

Expiry date extended for Book with confidence eVouchers

Dear Partner,

As part of our Book with Confidence policy, we had permitted the ability to retain unused tickets as credit and in certain scenarios, this was held in the form of eVouchers for future travel, which needed to be completed by 30 September 2023.

It's important to us that customers get the chance to use their credit and eVouchers, so we have extended the expiry date by a further year until **30 September 2024**.

Current expiry dates	New extended expiry dates
Book by 30 September 2023	Book by 30 September 2024
Travel to be completed by 30 September 2023	Travel to be completed by 30 September 2024

Customers holding unused eVouchers will be receiving an email separately, letting them know of the extended expiry date. If your customers are unsure of their voucher details, they can use our handy Reminder tool.

There is no change to the existing processes in place to redeem the credit or eVouchers on behalf of your customers.