

Terms and Conditions for Caledonian Sleeper Limited (CSL) Complimentary Travel

1. Caledonian Sleeper complimentary travel is only available to book by contacting [gsc@caledoniansleeper.scot](mailto:gsc@caledoniansleeper.scot) quoting your name and the booking code shown in the offer letter.
2. Once a booking is accepted and confirmed by Caledonian Sleeper, all complimentary tickets will be sent as an email. You must print a copy of this email and bring it with you to ensure you are permitted to travel.
3. Complimentary tickets will only be valid on Caledonian Sleeper services and will not be accepted by other train operators. For details of the Caledonian Sleeper network, please see [our route map](#).
4. The class of ticket offered is at the discretion of Caledonian Sleeper and shall be specified in the offer letter.
5. Booking codes are valid for redemption up to and including **15<sup>th</sup> January 2024** from the date of issue stated in the offer letter.
6. Each booking code is unique and shall only be issued once. Caledonian Sleeper will not take any responsibility for lost booking codes.
7. Booking codes are valid for one person and can only be used once.
8. Defaced or altered tickets or passes will become void and the holder will be refused admission.
9. This complimentary travel offer cannot be used in conjunction with any other offer, discount or reduction.
10. Complimentary travel is subject to availability. If there are no tickets available for your selected journey please select a different time or an alternative date. A break of journey is not permitted.
11. Bookings must be made no later than **15<sup>th</sup> January 2024 for travel on or before the 31<sup>st</sup> March 2024** and cannot be amended or transferred.
12. Complimentary tickets will only be valid for the date and time printed on the ticket, which must be presented to the host upon boarding the train.
13. Complimentary tickets and booking codes are non-transferable, non-refundable and cannot be exchanged or upgraded for any other merchandise or tickets.
14. Complimentary tickets and booking codes have no monetary value and are not for resale or exchangeable for a cash alternative.
15. By accepting the booking code, you agree to be bound by these terms and conditions. Caledonian Sleeper reserves the right to amend these terms and conditions at any time without notice. You shall be subject to the terms in force at the time that the booking code is used.
16. To the extent permitted by applicable law, Caledonian Sleeper accepts no liability for any direct, indirect or consequential loss or damage arising under these terms and conditions or suffered as a result of using the booking code or complimentary tickets, whether arising in tort, contract or otherwise
17. Caledonian Sleeper reserves the right to alter or vary the content or timing of the whole or any part of the service in circumstances beyond its reasonable control without any obligation to make any refunds or exchange tickets.
18. Should your service be cancelled or delayed, Caledonian Sleeper shall not be liable for any accommodation, travel or other costs incurred by you.
19. The [National Rail Conditions of Travel](#) apply to travel on all Caledonian Sleeper trains.

20. The Caledonian Sleeper [Terms and Conditions](#), [Privacy Policy](#) and [Guest Charter](#) applies to bookings of complimentary tickets on Caledonian Sleeper trains.
21. These terms and conditions are governed by English Law.
22. Caledonian Sleepers shall Process personal data in accordance with the Data Protection Act 2018 and the General Data Protection Regulation, for the booking of complimentary travel for the purposes stipulated in the Privacy Policy.