



Equine Travel Agency Ltd
Great Hougham Court Farm
Gravel Lane
West Hougham
DOVER
CT15 7AG



Tel +44 (0)1304 214295
Fax +44 (0)1304 214295
Email info@eta.uk.com
www.eta.uk.com

CUSTOMER INFORMATION – Important, please read prior to travel and take with you during the crossing.

1. Before you travel.

- Read and understand the whole of this document especially the emergency procedure.
- Maximum truck height 4.2m, Maximum length 12m.
- Ensure that your vehicle battery powered ventilation system is in good working order.
- Check that your temperature monitoring system is working.
- Check that your truck is sealed to prevent fluid leakage.
- Load enough feed and water for the duration of the journey, allow for unforeseen delays.
- Do not travel any mares in foal. Trucks are likely to be scanned.
- Check that any fuel is carried in approved containers, maximum 20 litres.
- Switch off and disconnect any gas bottles, please declare them at the check in, maximum 47kg
- Firearms and other dangerous goods are not to be carried.
- Check that you have all vehicle documents required for your journey. (insurance, MOT etc)
- Check that you have your personal documents (passport, driving licence etc)
- Check that you have the horses documents (passports, export licences etc)
- Ensure that you have your booking reference.
- For latest passenger travel information please call **08000 969 992** (recorded message)
- Contact ETA office as soon as possible if you are not able to arrive on time.

2. When you arrive at the terminal.

- Arrive no later than 45 minutes before your departure time.
- Arrive no earlier than 2 hours before your departure time.
- Follow signs for Passenger Check in Lanes. **DO NOT CHECK IN AS FREIGHT.**
- In the UK use lanes 5 to 13. In France use any lane.
- At the check in follow the instructions on the screen.
- A window display notice will be printed, please make sure it is clearly visible at all times.

- In the UK press the information button and wait for instructions, you may be selected for security checks, otherwise you will be directed to the boarding area.
- In France follow the coach and high vehicle signs to the boarding area.
- If stopping at the Passenger Terminal Building, use the coach parking bays.
- At the boarding area, please declare how many horses you have.
- At the boarding area, declare any gas that you are carrying.
- The staff in the booth will then direct you to your lane.

3. Boarding the train and the journey.

- Ensure that any roof vents and antennas above 4.2 meters are lowered.
- Roof vents can be fully open once on board.
- Switch on the truck ventilation system.
- Follow any instructions given by the crew.
- You can stay with your vehicle or move around the carriage for the entire journey.
- Clean up any fluid spills immediately.
- The journey will take around 20 minutes.

4. Emergency procedure.

- Should, for any reason, the shuttle onboard air conditioning unit fail and the carriage is deemed too hot for the horses, please press the red button on the call point situated at either end of the carriage to contact a member of staff.
- In the specific case of a fire related incident, the procedure is to evacuate all passengers from the affected carriage; crew will isolate the affected carriage and continue the journey through the tunnel. Automatic fire fighting systems will immediately come into operation to protect the train and its passengers throughout the rest of the journey.
- Other incidents may lead to the evacuation of passengers from the shuttle into the service tunnel. In this situation horses will not be evacuated. Eurotunnel will endeavour to minimise the time that the horses are left unattended. Wherever possible, Eurotunnel will organise for the driver to return to his vehicle to check on the horses' welfare under the supervision of Eurotunnel personnel.

5. Terms and conditions.

- This document contains all necessary information for your journey, however full terms and conditions can be seen on our website, Eurotunnel website or can be sent on request.

ENJOY YOUR JOURNEY ON EUROTUNNEL – THANK YOU FOR BOOKING WITH ETA

