

PRESS RELEASE



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Eurotunnel voted "Best Service Provider – Sea Crossing/Water Transport" at the UK Coach Awards

Eurotunnel *Le Shuttle* has won the award for **"Best Service Provider – Sea Crossing/Water Transport"** at the UK Coach Rally and Awards which was held at Alton Towers on Saturday night, 20 April. More than 400 professionals from the coach travel industry were represented on the night. Sir Peter Hendy, Transport for London Commissioner, presented the prize to Eurotunnel, which had entered the category for the first time.

The distinction, awarded by the coach companies themselves, recognises Eurotunnel's performance at the end of a record year for the service: 58,966 coaches (on top of the 2.4 million cars) travelled through the Channel Tunnel in 2012; this represents an increase of 5% for Eurotunnel, accompanied by a high level of service quality. Eurotunnel's *Le Shuttle* provides a 35 minute crossing time with up to 5 departures per hour in each direction.

The award is also recognition of the tremendous work done by Eurotunnel's commercial team who is always ready to listen and tailor the service to customer's needs. This service quality has brought new customers such as IDBUS, the new long distance European intercity bus service opened by SNCF in July 2012, and megabus.com.

Eurotunnel is also reaping the reward of its investments for customers, notably the modernisation of the 5,000sqm "Victor Hugo" passenger terminal in Folkestone. The refurbished building is the equal of the best international airports and has been completed, with the environment in mind, to reduce the consumption of energy and water.

Jo Willacy, Eurotunnel Commercial Director, stated: *"We are very proud to have received this prize because it is awarded by the coach operators, who are very demanding specialists in the tourism market. This will give us even more enthusiasm to provide them with a service that is quick, easy and reliable and that they can book on-line 24/7".*