

CAPACITY PROTECTION FOR EUROTUNNEL CUSTOMERS

Eurotunnel Freight Shuttles provide a fast, reliable and easy way to cross the Channel.

Eurotunnel customers benefit from Capacity Protection for their regular traffic and can be assured that they will cross the Channel in the best possible conditions at all times.



Why does Eurotunnel apply a Capacity Protection?

With a turn up and go service, Eurotunnel wants to ensure that customers' regular traffic can continue to cross even when the service is affected by external events or when exceptionally the demand is higher than the available capacity.

Eurotunnel's capacity management ensures all regular Eurotunnel business is not affected by unpredicted surges in demand of non regular traffic that chooses to cross with Eurotunnel on these days.

Who does it apply to?

All customers who have an active account with Eurotunnel Freight can benefit from the Capacity Protection for their regular traffic.

How does it work on the terminals?

- **When service conditions are normal** (*free flow*)

Customers can easily travel across the Channel at all times and the Capacity Protection does not apply.

- **When demand exceeds available capacity**

Capacity Protection measures are put in place to ensure that the best quality of service can be provided for customers' regular traffic.

During that time, all non-account holders' sales are suspended and turn up and go traffic is rejected.

All account customers can travel up to their daily Capacity Allowance. Any vehicle in excess of their allowance will be refused to travel when they arrive at Check-in. However, they will be able to travel when the service resumes to free flow or after midnight when the next day's allowance begins.

The Capacity Allowance offers some great **benefits** for customers:

- **Reliability**

Reassurance that regular customers have access to Eurotunnel services, especially when cross-Channel disruption occur.

- **Fairness**

It applies in the same way for all customers who have an account with Eurotunnel, whatever their volumes of crossings, fleet size or location.

- **Flexibility**

It can be adjusted easily with prior notice for seasonal loads, new contracts, etc. at any time upon request.

- **Ease**

All account customers are given a dedicated access to Eurotunnel Freight Online services via www.eurotunnelfreight.com Customers can therefore monitor their Capacity Allowance in real time 24/7.



How does it work for my account?

Your Capacity Allowance is defined according to the regular volume of crossings made on your account. Each allowance is applied daily and per direction.

How is it calculated?

To ensure that your Capacity Allowance fits with your business requirements, it is automatically calculated from your volumes over the past few weeks. In order to have regular and accurate patterns, Bank Holidays and other lower volume periods are excluded.

Furthermore, your business variations are covered by a “tolerance” which allows ALL our customers to benefit from additional crossings according to their forecast volumes.

The daily Capacity Allowance and its usage can be monitored online in real time 24/7 via www.eurotunnelfreight.com.



FREQUENTLY ASKED QUESTIONS

“ *My vehicles don't normally cross on Fridays so I have no planned volume. How will it work if I have an exceptional load on a Friday?* ”

There is always a minimum of 3 crossings per day and direction for every customer even if they do not cross on certain days.

“ *My traffic trend is different from one year to the next* ”

For seasonal traffic resulting in higher volumes or any specific planned events, your Capacity Allowance can be adjusted manually upon request. The Capacity Allowance will be changed immediately providing there is enough capacity available. Simply contact your Sales Manager or the Freight Commercial Teams who will be happy to assist with your requests.

“ *I'm a new customer, so how do you calculate my Capacity Allowance?* ”

The Capacity Allowance is initially entered manually based on your forecast volume of traffic for the first few weeks. The automatic process then takes over once your trend is established.

“ *My company operates several branches, so how does it work?* ”

You may decide whether the Capacity Allowance is managed per individual account or for the whole group. In this latter case, the Allowance is shared between all your accounts.

Below is an example to demonstrate how the Capacity Allowance works for individual accounts or the whole group:

	Number of crossings	% Tolerance
Per account		
Account 1	5	
Account 2	10	
Account 3	8	
Total	23	+ % tolerance applied for each individual account
Per group	23	+ % of tolerance applies for the total volume

Eurotunnel, a valuable and reliable partner