

# Terms and Conditions

## Reservation

- Can be purchased online or via our call centre up to 24 hours before departure.
- There is a £100 supplement for booking 1 day before departure.

## Validity

- To claim the £50 cashback, the customer must present their booking confirmation (either printed or on an electronic device) + printed receipt from Dunkerque or Calais Terminal Shop, onboard at reception
- There is no minimum spend requirements in the Dunkerque or Calais Terminal Shop. But customers must show proof of a purchase from the Dunkerque or Calais Terminal Shop on the same day as their return journey.
- Your lane hanger will be needed to shop at the Dunkerque or Calais Terminal Shop
- The cashback is only valid on the return journey for the 72 hrs Short Breaks and the customer must be in possession of a Terminal Shop receipt.
- Reserved place on the booked departure.
- Valid on all available departures 4 hours before/after initial booked departure
- Check-in at the port no later than 1 hour before departure.
- The ticket is valid for all standard vehicle types (Car, High Car, Motorbike, Motorbike w. sidecar, Bicycle, Car Low)
- Dunkerque and Calais Terminal Shop is open between 10am to 7pm CET and must be visited on your trip.

## Change / cancellation

- Amendment / Rebooking is possible for a fee of £20 and you will need to pay the difference in fare.
- Amendment / Rebooking must be done by telephone via our call centre no later than 1 day before the booked departure.
- No cancellations allowed

