

DFDS Voucher Redemption Terms & Conditions

Voucher Eligibility & Redemption:

- Rubis vouchers must be claimed by Rubis Channel Islands using their Rubis Points Scheme and can be redeemed for DFDS travel bookings made in person or through a designated DFDS office.
- Customers must present a valid Rubis voucher at the time of booking. Digital or photocopied vouchers will not be accepted.
- If the value of the voucher does not cover the full booking amount, the remaining balance must be paid separately to DFDS at the time of booking.

Non-Refundable Policy

- Bookings made using Rubis vouchers are non-refundable.
- If a customer cancels a booking made with a Rubis voucher, no cash or card refund will be issued.
- The value of the voucher will remain as a credit with DFDS, which can be used for future bookings. This credit needs to be redeemed 12 months after the date of cancellation.

Voucher Expiry & Usage

- Rubis vouchers must be used before their stated expiry date; expired vouchers will not be accepted.
- Vouchers can only be applied toward ferry travel and cannot be exchanged for onboard purchases, cash, or other services.

Booking Changes & Amendments

- Amendments to bookings made using Rubis vouchers may be permitted subject to DFDS's standard change policies and availability.
- Any additional charges due to fare differences must be paid by the customer.

DFDS & Rubis Responsibilities

- Customers are responsible for safeguarding their physical vouchers; lost or stolen vouchers cannot be reissued by Rubis Channel Islands or DFDS.
- DFDS reserves the right to decline vouchers that appear altered, damaged, or invalid.

General Terms

- DFDS standard passenger terms & conditions apply to all bookings made using Rubis vouchers.
- DFDS reserves the right to modify these promotional terms with prior notice.