



UK Border Agency Eurotunnel Contract		
Valid – 01 April 2019 to 31 March 2020		
Car/DogVan (under & over 1.85m high) (up to 8 seats incl.driver) Minibus/Campervan	Standard Single Fare	Travel any time of day Cancellation charge applicable within the 14 days cancellation period Fare is based on minimum volume usage of 7300 slv's for calendar year 01 Jan to 31 Dec 2019
Note: i) This contract is for UK Border Agency personnel (for business travel use only), wishing to travel with Eurotunnel who work outside the Eurotunnel concession agreement. ii) Dogs travel free, under DEFRA exemption certification. It is important that dogs are checked-in at the Pet Travel Centre, before vehicle check-in. iii) Fares are subject to change. Giving 3 months clear written notice. Fares quoted above are based on volume remaining at 7500 slv's.		

Conditions:

- a) All bookings are subject to availability at time of booking, and are based on the vehicle being a standard sized car (car up to 8 seats including driver), or minibus/campervan and are quoted as single journeys and subject to Eurotunnel's Conditions of Carriage.
- b) **Payment**
Fares are based on 5 day payment term from date of invoice.
- c) **New Bookings**
Can be made in the following way:
- Internet – you have your internet log-in details. Please ensure you change your password regularly – please email your request to businesssupport@eurotunnel.com remembering to quote your account number and your new password.
- d) **Amendments**
We ask that amendments are made prior to travel; this will secure a space for your officers to travel, subject to availability. In the event bookings are not amended before travel and officers simply arrive outside their reserved departure time, the waiting period maybe extended. Amendments to bookings within the cancellation period, is permitted (subject to availability), and will remain chargeable.
- To amend bookings, please call our Contact Centre: 0844 335 0 335 or email: sales.support@eurotunnel.com
- Contact Centre opening hours: Monday-Friday - 08.00 to 19.00/Saturday 08.00 to 17.30 /Sunday 09.00 to 17.30 (UK times).**
Sales Support opening hours: Monday – Friday – 09.00 to 17.30 (UK times).
- Outside these times, please call: 01303 272222 and ask for the UK Information Desk and one of our Information Officers will be happy to assist. Please use the out of hour's number in absolute emergencies only.
- e) **Cancellations**
All bookings will be invoiced, as detailed within your booking manifest, unless we receive prior notification. Bookings not required, must be cancelled as per cancellation terms:
 24hr period – within 24hrs of the scheduled departure date / time will be charged at the full single fare.
 14 days – bookings cancelled within 14 days of departure will be charged at the full single fare.

Company: HOME OFFICE SHARED
 SERVICECENTRE
 SIGNATURE

Jenny Minnock
 UK Trade Sales & Marketing Manager

Account No/s: 16020

SIGNATURE

DocuSigned by:

80814CC4600A479

Amanda Hallinan
 Commercial Manager

Date: 28/08/2018

29/8/2018 | 9:31 AM CEST



**Eurotunnel Le Shuttle
Coachsales**

UK Terminal
Ashford Road
Folkestone
CT18 8XX
United Kingdom

Tel: +44(0)844 335 8446
coachsales@eurotunnel.com
www.eurotunnel.com

18 July 2018

Mr Paul Tooke
HM Immigration Service
Border Immigration Agency
European Operations
Martello House
Folkestone
CT19 4RH

Dear Paul,

Eurotunnel Le Shuttle Coach Agreement

We are pleased to enclose the link below for a copy of Eurotunnel Le Shuttle's new 2019 Coach calendar and the Coach Terms and Conditions applicable to your travel with us.

The Commercial Terms sets out the Rates applicable to your account. These Commercial Terms apply as soon as a booking is made for 1st April 2019 until 31st March 2020.

Please follow the simple steps to sign your Commercial Terms online as soon as possible. It is important for you to note that the Commercial Terms are confidential and must not be disclosed to any third party.

Coach travel is governed by our Coach Terms and Conditions and our Conditions of Carriage.

Our Coach Terms and Conditions (2019) can be found at www.eurotunnel.com/uk/trade/coach-operators/coach-terms

Our Conditions of Carriage can be found at www.eurotunnel.com/uk/conditions-of-carriage

Our 2019 Coach calendar can be found at www.eurotunnel.com/uk/trade/coach-operators/calendar-2019

Our Coach Sales Centre is available on 0844 335 8446 from Monday to Friday 09:00 to 17:30 except Bank Holidays.

We would like to thank you for your continued support and we look forward to working with you throughout the remainder of 2018 and into 2019.

Kind regards

Tracy Bayliss
Business Manager UK Coach

Coach Sales Centre Tel: 0844 335 8446
E-mail: coachsales@eurotunnel.com
Website: www.eurotunnel.com

Eurotunnel Coach Commercial Terms 2019

Eurotunnel Le Shuttle's Commercial Terms

Customer Name: **HM Immigration Service**
 Customer Account Number: **16020**
 Customer Contact: **Paul Tooke**
 Eurotunnel Contact: **Tracy Bayliss**

Commercial Terms valid from 01/04/2019 to 31/03/2020

- A These Commercial Terms apply to the Carriage of Coaches by Eurotunnel for the Customer. They are governed by, incorporated into, and should be interpreted in accordance with, Eurotunnel's Conditions of Carriage, the Coach Terms and Conditions, and the Coach calendar.
- B References in the Coach Terms and Conditions to 'Fare Terms' and 'Contract Fare' means these Commercial Terms and the 'Rate per Crossing' or the 'Rate' as set out in these Commercial Terms, as the context requires.
- C These Commercial Terms are confidential to Eurotunnel and the Customer and must not be disclosed to any third party without Eurotunnel's express written consent.

Commercial Terms

- 1 All crossings ('Crossings') will be charged at the Rate per Crossing per ticket type in the table below. The Rate per Crossing is dependent on the Forecast of Crossings.
- 2 **Forecast of Crossings: minimum 2000 single legs from 01/04/2019 to 31/03/2020.**
- 3 If, in Eurotunnel's reasonable opinion, it appears that the number of Crossings is falling or will fall below the Forecast of Crossings, Eurotunnel shall be entitled to review the Rate per Crossing and increase the Rate. If Eurotunnel and the Customer are unable to agree an increase to the Rate within 14 days of Eurotunnel's notification, Eurotunnel shall be entitled to apply the increased Rate without further notice.
- 4 Eurotunnel shall be entitled to increase the Rate per Crossing, reduce the Customer's capacity allowance and/or terminate these Commercial Terms if the Customer's cancellation rate exceeds 5% in this period.
- 5 **Rate per Crossing: All Crossings will be charged as follows:**

		Standard Singles
Black	Standard Coach	
	Standard Coach	
Yellow	Standard Coach	
	Standard Coach	

- 6 1 & 2 Day Returns and 3 to 5 Day Returns Fares are based on outbound date of travel.

Eurotunnel Coach Commercial Terms 2019

- 7 **Cancellation:**
 - a. Standard Single tickets, Long Stay and 3 to 5 Day Returns tickets must be amended or cancelled a minimum of 35 calendar days prior to the scheduled departure date.
 - b. 1 & 2 Day Returns must be amended or cancelled a minimum of 10 calendar days prior to the scheduled departure date.
- 8 **Black tariff dates on the UK Coach calendar are booked as single legs only.**
- 9 **No returns are permitted on black tariff dates for 1 & 2 Day Returns or 3 to 5 Day Returns.**
- 10 **Bookings made for black tariff dates on the UK Coach calendar are non-refundable.**
- 11 **Any cancellations not notified in accordance with clause 7 above shall be charged in full.**

General

- 12 **Coach drivers must check in a minimum of 45 minutes before and no earlier than 2 hours before the Booked Departure time.**
- 13 **Coaches must arrive in the boarding area at least 25 minutes before the Booked Departure time.**
- 14 **Coaches failing to comply with the time constraints in 12 or 13 may be refused Travel. In such circumstances a new Booking must be made. No refund shall be made.**
- 15 **No supplements for trailers or double deck coaches.**
- 16 **No fuel surcharge.**
- 17 **Online Booking facility available.**
- 18 **Eurotunnel shall, on request by the Customer, submit a monthly report to the Customer giving details of Crossings undertaken in the preceding month and details of advance Bookings.**
- 19 **The Customer shall use reasonable endeavours to keep Eurotunnel advised of any material changes to its services.**

Signed for and on behalf of
Eurotunnel



(Signature)

Tracy Bayliss
(Name)

Business Manager – UK Coach
(Position/Title)

18/07/2018
(Date)

Signed for and on behalf of the Customer
HM-Immigration-Service

Secretary of State for the Home Department



(Signature)

Paul Tooke **AMAUDA HALLINAN**
(Name)

Assistant Commercial Manager
(Position/Title)

18/7/2018
(Date)

