

# FREQUENTLY ASKED QUESTIONS ABOUT EXTRA

## FAQS

## MEMBERSHIP

### Q: Why should I become an Extra member?

A: As a member, you will earn points on onboard purchases and travel including port-to-port travel fares and pre-booked onboard arrangements including Stena Plus, cabins, pre-booked meals and Spa. Points cannot be earned on onboard member prices. You will also receive exclusive offers in our onboard shop and restaurants, as well as other fantastic benefits for more frequent travellers. Even if you only travel with us once you are entitled to all the above benefits and rewards. If you travel more frequently, you will have even more fantastic benefits. You will also have an Extra profile that helps you view, amend or cancel your bookings online not to mention speedy check-out. You can join Extra for free here:

[www.stenaline.ie/extra](http://www.stenaline.ie/extra)



The points you earn can be used as full or part payment on future travel booked directly with Stena Line and pre-booked products such as cabins and food

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### Q: What is the difference between Blue and Gold membership?

A: There are two membership levels; Blue and Gold. When you first sign up, you will automatically become a Blue member.

**extra** ✖  
Value from Stena Line

  
**Stena Line**



As a Blue member, you will earn 5 points per €1 spent.

Gold members will earn double the points - 10 points per €1 spent. As a Gold member you will receive extra benefits such as:

- Entry into the Stena Plus lounge for the Gold member + 1 guest
- 50% off Superfast Suites on Belfast-Cairnryan and 50% off cabins on Dublin-Holyhead and Rosslare-Fishguard for Gold members
- 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.

Please note: Under 8's are not permitted in Stena Plus on our Belfast - Cairnryan, Belfast - Liverpool, Dublin - Holyhead and Rosslare - Fishguard sailings

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#### **Q: How do I become an Extra Gold member?**

A: When you have earned 6250 points or more within your 12 month membership year, you will automatically be upgraded to the exclusive Extra Gold membership level. The upgrade takes place as soon as you reach the required number of points and a new membership year is set, starting from the end of the month when the upgrade takes place.

To retain your Gold member status you must earn 12,500 points in your membership year.

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#### **Q: How long is Extra membership valid for?**

A: Your Extra Blue membership will not expire unless you decide to leave the scheme. Extra Gold membership is valid for 12 months and will continue at that level if you earn 12,500 points within 12 months. Gold members who do not earn this number of points will automatically be changed to the Blue membership level.

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#### **Q: How does Cardless membership work?**

A: As a member, you will receive a paper card printed with your member number and level when you check-in. It will be printed automatically and you can use it onboard when purchasing on the ferry. You will receive a card each time you check-in.



### Q: What can I do on 'My Extra Pages' ?

A: You can view your Extra points balance, membership level and how many points you have earned in your current membership year on 'My Extra Pages'. It is also possible to edit your personal information and see when your points are due to expire over the next three months. You can also see current member offers.

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### Q: How does the points calculator work?

A: Our points calculator can be found online at [www.stenaline.ie/Extra](http://www.stenaline.ie/Extra). You can use the calculator to see the value of your earned points and how many points you will earn on your next trip.

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### Q: What happens if I forget to show my membership number when purchasing onboard?

A: To earn points onboard, your member card has to be swiped, scanned or the number has to be entered manually before you pay for your purchases. It is not possible to do this after you have paid.

## MAKING BOOKINGS AND EARNING POINTS

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### Q: How do I earn points when making a booking?

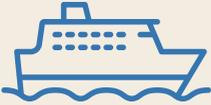
A: You simply log in to your account and book a trip, or quote your account number when booking by phone or in person. Please note that you can only earn points on a booking when you personally travel.

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### Q: Are there restrictions on what fares I can earn points on?

A: You can earn points on port-to-port travel fares but it is not possible to earn points on any vehicle over 7m in length or over 2.6 in height, on vans up to a maximum 7m in length which are carrying goods or equipment for commercial purposes, accommodation or other arrangements that involve a third party partner outside of Stena Line e.g. attraction and train tickets. You can earn points on the cash element of bookings made using Tesco Clubcard Boost only.





**Q: When will my points be credited to my Extra account?**

A: Points are allocated after each single leg of the journey is completed.

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**Q: How do Gold members reserve complimentary seats in the Stena Plus Lounge?**

A: As a Gold member, you (the lead member) and one guest (aged 8+) are entitled to complimentary Stena Plus seats but you must be travelling (lead member) and be logged in to your account. No offer code is needed – your discount will automatically be applied when you select your Free Gold Plus Seats. Entry to the Stena Plus lounge is subject to availability and must be booked in advance. Additional guests or family account members who have not paid for entry to the Stena Plus lounge will not be admitted.

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**Q: How do Gold members book Superfast Suites on Belfast – Cairnryan or cabins on Dublin - Holyhead & Rosslare - Fishguard using the exclusive 50% off?**

A: Gold members can reserve a Superfast Suite on Belfast-Cairnryan or a cabin on Dublin-Holyhead or Rosslare-Fishguard with 50% off at the time of booking instead of booking Stena Plus seats. Superfast Suites and cabins are subject to availability and must be booked in advance. You must be travelling (lead member) and be logged in to your account when making the booking to avail of the discount. Please note that you cannot avail of both the Stena Plus seat offer and the 50% off a suite/cabin offer on the same sailing. If you book both the Stena Plus seats will be removed from the booking.

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**Q: How do Gold members avail of Priority Boarding and Disembarkation?**

A: Priority Boarding and Disembarkation is only guaranteed for guests with a PREMIUM booking. Priority Boarding and Disembarkation may be allocated to Gold Extra members at check-in but this is subject to availability on the day. Priority Boarding and Disembarkation is not available on our Belfast - Liverpool and Harwich - Hook of Holland routes.





**Q: Where can I find how many points are in my account?**

A: You can do this by logging on to your extra account on [www.stenaline.ie/extra](http://www.stenaline.ie/extra) or by contacting the Extra Support team at [extra.ie@stenaline.com](mailto:extra.ie@stenaline.com)

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**Q: Can I earn points on all onboard spend?**

A: You can earn points in the onboard restaurants, bars and on purchases made in the Stena Line shop. Points cannot be earned on special member prices, cigarettes and tobacco or in conjunction with any other form of discount.

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**Q: Can I earn points on a group booking?**

A: Points can be earned on bookings with up to 9 persons travelling.

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**Q: How do I check that points have been added for my onboard purchases?**

A: You can check your receipts to make sure the points have been added. You will find your member number on the receipt, below the last item purchased.

## **MAKING BOOKINGS AND SPENDING POINTS**

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**Q: How do I redeem points when making a booking?**

A: Points can be redeemed at the payment stage of the online booking process or by telephone with our Service Team. Points can be redeemed on bookings made directly with Stena Line only. Points can be used as part or full payment.

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**Q: Is there a time limit in which to redeem points?**

A: Points are valid from the date of travel until 31 December of the following year.

Example 1: A member earns points in June 2022, these points are valid until 31 December 2023.



Example 2: A member earns points in December 2022. These points will expire 31 December 2023. If a member then earns more points in 2023, these points will expire 31 December 2023.

Once points expire they are no longer available for redemption. You can check when your points expire when you log on to 'My Extra Pages'.



**Q: Are there restrictions on what fares I can redeem my points on?**

A: You can redeem points on port-to-port travel fares booked directly with Stena Line but it is not possible to redeem points on any vehicle over 7m in length or over 2.6 in height, on vans up to a maximum 7m in length which are carrying goods or equipment for commercial purposes, bookings that include accommodation or other arrangements that involve a third party partner outside of Stena Line e.g. attractions, train tickets and Tesco Clubcard Boost.

**Q: What should I do if I think points are missing from my account?**

A: You can contact our Extra support team on [extra.ie@stenaline.com](mailto:extra.ie@stenaline.com) Please be aware that points are not collected before the journey is completed. When booking you should log on to 'My Extra Pages' on Stena Line's homepage so you can ensure your member number is added to the booking and points are earned.

## **SIGN UP ONLINE OR VIA SMS**

**Q: How do I sign up?**

A: You can sign up online, or via SMS text message, which is instant and simple to do.



**Q: How do I become a member via text?**

A: Registering to become an Extra member via text is instant and straightforward. Simply text your email address to +44 786 001 8000

You will then receive a text in reply with your membership number included. We will send an email to you on the same day where you will be asked to verify your email address and enter your name, address and other details to activate your account.

**Q: Do I need to include the country code in the phone number when sending the text?**

A: Yes, you must do this, even if you have an ROI mobile number.

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**Q: I do not have an email address or online access, can I still become a member?**

A: Extra is an online scheme. We will communicate with you by email and online so without it, it is difficult to keep you informed to help you get the most out of being a member. Therefore, you must have a valid email address to be part of Extra.

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**Q: Does it cost anything to become a member?**

A: There is no fee to join Extra; however, you will be charged your usual network rate when sending a text message. If you send the text message whilst onboard our ships at sea, we use onboard network, Telenor Maritime. The Telenor Maritime cost is set by your local phone operator. You will not be charged for the text you receive with your membership number included. You will only be charged for the text you send.

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**Q: I am already a member, can I use this service?**

A: Yes, it works if you are already a member; in which case it serves as a reminder. The following then happens:

Send your email address to +44 786 001 8000

You will receive a text back with your membership number.

Your membership number can be used straightaway.

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**Q: I have just received my member number when can I collect points?**

A: As a new member, you will be able to collect points immediately but you must first enter your details into the subsequent email/activation link for the points to be awarded. However, the purchases are registered so that as soon as you enter your details (providing it is within 3 months of receiving the email), your points will be available to use.

**Q: Can points be collected straight away?**

A: You can use your membership number as soon as you receive it but points will not be added to your account until it has been activated. To do this, you must update your profile using the link in the subsequent email that you will receive.

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**Q: How do I receive my points?**

A: If you are an existing member, you will receive your points at the time of purchase and they can be seen on 'My Extra Pages'.

If you are a new member, you can also collect points but you will need to enter your details via the link in the subsequent email for your points to be awarded.

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**Q: When must I enter my details according to the confirmation email?**

A: You can fill in your details as soon as you receive the email, but you can also fill it in at home in peace and quiet. You must do this within 3 months to be able to earn the points.

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**Q: Can I pay with points?**

A: Yes. You can use your points to pay in full or part for future travel that is booked directly with Stena Line but the points cannot be used for onboard payments.

**OTHER**

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**Q: Who do I contact if I have a problem with my Extra account?**

A: You can email our Extra support team on [extra.ie@stenaline.com](mailto:extra.ie@stenaline.com)

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**Q: I need to change the country that my membership is registered in – how will this affect my points?**

A: You will earn points at the new rates of earning as points are added to your Extra account once each leg of the journey is completed.