

EXTRA FREQUENTLY ASKED QUESTIONS

GET MORE INFORMATION ABOUT OUR EXTRA LOYALTY CLUB

MEMBERSHIP

Why become an Extra Member?



You'll receive exclusive offers in our onboard shop and restaurants and if you travel frequently, you'll avail of other fantastic benefits. The points that you earn may be used as full or part payment on future travel booked directly with Stena Line as well as pre booked products such as cabins and meals. It's free to join the scheme.

*Including port-to-port ferry travel and pre-booked onboard arrangements including Stena Plus, cabins, pre-booked meals and our spa. Points can't be earned on onboard member prices.

What's the difference between Blue & Gold Membership?



When you join, there are two membership levels; Blue and Gold. When you initially sign up, you'll automatically become a Blue Member. As a Blue Member, you'll earn 5 points per €1 spent. Gold Members earn double the points, 10 points per €1 spent and receive additional benefits such as:

- Free entry into the Stena Plus lounge for the Gold Member 1 guest
- No service charges apply when booking and making changes to bookings through our Contact Centre and ports. You will simply pay the difference in fare (if applicable) and any amendment fee for your fare type.

extra ✖
Value from Stena Line


Stena Line



How do I become a Gold Member?

Once you've earned 6250 points or more within the 12 month membership year, you'll automatically be upgraded to our exclusive Extra Gold Membership. The upgrade will take place as soon as you reach the required points. A new membership year is set, starting from the end of the month when the upgrade takes place.

To maintain your Gold Member status you must earn 12,500 points in your membership year.

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How long is my membership valid for?

Blue Membership does not expire unless you decide to leave the scheme. Gold Membership is valid for 12 months and will continue at that level when you earn 12,500 points within a 12 month period. Gold Members who do not earn this number of points will automatically be reverted back to the Blue Membership level.

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What's Cardless Membership?

When you become a member, you'll receive a paper card printed with your member number and level when you check-in. It's printed automatically and you can use it onboard on all purchases. You'll receive a new card every time you check-in.

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What can be done on My Pages?

View your Extra points balance, your membership level and how many points you've earned in your current membership year on "My Pages".

It's also possible to edit personal information and see when your points are due to expire over the next three months.

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I forgot to show my card when purchasing onboard, what happens?

To earn points on purchases onboard, your membership card has to be swiped, scanned or the number has to be entered manually before you pay. It isn't possible to do this after you've paid.

MAKING A BOOKING & EARNING POINTS



How can I earn points while making a reservation?

Simply log in to your account and book a trip online, or quote your Extra Member Account Number when booking by phone or in person. Please note, you can only earn points on a booking when you personally travel.

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Are there any restrictions on fare types that I can earn points on?

Points can be earned on port-to-port travel fares. It isn't possible to earn points on concession fares, accommodation or other arrangements onboard that involve a third party partner outside of Stena Line e.g. attractions and Rail & Sail tickets.

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When are points credited to my Extra account?

Points will be allocated after each single leg of a journey is completed.

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As a Gold Member, how do I reserve complimentary seats in Stena Plus?

Gold members can add seats in our Stena Plus Lounge for free but first, you must be logged in to your account. No offer code is needed, your discount will automatically be applied to your booking.

Entry is subject to availability and must be booked prior to travel. Additional guests or family account members who have not paid for entry to the lounge will be refused admission.

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How do I find out how many points are in my account?

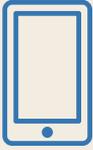
Simply log in to your account from the www.stenalinetravel.com/extra homepage to view the points you have earned.

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Can I earn points on all onboard purchases?

Earn points in the onboard restaurants, bars and on purchases made in the Stena Line travel shop. Points cannot be earned on special member offer prices, cigarettes and tobacco.



Can I earn Extra point on group bookings?

It's possible to earn points on bookings of up to 9 persons travelling.

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How do I check points have been added for my purchases onboard?

Make sure to check your receipts to make sure the Extra points have been added. You'll find your member number on your receipt, below the last item purchased.

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MAKING A BOOKING & SPENDING POINTS

How to redeem points when making a reservation?

It is possible to redeem your points in the following ways.

- Points may be redeemed at the payment stage of the online booking process or by telephone with our Customer Service Team
 - Points may be redeemed on bookings made directly with Stena Line only
 - Points may be used as part or full payment of a booking
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How to redeem points when making a reservation?

Your Extra points are valid for 24 months after they are earned. Once the points expire, they cannot be redeemed. Points expire after three months when you log on to "My Pages".

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Are there any restrictions on fares I can redeem points on?

Points can be redeemed on port-to-port travel fares booked directly with Stena Line but it isn't possible to redeem points on bookings that include accommodation or other arrangements that involve third party partners outside of Stena Line e.g. attractions and Rail & Sail tickets.

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Points missing from my account, what can I do?

If points are missing from your account, please contact our customer support team on internationalsales@stenaline.com. Please be aware that points are not collected before the journey is completed.

When making a reservation you should log on to “My Pages” on Stena Line’s homepage to make you sure that your member number is added to the reservation and points are earned.

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OTHER INFORMATION



Who to contact if I have an issue with my Extra account?

Please contact our customer service team on internationalsales@stenaline.com if you have a problem with your Extra account.

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If I change the country in which my membership is registered, will it affect my points?

You'll earn points at the new rates as points are added to your Extra account once each leg of the journey is completed.

Membership

Should you wish to move your account to another country, your points balance and points to date will be recalculated into Euros at the current exchange rate.

Earn

Our International websites use Euros as their trading currency, therefore, all points will be earned in Euro currency.

Redemption

Points will be redeemed in Euro currency.

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