

Eurotunnel Le Shuttle's Commercial Terms

Customer Name: **HOME OFFICE SHARED SERVICECENTRE PO
HME317751**

Customer Account Numbers:


Customer Contact: **Amanda Hallinan**

Eurotunnel Contact: **Tracy Bayliss**

Commercial Terms valid from 01/07/2020 to 31/03/2021

- 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 
- 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 10 % annually.
- 5 **Rate per Crossing:** All Crossings will be charged as follows:

		Standard Singles
Black	Standard Coach	
Red	Standard Coach	
Yellow	Standard Coach	
Green	Standard Coach	

- 6 **Cancellation:**
 - a. Standard Single tickets, must be amended or cancelled a minimum of 35 calendar days prior to the scheduled departure date.
- 7 **Black tariff dates** on the UK Coach calendar are booked as **single legs only**.
- 8 Bookings made for **black tariff dates** on the UK Coach calendar are **non-refundable**.
- 9 Any cancellations not notified in accordance with clause 6 above shall be charged in full.

General

- 10 Coach drivers **must** check in a minimum of **45 minutes before** and **no earlier than 2 hours before** the Booked Departure time.
- 11 Coaches **must** arrive in the boarding area at least **25 minutes before** the Booked Departure time.
- 12 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**.
- 13 No supplements for trailers or double deck coaches.
- 14 No fuel surcharge.
- 15 Online Booking facility available.
- 16 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.
- 17 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)

12/03/2020

(Date)

Signed for and on behalf of the Customer
HOME OFFICE SHARED SERVICECENTRE
PO HME317751

(Signature)

Amanda Hallinan

(Name)

Commercial Manager

(Position/Title)

(Date)