



- ✓ **Booked** service with reserved space
- ✓ Motorway to motorway access
- ✓ Booking valid for 1 van and up to 3 passengers
- ✓ Up to 2 departures every hour during the week
- ✓ Available 24/7 only to VP account holders

## Discover our VP service

### Cross the Channel in just 35 minutes!

As a Eurotunnel Le Shuttle VP account holder, you can now travel with a commercial van on our Passenger shuttles and enjoy the many benefits of this service.

- Book your departure time in advance.
- Avoid peak traffic times on our freight shuttles.
- Direct access to our Passenger terminals, check-ins and shuttles.
- Travel comfortably in your vehicle during the crossing.

The fare applies for your vehicle per direction and includes up to 3 passengers.

VP vehicles may be subject to controls by dedicated scanners on our terminals.

## Simply drive on with VP Flexi

- For **total freedom** and **priority boarding**, try the VP Flexi experience!
  - ▶ Book your crossings in advance, turn up whenever you choose and enjoy **maximum flexibility** with fully amendable and refundable bookings!
- **Simply drive on!**
  - ▶ With priority boarding, you are guaranteed to board on the next departure.



Booking

Amendable up to 24 hours after the booked departure time / Non-refundable

Fully flexible, amendable and refundable for up to 1 year



Boarding

On your booked shuttle or on the next available departure

You have Priority boarding on the next shuttle

## How does it work?

- 1 Apply for a VP account with our Freight Commercial Teams.
- 2 Log on to your account at [www.eurotunnel.com/book/TradeLogin](http://www.eurotunnel.com/book/TradeLogin) to make your booking. Please take note of your booking reference number.



- 3 On your booked travel date follow the Passenger terminal directions and the dedicated VP route.
- 4 At Check-in, please enter your booking reference number and display your hanger.
- 5 Follow our dedicated VP route.
- 6 Enjoy your crossing!



- 3 Simply book, turn up and follow the FlexiPlus signage for high vehicles on the Passenger terminals.
- 4 At check-in, take the lane of your choice and enter your booking reference number. Display your VP FlexiPlus hanger.
- 5 After border controls, follow the dedicated FlexiPlus lanes to boarding, use the code to open the barriers and drive on the next departure.
- 6 Enjoy your crossing!



## Important information

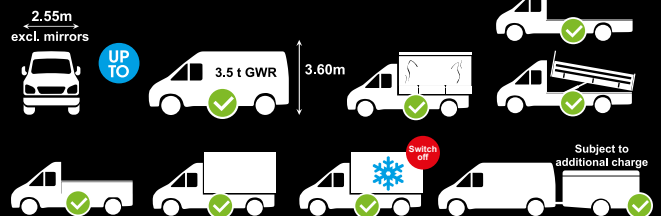
- Dangerous goods (even in limited quantities) are not permitted to travel on our Passenger shuttles.
- No LPG powered vehicles (or equivalent flammable gas).



Visit [www.eurotunnelfreight.com/vans/vehiclerestrictions](http://www.eurotunnelfreight.com/vans/vehiclerestrictions)

## Vehicle restrictions

(Up to 3.5 tonnes GWR)



## Frequently asked questions

- How do I open a VP account?  
**Please contact our Freight Commercial teams on +44 1303 282 244 in the UK or +33 3 21 00 64 65 in France (for other contacts in Europe, visit [www.eurotunnelfreight.com/vans/contact](http://www.eurotunnelfreight.com/vans/contact)).**
- Do I need to book my crossing in advance to use the VP service?  
**Yes, vehicles without a valid booking on a VP account will not be authorised to travel.**
- If I miss my booked departure time can I still travel?  
**Yes, your booking is also valid 24 hours before and up to 24 hours after your booked departure time, subject to availability.**
- I need to rearrange my booking to next week, is this possible?  
**Your booking can easily be amended online via your VP account and up to 24 hours after your booked departure time. It is non-amendable and non-refundable after this period.**

- Do I also need to make an advance booking as a VP Flexi customer?  
**Yes, it is essential to have a valid booking before travel. Your booking is fully amendable and refundable for up to one year.**
- Will I board on the next shuttle departure?  
**Yes, as a VP Flexi customer you benefit from priority boarding so you are guaranteed a space on the next departure.**
- Do I need to open a new VP Flexi account?  
**No, you simply need to use your current VP account to book your VP Flexi crossings.**



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at [www.leshuttle.com/latest](http://www.leshuttle.com/latest)