed by signs on the Terminals. Please read the Rules for the Carriage of Firearms and Fireworks on Eurotunnel Shuttles on our website at <https://www.leshuttle.com/uk-en/legal-information/carriage-of-firearms-and-fireworks>

Carriage of Reserve Fuel Containers: Please read the Rules for the Carriage of Reserve Fuel Containers at <https://www.leshuttle.com/uk-en/legal-information/carriage-of-reserve-fuel-containers>

Liquefied Petroleum Gas (LPG) or equivalent flammable gas : Vehicles fitted with LPG containers to power domestic services e.g. cooking, refrigeration, heating and water heaters are accepted provided 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 when asked. Vehicles powered by LPG or

equivalent flammable gas and dual powered vehicles (i.e. vehicles fitted with an LPG or equivalent flammable gas tank as an alternative fuel, regardless of whether in use or not) cannot be accepted for transport by Eurotunnel.

Conditions of Carriage : These contain certain exclusions of liability. You must ensure that you and all passengers have read them before travelling. <https://www.leshuttle.com/uk-en/legal-information/conditions-of-carriage>

11. Compensation for Delay

In the event that your journey with LeShuttle was delayed, you may be entitled to compensation in the form of a discount voucher to be used against future travel with our service. In order for us to investigate, you must contact us within 6 months from the date of travel. Claims received more than 6 months after travel will be rejected. Discount vouchers are valid for redemption up to one calendar year after issue, cannot be transferred, sold or exchanged for cash. See Conditions of Carriage for exclusions of liability.

12. No Waiver

No failure by LeShuttle to enforce any provision of these Terms and Conditions shall be construed as a waiver of such provision or affect LeShuttle's right to enforce any other provision. Should any of the provisions of these Terms and Conditions be determined to be void or unenforceable then the provision shall be severed and the remaining provisions shall continue in full force and effect.

13. Governing Law and Jurisdiction

These Booking and Ticket Terms and Conditions and any contract arising out of a booking shall be governed in all respects by English law if a claimant brings action in England and French law if a claimant brings 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 English and French. 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

14. Corporate Information

LeShuttle is the trademark under which Eurotunnel operates its passenger shuttles. Eurotunnel is a partnership between: France Manche S.A whose registered address is 37-39, rue de la Bienfaisance 75008 Paris, registered in France RCS Paris under the number 333 286 714; and The Channel Tunnel Group Limited, a company registered in England under the number 01811435 whose registered address is UK Terminal, Ashford Road, Folkestone, Kent, CT18 8XX.

You can contact us by email: customer.support@eurotunnel.com

Ticket Terms and Conditions

Ticket Summary

The table below summaries key differences between each ticket type. Please consult the full terms and conditions applicable to your ticket.

Ticket type	Flexibility	Amendable	Refunds	Duration	Single or return
Day trip & Overnight	Booked departure only	No	No	2 calendar days or less	Return only
Short Stay Saver	Booked departure + 1 hour	Yes Amendment Fee applies	No	5 calendar days or less	Return only
Standard	Booked departure + 1 hour	Yes Amendment Fee applies	No	Any	Both
Standard Plus	Booked departure + 4 hours	Yes Amendment Fee applies	Refundable* if cancelled more than 7 days before booked travel day only if not previously amended within 7 days before booked travel date. *Cancellation Fee applies.	Any	Both
Short Stay Flexiplus	Booked departure day only	Yes	Refundable in advance of outward departure only.	5 calendar days or less	Return only
Flexiplus	Booked departure day only	Yes	Refundable in advance of booked departure only.	Any	Both

Day Trip and Overnight

Non-amendable, non-refundable, valid for return journey within 2 calendar days

Flexibility and duration

1. Only available and valid for a return journey covering a duration of up to 2 calendar days.
2. Date and time of travel cannot be amended. Ticket only valid for the booked departure date, time, direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes or trailers.

Check-in

3. You must check in at least 1 hour (but not more than 4 hours) before your booked departure times.
4. **Early arrival: If you arrive more than 1 hour before your booked departure** - your booking will not be exchanged for an earlier departure. You will need to purchase a new ticket to travel earlier than your booked departure time. All tickets subject to availability. Your original booking will not be refunded.
5. **Late arrival: If you arrive less than 1 hour before your booked departure or later** – your ticket will be void. It will not be exchanged or refunded nor credited. You will need to purchase a new ticket to travel on the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
6. Return leg becomes invalid if the outward leg was not used. You will not be entitled to receive a refund or credit. You will need to purchase a new ticket to travel on the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.

Amendments

7. Date and time of travel cannot be amended. Ticket cannot be transferred or upgraded.
8. You may change your vehicle and/or accessories at check in or in advance. A fare change may apply.
9. No credit will be given if the cost of your new ticket is less than the cost of your original ticket.

Refunds

10. Day Trip / Overnight tickets are non-refundable and cannot give rise to any financial compensation claim.
11. Mistakes made by the Customer during booking, late arrival, failure to travel or cancellation of your booking voids your ticket and does not entitle you to a refund.

Short Stay Saver

Amendable, non-refundable, valid for a return journey within 5 calendar days

Flexibility and duration

1. Only available and valid for a return journey covering a duration of up to 5 calendar days. Return travel must be completed by midnight (local time) on the 5th calendar day following outward departure.
2. Non-refundable. Amendable subject to conditions (see below). Ticket only valid for the departure date, time, direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans.
3. Failure to complete the outward leg of your booking will invalidate the return booking; your return ticket will be void. No refund will be due.

Check-in

4. You must check in at least 1 hour (but not more than 4 hours) before your booked departure time.
5. **If you arrive more than 1 hour before your booked departure** you may amend your departure to an earlier time, subject to availability and payment of the Amendment Fee and any fare difference.
6. **If you arrive within the ticket flexibility period (within less than 1 hour before booked departure and no more than 1 hour after booked departure)** your booking will be exchanged for the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
7. **Late arrival** (1 hour or more after your booked departure) - your ticket is void. You will not receive a refund, exchange or credit. You will need to purchase a new ticket to travel on the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
8. If you arrive at check in for your booked departure or within the flexibility period in a different vehicle, or with accessories (such as roofbox, bikes on the roof or rear) that have not been booked, you can amend your booking to travel on the next available departure, subject to availability and payment of any fare increase. We cannot guarantee that next available departure will be on the same day.
9. Tickets automatically expire 1 hour after booked departure and are not refundable.

Amendments

10. Booking must be amended before expiry of the flexibility period (no more than 1 hour after booked departure) to remain valid and can be moved to a departure that is within 1 year of original purchase. All travel must still be completed within 5 calendar days and within 1 year of original purchase.
11. Changes to booked vehicle and/or accessories can be made in advance or at check-in. No Amendment Fee applies if only changing vehicle or accessories. Fare increase may apply. Subject to availability. May result in departure change.
12. Changes to date/time - Amendment Fee applies at check-in and in advance. Fare increase may apply.
13. No credit will be given if the cost of your new ticket is less than the cost of your original ticket.
14. For current Amendment Fee please consult the LeShuttle website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations>

Upgrades

15. Booking can be upgraded only in advance of travel on the outward leg to a Short Stay Flexiplus ticket only, subject to availability, and payment of the difference in fare.
16. Upgrades not available once the outward leg has been travelled on.

Refunds

17. Short Stay Saver tickets are non-refundable and cannot give rise to any financial compensation claim.
18. Mistakes made by the Customer during booking, late arrival, failure to travel or amend your booking does not entitle you to a refund. If you cancel your non-refundable booking, you will not receive a refund.
19. If you upgrade your original Short Stay Saver ticket (non-refundable) to a Short Stay Flexiplus ticket and subsequently cancel your booking, only the price paid for Flexiplus upgrade fare will be refunded.

Standard

Amendable, non-refundable, valid for any duration.

Flexibility and duration

1. Available as a single ticket or part of a return journey, of any duration with specified single or return travel date and time.
2. Non-refundable. Amendable subject to conditions (see below). Ticket only valid for the departure date, time, direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans.
3. Failure to travel on the outward leg of a standard return does not entitle you to a refund but the return leg remains valid for travel.

Check-in

4. You must check in at least 1 hour (but not more than 4 hours) before your booked departure time.
5. **If you arrive more than 1 hour before your booked departure** you may amend your departure to an earlier time, subject to availability and payment of the Amendment Fee and any fare difference.
6. **If you arrive within the ticket flexibility period (within less than 1 hour before booked departure and no more than 1 hour after booked departure)** your booking will be exchanged for the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
7. **Late arrival** (1 hour or more after your booked departure) - your ticket is void. You will not receive a refund, exchange or credit. You will need to purchase a new ticket to travel on the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
8. If you arrive at check in for your booked departure or within the flexibility period in a different vehicle, or with accessories (such as roofbox, bikes on the roof or rear) that have not been booked, you can amend your booking to travel on the next available departure, subject to availability and payment of any fare increase. We cannot guarantee that next available departure will be on the same day.
9. Tickets automatically expire 1 hour after booked departure and are not refundable.

Amendments

10. Booking must be amended before expiry of the flexibility period (no more than 1 hour after booked departure) to remain valid and can be moved to a departure that is within 1 year of original purchase. All travel must be completed within 1 year of original purchase.
11. Changes to booked vehicle and/or accessories can be made in advance or at check-in. No Amendment Fee applies if only changing vehicle or accessories. Fare increase may apply. Subject to availability. May result in departure change.
12. Changes to date/time - Amendment Fee applies at check-in and in advance. Fare increase may apply.
13. No credit will be given if the cost of your new ticket is less than the cost of your original ticket.
14. For current Amendment Fee please consult the LeShuttle website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations>

Upgrades

15. Booking can be upgraded to a Flexiplus ticket only, subject to availability and payment of the difference in fare.

Refunds

16. Standard tickets are non-refundable and cannot give rise to any financial compensation claim.
17. Mistakes made by the Customer during booking, late arrival, failure to travel or amend your booking does not entitle you to a refund. If you cancel your non-refundable booking, you will not receive a refund.
18. If you upgrade your original Standard ticket before travel to a Flexiplus ticket and subsequently cancel your booking, you will only receive a refund of the price paid for the Flexiplus upgrade fare.

Standard Plus

Amendable and refundable for a fee, subject to conditions, valid for any duration.

Flexibility and duration

1. Available as a single ticket or part of a return journey, of any duration with specified single or return travel date and time.
2. Refundable and amendable subject to conditions (see below). Ticket only valid for the booked departure date, time, direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans.
3. Failure to travel on the outward leg of a return does not entitle you to a refund of that leg, but the return remains valid.
4. Failure to travel or failure to cancel your booking in accordance with these Terms and Conditions does not entitle you to a refund.

Check-in

5. You must check in at least 1 hour (but not more than 4 hours) before your booked departure time.
6. **If you arrive more than 1 hour before your booked departure** you may amend your departure to an earlier time, subject to availability and payment of the Amendment Fee and any fare difference.
7. **If you arrive within the ticket flexibility period (within less than 1 hour before booked departure and no more than 4 hours after booked departure)** your booking will be exchanged for the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
8. **Late arrival** (4 hours or more after your booked departure) - your ticket is void. You will not receive a refund, exchange or credit. You will need to purchase a new ticket to travel on the next available departure, subject to availability. We cannot guarantee that the next available departure will be on the same day.
9. If you arrive at check in for your booked departure or within the flexibility period in a different vehicle, or with accessories (such as roofbox, bikes on the roof or rear) that have not been booked, you can amend your booking to travel on the next available departure, subject to availability and payment of any fare increase. We cannot guarantee that next available departure will be on the same day.
10. Tickets automatically expire 4 hours after booked departure and are not refundable.

Amendments

11. Booking must be amended before expiry of the flexibility period (no more than 4 hours after booked departure) to remain valid and can be moved to a departure that is within 1 year of original purchase. All travel must be completed within 1 year of original purchase.
12. Changes to booked vehicle and/or accessories can be made in advance or at check-in. No Amendment Fee applies if only changing vehicle or accessories. Fare increase may apply. Subject to availability. May result in departure change.
13. Changes to date/time - Amendment Fee applies at check-in and in advance. Fare increase may apply.
14. No credit will be given if the cost of your new ticket is less than the cost of your original ticket.
15. For current Amendment Fee please consult the LeShuttle website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations>

Upgrades

16. Booking can be upgraded before travel to a Flexiplus ticket only, subject to availability and payment of the difference in fare.

Refunds

17. Ticket is non-refundable if:
 - a. cancelled less than 7 calendar days before the date of departure; and/or
 - b. if the ticket has been amended less than 7 calendar days before the departure date to a new, later departure date, within 1 year from the date of purchase.
- Date of departure is day zero. E.g. if departure date is March 15, you have up until March 7 23:59 (local time) to cancel or amend your booking. If you cancel or amend your booking on or after March 8, you will not be entitled to a refund.*
18. Cancellation Fee applies and will be deducted from the refund. For Cancellation Fee please consult the LeShuttle website <https://www.leshuttle.com/uk-en/legal-information/changes-and-cancellations>
 19. Refunds are credited in whole or in part to the original method of payment which includes LeShuttle Credit Vouchers.
 20. Failure to cancel a booking in accordance with these terms and conditions does not give rise to any financial compensation claim.
 21. Mistakes made by the Customer during booking which are not corrected more than 7 calendar days before departure, late arrival or failure to travel does not entitle you to a refund.

Refunds on Standard Plus tickets that have been upgraded to Flexiplus

22. If you have upgraded your original Standard Plus ticket **less than** 7 days before the date of travel, only the cost of the Flexiplus upgrade will be refundable in accordance with the Standard Plus ticket terms and conditions.
23. If you have upgraded your original Standard Plus ticket to a Flexiplus ticket **more than** 7 days before date of travel, the full fare will be refundable only in accordance with the Flexiplus ticket terms and conditions for refunds. Please review those terms and conditions.

Short Stay Flexiplus

Amendable and refundable before outward departure, valid for return journey within 5 calendar days.

Flexibility and duration

1. Available as a return ticket for travel within 5 calendar days only.
2. Valid for travel any time on the booked departure day.
3. Amendable subject to conditions (see below). Ticket only valid for return travel within 5 calendar days on the booked day, in the direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans.
4. Failure to travel on the outward leg of a Short Stay Flexiplus ticket invalidates the return leg. You will not receive a refund, exchange or credit.
5. Failure to travel or failure to cancel your booking in accordance with these terms and conditions does not entitle you to a refund.
6. Peak Day Charges apply and are payable on busy days. For more information see section 'Peak Day Charges'.
7. Return travel must be completed by midnight (local time) on the 5th calendar day.

Check-in

8. Upon arrival you will be allocated to the next available departure.
9. **Outward departure:** You must check in before 23:59 on the day of booked departure to travel. If you arrive after this time and have not amended your ticket will be void. You will need to purchase a new ticket to travel. Failure to travel on the outward departure or amend before expiry will also invalidate the return. You will not receive a refund, exchange or credit.
10. **Return departure:** Only valid if outward departure has been used. You must check in before 23:59 on the day of booked return departure to travel. If you arrive after this time and have not amended or upgraded your ticket in advance it will be void. You will need to purchase a new ticket to travel.

Amendments

11. Booking can be amended at any time before booked outward departure. All travel must be completed within 1 year of original purchase and within 5 calendar days of outward departure.
12. You can cancel your booking at any time before 23:59 on the day of booked outward departure and receive a full refund.
13. You can amend your booking at any time before outward departure but for ticket to be valid your return must remain within the 5 calendar days of outward departure. Peak Day Charges may apply.
14. If you wish to amend your booking to travel outside 5 calendar days from booked departure you can upgrade your booking before outward departure (see section 'Upgrades').
15. You can amend the return ticket to any available departure within the 5 calendar days of outward departure only. Cannot be upgraded or refunded if the outward leg has been used or expired.
16. If you do not amend your return journey before booked departure to another departure that is within 5 calendar days of outward departure, your ticket will expire and be void. You will not receive a refund, exchange or credit. A new ticket will be required to travel.
17. Return ticket must be amended before 23:59 on the day of booked departure, after which time it expires and will be void. You will not receive a refund, exchange or credit.
18. If amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or time slot you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

Upgrades

19. Can be upgraded to a Flexiplus ticket before booked outward departure only. Upgrades are not possible once the outward leg has been travelled on. You must pay the difference in price between the original and new booking.

Refunds

20. Your booking is refundable only if cancelled before 23:59 on the day of booked outward departure. Part refunds are not available. Failure to travel on the outward leg of a Short Stay Flexiplus ticket invalidates the return leg. You will not receive a refund, exchange or credit.
21. Failure to cancel or amend a booking in accordance with these terms and conditions does not give rise to any financial compensation claim.
22. No refund will be given where a booking has not been cancelled or upgraded before booked outward departure.
23. Failure to travel or check in before 23:59 on day of booked departure voids your ticket and does not entitle you to a refund.
24. Refunds are credited in whole or in part to the original method of payment, which includes LeShuttle Credit Vouchers.

Flexiplus

Amendable and refundable before departure, valid for a single or return journey of any duration

Flexibility and duration

1. Available as a single or return ticket for any duration within 1 calendar year of the date of original purchase.
2. Valid for travel any time on the booked departure day.
3. Amendable subject to conditions (see below). Ticket only valid for the day of booked travel, in the direction of travel and vehicle stated at the time of booking, including any accessories such as bikes on the rear or roof, roof boxes, trailers or caravans.
4. Failure to travel on the outward leg of a return does not entitle you to a refund of that leg, but the return remains valid for travel if the booking remains valid and within 1 year of date of purchase.
5. Failure to travel or failure to cancel your booking in accordance with these terms and conditions does not entitle you to a refund.
6. Peak Day Charges apply and are payable on busy days. For more information see section 'Peak Day Charges'.

Check-in

7. Upon arrival you will be allocated to the next available departure.
8. **Outward departure:** You must check in before 23:59 on the day of booked departure to travel. If you arrive after this time your ticket will be void. You will need to purchase a new ticket to travel. You will not receive a refund, exchange or credit. Your return booking will remain valid for travel.
9. **Return departure:** You must arrive before 23:59 on the day of booked departure to travel. If you arrive after this time and have not amended your ticket in advance it will be void. You will need to purchase a new ticket to travel. You will not receive a refund, exchange or credit.

Amendments

10. Booking can be amended within 1 year of purchase. All travel must be completed within 1 year of original purchase.
11. You must cancel or amend your ticket before 23:59 on the day of booked departure to qualify for a refund or to exchange your departure. You must pay any fare difference. Peak Day Charges may apply. See section Peak Day Charges.
12. Your ticket will automatically expire if you fail to cancel or amend before 23:59 on the day of booked departure. Failure to do so does not entitle you to a refund, exchange or credit. A new ticket will be required to travel.
13. If amending a booking to change vehicle (including height) and/or accessories, and/or a change in date and/or time slot you will be charged the difference between the price you paid for the original booking and the price applicable to the new booking.

Downgrades

14. Can be downgraded to a Short Stay Flexiplus ticket only. You will receive a refund of the difference in price between the original and new booking.

Refunds

15. Your booking is refundable only if cancelled before 23:59 on the day of booked departure.
16. Failure to cancel or amend a booking in accordance with these terms and conditions does not give rise to any financial compensation claim.
17. No refund, exchange or credit will be given where a booking has not been cancelled or amended before expiry.
18. Failure to travel or check-in before 23:59 on day of booked departure voids your ticket and does not entitle you to a refund.
19. Refunds are credited in whole or in part to the original method of payment, which includes LeShuttle Credit Vouchers.

Peak Day Charges

Applicable to **Short Stay Flexiplus** and **Flexiplus** bookings only

1. Peak Day Charges apply to Short Stay Flexiplus and Flexiplus bookings made via our website, app, Customer Service Team or at check-in and are payable on 'busy days'.
2. Peak Day Charges vary depending on the date of travel and will be included in the total cost of your ticket if booking a peak day.
3. Peak Day Calendar is available at [Flexiplus Peak Dates - Eurotunnel LeShuttle™](#).
4. Customers who have booked to travel on a non-peak day but amend their booking to a peak day or arrive to travel on a peak day must pay the fare difference to travel on a peak day. Please consult the Peak Day Calendar to determine whether your intended travel day is a peak day.
5. Customers who booked a peak day and amend their booking to or travel on a non-peak day will receive a refund of the Peak Day Charge.