

These terms and conditions apply between a Customer and Eurostar when a passcode is redeemed via Virgin Red.

1. The customer is responsible for redeeming the passcode issued by Virgin Red in order to obtain an E-Voucher.
2. The E-Voucher is not a cheque guarantee, credit or charge card.
3. E-Voucher shall expiry date shall be the same as expiry date of the passcode issued by the Virgin Red. For the avoidance of doubt, the e-voucher must be used by this expiry date.
4. E-Vouchers may only be redeemed at [eurostar.com](https://www.eurostar.com).
5. E-Vouchers may be redeemed against any train, hotel or Train + Hotel booking of any value. Multiple vouchers can be redeemed against a train only booking but only one voucher can be redeemed per transaction when a hotel is being booked (either only a hotel or as part of a package).
6. E-Vouchers may be redeemed against new bookings only. E-Vouchers cannot be used against existing bookings.
7. E-Vouchers cannot be used to purchase travel insurance only.
8. E-Vouchers cannot be returned or refunded, except in accordance with your legal rights. Gift Vouchers are non-refundable and non-exchangeable.
9. The re-sale of E-Vouchers is strictly prohibited.
10. Eurostar reserves the right to refuse to accept an E-Voucher which it deems to have been tampered with, duplicated or which otherwise is suspected to be affected by fraud.
11. We are Eurostar International Limited (Eurostar), of 6th Floor, Kings Place, 90 York Way, London N1 9AG, a company registered in England and Wales under company number 2462001.
12. Eurostar reserves the right to change any of these terms and conditions from time to time without notice and to take appropriate action including cancellation of the E-Voucher if necessary (e.g. to change or stop accepting E-Vouchers).
13. When the passcode is redeemed, E-Vouchers will be sent by Eurostar to the email address you enter.
14. Please check your E-Voucher order confirmation as soon as you receive it and report any problems to Eurostar immediately.
15. Please protect your E-Voucher and treat it as cash. Eurostar cannot be held liable for E-Vouchers which, once activated, are subsequently lost, or stolen.
16. Eurostar reserves the right to decline any order without providing explanation.
17. Your use of E-Voucher is governed by these terms and conditions and construed and enforced in accordance with the law of England and Wales. Disputes arising from your use of the E-Vouchers and the services Eurostar provide are subject to the non-exclusive jurisdiction of the English courts.
18. Eurostar cannot be held responsible for failure to meet their service obligations when any failure is brought about due to some cause beyond their reasonable control, for instance disruption to computer and IT infrastructure.
19. Breach of these conditions will entitle Eurostar to seek the appropriate legal remedy available for injunction, damages or otherwise.