

## Q&A – LE SHUTTLE CLUB

### 1. What is Le Shuttle Club?

- Further to the financial restructuring of Eurotunnel in 2007, Groupe Eurotunnel SA (rebranded Getlink SE in 2018) had absorbed TNU PLC (ex Eurotunnel PLC) and TNU SA (ex Eurotunnel SA), old parent companies of the Group.
- Travel privileges linked to the holding of TNU PLC shares have been preserved in a Le Shuttle Club managed by The Channel Tunnel Group Limited (CTG).

### 2. Who can become a member of Le Shuttle Club?

Only the persons currently eligible to TNU PLC travel privileges can join *Le Shuttle Club*.

### 3. I was eligible to TNU (ex Eurotunnel PLC) travel privileges and used them in the past but I lost my entitlement when I became a shareholder of Getlink SE. Can I now join the Club?

- Only persons currently eligible to TNU PLC travel privileges can become members of Le Shuttle Club.
- Persons who were eligible to TNU travel privileges up until July 2007 and who tendered their shares to the ETO are not eligible to join the Club. They may, subject to certain conditions, be eligible to the [Getlink SE single travel privilege scheme](#).

### 4. I was eligible to TNU (ex Eurotunnel PLC) travel privileges and I have kept all my shares but I have never travelled or I have not travelled since 2007, can I join the Club?

- Please email Getlink SE's shareholder services [tnu@getlinkgroup.com](mailto:tnu@getlinkgroup.com) giving your full name and address as well as your shareholder reference number. The matter will be looked into. If you are eligible to join the Club a joining pack will be sent to you to be returned duly completed and signed; if you are not eligible, you will be informed by post or by email.

### 5. How do I become a member?

- You must request a joining pack by completing the form available online on the website [www.getlinkgroup.com](http://www.getlinkgroup.com) or on request from Getlink SE's shareholder services – BP69 - 62904 Coquelles Cedex, France or [tnu@getlinkgroup.com](mailto:tnu@getlinkgroup.com)

Eurotunnel will check the information provided and, if you are eligible, you will receive a joining pack to be completed, signed and returned; if you are not eligible, this will be confirmed to you in writing or by email.

### 6. Why must I return my membership form by recorded delivery?

By using the recorded delivery post, you will have a tracking in case of loss.

## 7. What travel privileges can you benefit from as a Club member?

The categories of membership correspond to the same travel privileges under the TNU (ex Eurotunnel PLC) schemes, namely:

Le Shuttle Club Category	Corresponding TNU scheme	Number of crossings	Cost per crossing
A	1987 – 1,500 shares ISIN Code FR0000125395 then GB00B64FX922	Unlimited	£1 (from UK) €1.50 (from France)
B	1987 – 1,000 shares ISIN Code FR0000125395 then GB00B64FX922	2 returns per calendar year	£1 (from UK) €1.50 (from France)
C	1990 – 1,500 shares ISIN Code FR0000125692 then GB00B64FX89	Unlimited	50% discount
D	1990 – 700 shares ISIN Code FR0000125692 then GB00B64FX89	1 return per calendar year	50% discount
E	1996 – 1,000 shares ISIN Code FR0000125379 then GB00B64FX815	3 returns or 6 singles per calendar year	50% discount

## 8. Can my spouse, children or another person benefit from my Le Shuttle Club travel privileges?

- No, you may not allow any member of your family nor a third party to take advantage of your travel privileges within the Club. These travel privileges are personal in the same way as the TNU travel privileges before them were. No exception will be made.
- NB: the Club member must be present in the vehicle during the crossing. Identity check will be carried out by Eurotunnel. No exception will be made.

## 9. Who can join the Club when the TNU shares were held in a joint account?

- All the joint holders can become members of Le Shuttle Club but **only** one of them (that should be designated) can benefit from the travel privileges within the Club.
- The person benefiting from the travel privileges may designate another of the joint holders to benefit from them instead of the person initially designated for the rest of the current year and thereafter, subject to payment of the annual registration fee for those following years.

## 10. I do not accept the terms and conditions; can I still join Le Shuttle Club?

- Membership of the Club must be formalised by the completion and signature of the registration form. This entails the acceptance of the terms and conditions. It is not possible to dissociate these two aspects.
- The terms and conditions of the Club are identical to the terms and conditions of the TNU schemes.

**11. Is the annual registration fee a fixed amount? How is it determined?**

Getlink SE determines the amount of the annual registration fee each year. The fee is used to cover the administration costs linked to travel privileges.

**12. How can I be kept informed of the current annual registration fee?**

Getlink SE contacts all the persons who have paid the annual registration fee for the current year inviting them to make the payment for the following year.

**13. What happens if I don't pay the annual registration fee? Do I lose my travel privileges?**

Non payment of the annual registration does not lead to the loss of your travel privileges but you will not be able to travel until payment has been made.

**14. Do I have to pay the annual registration fee?**

You do not have to pay the annual registration fee as long as you do not want to travel but you will not be able to travel until the annual fee has been paid.

**15. I used to have a card which expired and that has not been renewed. Why not?**

- These cards are no longer renewed since 2007.
- In order to travel, you must use your 9-digit reference number which remains the same when you join Le Shuttle Club. Proof of identity may be requested at check-in.