



A new Priority service for your vehicles!

Get there FIRST!

- Priority boarding

Your vehicles get priority to board on the next available shuttle in both directions.



- Calais to Folkestone 

- Buffer zone in Calais

No need to queue with other vehicles when the buffer zone is activated. You get direct access to Pit stop!

- Folkestone to Calais 

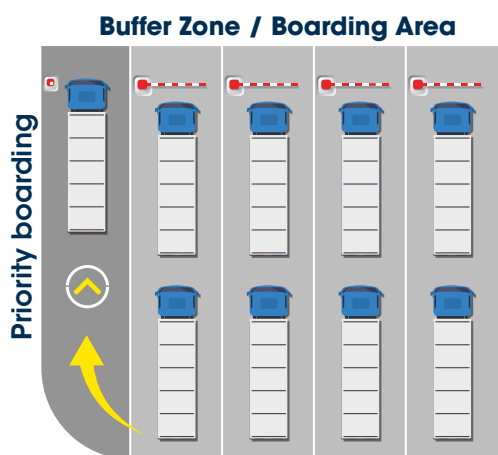
- At the Centre Douane SIVEP (CDS)

Should your vehicle require an inspection on arrival in France, your driver will benefit from a dedicated priority desk at the CDS/SIVEP.



- A simple and hassle-free journey

Your drivers don't have to do anything as their vehicles are automatically recognised on arrival. They will simply be directed to priority boarding.



How does it work?

■ Easy and convenient

- All the vehicles travelling on your account benefit from a priority service.
- A FIRST charge will be added to all your crossings under your existing contract.

■ Both directions



This priority service applies in both directions.

■ Minimum period

A minimum of one month subscription with automatic renewal.

Frequently asked questions

1. How does it work?

As a FIRST account, your vehicles will be **automatically** recognised on our terminals. Your drivers will simply be directed to priority boarding.

2. How can I subscribe?

Please contact your Account Manager or our Freight Commercial teams for more information on how to apply.

3. How quickly can I become a FIRST customer?

Your request will be dealt with within 3 working days. A confirmation will be sent as an addendum to your contract which will have to be signed.

4. How long is the subscription period for?

The subscription is for a minimum period of one month which is then renewed automatically. However, you can stop your subscription at any time after this initial period with 5 working days notice.

5. Can I choose one direction only?

Yes, you have the possibility to choose one direction only.

6. Can drivers use FIRST without consent from their company?

No, it has been designed to ensure that the decision is yours.

7. What happens at check-in?

The usual check-in process applies. Your drivers will be informed on the screen that they travel as FIRST customers.

8. Can I track my FIRST vehicles online?

Yes, your online Vehicle Tracking and all your usual account functionalities will still be available.

Terms and conditions apply, available at www.eurotunnelfreight.com/first