

TERMS & CONDITIONS OF MEMBERSHIP OF EXTRA

LAST UPDATED AUGUST 2023.

READ THE TERMS AND CONDITIONS FOR YOUR MEMBERSHIP OF THE EXTRA LOYALTY CLUB

1. General

1.1 The provisions set out and referred to in these terms and conditions shall apply to your membership in the Extra club (below, the "Club").

1.2 By seeking and subsequently obtaining membership in the Club, you consent and agree to be bound by these terms and conditions.

1.3 The Club reserves the right to alter or change these terms and conditions at any given time. Such amendments may include, but are not limited to, the content of the Clubs programme, benefits, conditions regarding earning or usage of points. Third party participation as well as other information displayed on My Extra pages are subject to change at any given time.

1.4 The Club will inform its members of relevant changes to these terms and conditions. Information will be shared through at least one of the Clubs or Stena Line's communication channels, however mainly through My Extra pages and e-mails. Such changes will take precedence over previous terms and conditions from the date set.

1.5 The Club also reserves the right to terminate its beneficial offerings completely; you will be notified at least four weeks in advance, if the Club decides to do so. Neither the Club nor Stena Line can be held responsible for any damage suffered by amending or cancelling this programme.

1.6 Save for responsibilities expressly stipulated in the valid edition of these terms and conditions, neither the Club nor Stena Line or affiliated companies will assume any responsibility and shall not be liable for any damage, loss or cost incurred by the member. Furthermore, neither the Club nor Stena Line or affiliated companies are liable for any cost, loss or damage incurred by anyone else than the member.

2. Membership

2.1 Points can be earned and redeemed on all Stena Line routes where Extra applies.

2.2 Applications to join Extra will be accepted only from individuals and not from companies or other organisations. Members can only earn and redeem points for personal (not business) use.

2.3 Any individual of 18 years or over, whose mailing address is in a country where the programme operates is eligible for membership and can register on the Extra sign up page. Membership is personal and non transferable. Applications to join Extra are free of charge.

2.4 A valid email-address is required to become a member of Extra. By becoming a member of the Extra programme you consent to Stena Line creating, updating and maintaining data which relates to you, including your name, address, telephone number, email address as well as any other relevant personal details, Extra points accumulated and travel booked. Data will be updated and maintained for the purpose of providing the member with information regarding Stena Line products and services, and sending emails, SMS or via the mobile app with balance updates, news about the Extra programme, newsletters and other offers from Stena Line and its affiliates. Stena Line will not pass your personal information to external parties, but reserves the right to use your data for marketing purposes.

2.5 Members are identified by their Extra membership account number.

2.6 The member shall notify Stena Line with any changes to their contact details through My Extra Pages at stenaline.co.uk/extra

2.7 Members should stay up to date with the latest terms and conditions and any changes in the Extra programme. Stena Line reserves the right at all times to make any changes to these terms and conditions subject to giving Members reasonable notice as appropriate in the circumstances. Members who do not accept the amendments may terminate their Membership as described in Clause 2.10 below. Changes will be made available on our website and will be communicated to you via email.

2.8 A statement of your points balance and the points earned and redeemed is available at My Extra Pages. Points will be credited to your account on completion of travel.

2.9 Your membership of Extra can be terminated as follows:

(i) You are at all times entitled to terminate your membership via My Extra Pages or by writing to the Club. Any unused points will not be available to use after your membership is terminated.

(ii) If after a period of two years you do not earn any points Stena Line reserves the right to unilaterally terminate your membership.

(iii) In case of fraud, providing incomplete or false information, where you do not adhere to the terms and conditions of membership as amended from time to time, you misuse your membership rights or you in any other way cause damage to us or affiliated companies we are entitled to immediately terminate your membership with no redress and cancel all earned points.

2.10 All bookings and travel are subject to the Terms of Business applicable to the Stena Line product purchased and are also subject to availability. Promoter: Stena Line Limited, Buckingham Court, 78 Buckingham Gate, London, SW1E 6PE, England

3. Personal Information

3.1 Stena Line is responsible for all data and information collected. To ensure and manage data in the right manner, we follow the law. To read more about how we take care and treat your data, please read Stena Line's privacy policy.

4. Earning Extra Points

4.1 Extra points will be credited on completion of travel and are valid from the date they are earned until 31 December in the year following the date of travel and will automatically be deducted from your account on that date.

extra ✖
Value from Stena Line


Stena Line

4.2 Stena Line determines which fares, packages or prices for onboard products are eligible for earning points. Stena Line reserves the right to amend at any time the number of points earned on fares, packages or prices for onboard products. The fare types eligible for the collection of points will be determined by Stena Line and may vary from country to country and/or route. Members may obtain details of current eligible fares from the Extra Member Services Team. Extra points can be collected on select travel and pre-booked onboard arrangements*. You can collect Extra points for eligible onboard purchases, provided that your membership card was scanned at the till at the point of purchase.

It is not possible to earn Extra points:

- (i) where your membership number has not been added to your booking prior to travelling.
- (ii) on onboard purchases after you have travelled.
- (iii) on bookings paid for with points or on any part of a booking paid for with Tesco Clubcard Boost.
- (iv) on any member discounted offers for onboard products, cigarettes and tobacco or where another discount has been used for onboard purchases.
- (v) on Landbridge or coach fares and any non-ferry element of other bookings. Exclusions may be applied to other fares at our discretion.
- (vi) on any vehicle over 7m in length or over 2.6 m in height.
- (vii) on vans up to a maximum 7m in length which are carrying goods or equipment for commercial purposes.

4.3 For Extra Blue members, Extra points are earned at the rate of 5 points per £1 or €1 spent. For Extra Gold members, points are earned at the rate of 10 points per £1 or €1 spent. Stena Line reserves the right for a different number of points or no points to be earned on products containing a third party element, e.g. packages by affiliates or additional means of transportation.

4.4 Members may only collect points on journeys on which they have personally travelled.

4.5 To earn points on travel your membership number must be provided at the time of booking. The easiest way to ensure your membership number is provided is to log on to your Extra account prior to making your online reservation. If the reservation is made via our call centre your membership number must be provided before your reservation is made.

4.6 On reservations with 10 people or more, group prices and relevant discounts apply, and Extra points cannot be collected.

*Pre-booked refers to pre-booked travel arrangements including Stena Plus, cabins, pre-booked meals and spa.

5. Redeeming Points

5.1 Points may only be redeemed on reservations made directly through Stena Line.

5.2 Extra points may not be exchanged for cash.

5.3 Extra points may be used only by the account holder and are non transferable.

5.4 Extra points can be used as full or part payment against applicable Stena Line fares. Stena Line determines which fares and routes are eligible for point's redemption and such fares or routes may be amended at any time. Points cannot be redeemed on onboard purchases, member prices, bookings using Tesco Clubcard Boost, packages and group or freight bookings.

5.5 The member is solely responsible for obeying local taxation rules for redeeming Extra points.

5.6 1 point = 1 cent.

6. Levels

6.1 You initially join as a Blue member and your membership continues indefinitely unless terminated in accordance with paragraph 2.9 above.

UKmarket: When you earn more than 5000 points in your membership year you will automatically be upgraded to Gold level. Your Gold level membership is valid for a period of 12 months from the date of your upgrade. To remain a Gold level member you must earn 10000 points in your membership year, and your membership will automatically be reset to Blue level if you earn less than 10000 points.

All other markets: When you earn more than 6250 points in your membership year you will automatically be upgraded to Gold level. Your Gold level membership is valid for a period of 12 months from the date of your upgrade. To remain a Gold level member you must earn 12500 points in your membership year, and your membership will automatically be reset to Blue level if you earn less than 12500 points.

6.2 Gold members are entitled to additional benefits subject to availability. To receive these additional benefits the Extra membership number must be provided at the time of booking and the lead account holder must be travelling on the reservation.