# Hollaway Studio unveils sustainable redesign of LeShuttle terminals to enhance travel experience



Architecture firm Hollaway Studio has revealed its ambitious redesign of the UK passenger terminal for LeShuttle's Channel Tunnel service, promising a fresh, sustainable, and emotionally engaging travel experience. The project will commence in September 2025 with the refurbishment of the Folkestone terminal and later extend to LeShuttle’s Calais terminal in France.

The redesign aims to transform LeShuttle’s terminals from mere transit points into welcoming destinations themselves. Central to this vision is the creation of an intuitive, calming environment that enhances the overall travel experience while incorporating innovative architectural elements. According to Guy Hollaway, principal partner at Hollaway Studio, the goal is to craft an experience that reflects the cutting-edge engineering of the Channel Tunnel infrastructure.

At Folkestone, the refurbished terminal will feature a new check-in area highlighted by a striking swooping canopy, alongside upgraded check-in booths and ticketing zones described as "future-facing." The terminal will also introduce a food hall and landscaped outdoor spaces designed for travellers bringing pets, broadening the amenities offered and aiming to make the start of a journey more enjoyable and less stressful.

The design of the new facades draws inspiration from the geological layers that allowed the original Tunnel’s construction, creating an architectural dialogue with the Channel Tunnel itself. To promote sustainability, the project will prioritise reusing existing structures where possible and employ prefabricated modules to streamline the building process. Furthermore, solar panels are planned to cover the entire roof of both the passenger terminal buildings and the new canopy, underlining a strong commitment to green energy.

LeShuttle has emphasised that operations will continue uninterrupted throughout the refurbishment. The installation of the new check-in canopy will be carried out in phases to ensure ongoing service. The UK terminal update is scheduled for completion before the end of 2026, after which work will shift to the Calais terminal.

LeShuttle's Chief Commercial Officer, Deborah Merrens, described this redevelopment as a pivotal moment for the brand. She stressed that the overhaul is part of a 30-year vision focused on improving ease, enjoyment, and environmental responsibility. “The terminal is the first thing customers see, and we want to switch them into holiday mode from the very first step,” Merrens said.

Hollaway Studio’s reputation for innovative and thoughtful design extends beyond this project. The firm has previously completed unique projects such as the world’s first multi-storey skatepark and a futuristic bicycle factory for Brompton, showcasing its ability to blend creativity with functional architecture.

The overhaul of LeShuttle’s terminals represents a significant investment in both passenger experience and sustainability, aligning infrastructure with contemporary environmental and behavioural expectations while respecting the historic significance of the Channel Tunnel.

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* Paragraph 1 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)
* Paragraph 2 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)
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* Paragraph 4 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)
* Paragraph 5 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)
* Paragraph 6 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)
* Paragraph 7 – [[1]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/), [[2]](https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/)

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## Bibliography

1. <https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/> - Please view link - unable to able to access data
2. <https://www.dezeen.com/2025/09/09/hollaway-studio-redesign-leshuttle-terminals/> - Architecture firm Hollaway Studio has unveiled the first images of its redesign of the UK passenger terminal for LeShuttle's Channel Tunnel service, which will feature swooping shapes and focus on sustainability. Hollaway Studio is leading the architectural vision for the redesign, which will involve refurbishing the Folkestone terminal of railway shuttle service LeShuttle, as well as its building in Calais at a later date. The studio will collaborate with customer experience specialists Engine to deliver the project, which will be carried out while both terminals remain in use. Work will begin in September 2025 on the refurbishment of the Folkestone building, which will be given a new check-in area and a swooping canopy. The aim of the redesign is to create a more calming and emotionally engaging visitor experience while adding more amenities. "Our vision was to reimagine LeShuttle not just as a point of departure, but as a destination in its own right – an intuitive, calming environment that enhances the travel experience and reflects the innovation behind this extraordinary infrastructure," said principal partner at Hollaway Studio Guy Hollaway. Hollaway Studio has designed a food hall for the Folkestone terminal, as well as a landscaped outdoor area for those bringing their pets with them to France. It will also be updating LeShuttle's check-in booths and ticketing areas in the "future-facing" passenger terminal buildings. When developing the new facades, the studio looked to the design of the Channel Tunnel itself, which is used by railway shuttles to carry passenger cars. Their designs "echo the geological strata that enabled the original Tunnel construction", LeShuttle said. The project will have a sustainability focus and reuse existing structures when possible, while prefabricated modules will be utilised to streamline production. Solar panels will cover the entire roof of the passenger terminal buildings, as well as the canopy. LeShuttle's operations will continue throughout the redesign, with the check-in canopy set to be installed sequentially so that services can continue during the work. The work on the UK terminal is expected to be completed before the end of next year, before moving on to the Calais terminal in France. "This is a significant moment for LeShuttle," said the service's CCO Deborah Merrens. "We are setting ourselves up for the next 30 years by completely rethinking the arrival experience, focusing on ease, enjoyment and a greener future," Merrens explained. "The terminal is the first thing customers see, and we want to switch them into holiday mode from the very first step." Hollaway Studios has previously designed the world's first multi-storey skatepark and a "bicycle factory of the future" for Brompton. The images are courtesy of Hollaway Studio.