EUROSTAR™

YOUR GUIDE TO

ELGAR DIRECT

EUROSTAR
4
AGENTS

ELGAR DIRECT
Last updated 13/06/2017

CONTENTS

DIRECT SERVICES

QUICK STEP

A single passenger one-way booking and on-site ticketing

1	Enter a Received Field	**R.YOURINITIALS**
2	Request Availability (up to 120 days in advance)	**A27JULSPXPBN.0900**
3	Sell 1 seat in AF class from line 2	**N1AF2**
4	Fare quote passenger at relevant fare (AD example only - see Fares)	**FQ*AD**
5	Enter passenger name (or frequent traveller number)	**N.1FRASER/NMR**
6	Request seat	**S.S1/N**
7	Enter Form of Payment (miscellaneous - enter free text after MS)	**F.MSAGT**
8	End and Retrieve booking (note locator and ticket time limit)	**ER**
9	Print tickets on site to specific printer ID	**Esc to exit reservations mode then F5 and F8**

Note:
For additional entries, please select a subject button from the menu.

AVAILABILITY & STATION CODES

Station Codes

Station	3 Letter Code	5 Letter Code
St Pancras International	SPX	GBSPX
Ebbsfleet International	EBF	GBEBF
Ashford International	ASI	GBASI
Calais Fréthun	FRH	FRSTH
Lille Europe	LIU	FRLLE
Paris Nord	PBN	FRPNO
Bruxelles Midi	BXS	BEBMI
Marne La Vallée (Disneyland)	MCK	FRMLV
Moutiers	MOU	FRQMU
Bourg-St-Maurice	BOS	FRQBM
Avignon	AVI	FRAES

Initial Availability Entries

Availability today	**ASPXPBN**
Availability today (time specific)	**ASPXPBN.1000**
Availability today (by arrival)	**ASPXPBN.A1400**
Availability by date	**A23MARSPXPBN**
Availability (date-time)	**A09JUNSPXBXS.1400**
Availability by five letter code	**A09JUNGBSPXFRPNO**
Availability (class specific)	**ASPXPBN@AF**
Availability (direct services only)	**A12DECSPXPBN@0**

Follow Up Entries

Availability earlier	**AE**
Availability later	**AL**
Availability at a diferent time	**A.1500**
Availability add 3 days	**A#3**
Availability (subtract 3 days)	**A-3**
Availability next day	**A#**
Availability return +3 days (time specific)	**AR#3.1400**
Availability return (same day)	**AR**
Availability return (time specific)	**AR.1500**
Availability return by date-time	**AR18JUL.1700**

Seat Availability Codes (shown on availability screen)

Code	Number of Seats available
60	More than 60
50	51 - 60 seats
40	41 - 50 seats
30	31 - 40 seats
20	21 - 30 seats
10	11 - 20 seats
-A	1 - 10 seats
--	Class of service full

Trainer's Tips

- You may use either 3 or 5 letter codes when requesting availability, however you may not combine them.
- You may also use your GDS 'encode' or 'decode' command to check station codes:

    Encode / Decode Station Codes
    .CELONDON ST PANCRAS
    .CDSPX

- You may check availability and make reservations up to 120 days in advance.
- Initial entries may be followed up by supplementary commands to display later or earlier services as well as return services.

Selling

Received Field

Received Field (mandatory 1st entry)	**R.YOUR INITIALS**
Delete Received Field	**R.@**

Selling

Sell 1 seat AF class from line 3 of availability	**N1AF3**
Sell 1 AF class from line 1 and request a non-smoking SOLO seat	**N1AF1+S.N*SOLO**
Sell 2 seats BR class from line 2 and request non-smoking seats in the same entry	**N2BR2+S.N**
Direct sell (by train, class, date)	**0ES9002AF23MAREBFPBNNN1**
Direct sell (by train, class, date)	**0AF23MAREBFBXSNN1/1200**

Name Field

NEW! Changes to name command:

Family members with the same surname will need to be entered separately. Error messages will be displayed if the old command is used and you will not be able to complete the booking process. This **will not** affect group bookings.

Name (1PSGR)	**N.RAY/NMISS**
Name (3PSGRs including 1 child)	**N.1FINCH/AMR+N.1FINCH/KMRS+N.1FINCH/LMISS**
Name (2 PSGRs different names)	**N.WALSH/AMS+N.WHITE/BMR**
Enter last 11 digits of Frequent Traveller number (passenger name automatically transfers into booking)	**N.#123457901**
Delete namefield 1	**N.P1@**
Delete names 2-3	**N.P2-3@**
Change name for passengers 1 and 3	**N.P2@1LANDAMORE/DMR**

Form of Payment

Form of Payment (misc. - free text after MS)	**F.MSAGT**
Form of Payment (cash)	**F.S**
Form of Payment (cheque)	**F.CK**
Change payment to cash	**F.@S**

The 'miscellaneous' form of payment is the recommended entry as you are permitted to type in up to 9 characters of free text. You may use this to input a client account number, tour number or cost centre as appropriate.

Remarks (optional field)

Remarks	**NP.CONTACT AFTER 6PM**
Remarks delete from 3rd remark line	**NP.3@**
Remarks change line 1	**NP1@CONTACT AFTER 7PM**
Display remarks	***NP**

The Remarks Field is for your use only and does not transmit to Eurostar.

Trainer's Tips

- You should always begin an ELGAR booking with a RECEIVED FIELD. This causes your agency phone field to move into the booking.
- Mandatory entries in a booking include NAME, ITINERARY and SEAT RESERVATION, PHONE FIELD, and FORM OF PAYMENT.
- Infants under 4 do not require reservations and travel is free. For travel 1 enfant per adult.

PRICING

Fare Display

Fare display Ebbsfleet-Paris for travel today	**FDEBFPNO**
Fare display Ebbsfleet-Brussels for 18JUL	**FD18JULEBFBXS**
Fare Quote Help	**FQH**
Fare Quote Help (by class)	**FQH-BR**

Pricing

Fare quote all PSGR's at full rate	**FQ**
Fare quote 1st at full fare and 2nd as a child	**FQP1*AD.2*CH**
Fare quote all 3 passengers as Youth	**FQ*YO**
Fare quote all passengers as semi-flexible fare	**FQ*TL**

Trainer's Tips

- Each Eurostar fare has a 2 letter booking class as well as an individual passenger type. The booking class is selected from availability and the passenger type is used when fare quoting.
- Refer to Fares for full details of fares and booking codes. Limited information will also appear in ELGAR fare displays (see above).
- Not all adult fares are priced as AD. Check the Fares section for further information regarding fares.
- You can use the notepad **NP.** field to document fare quoted.
- Fares are guaranteed only on the day of quoting.
- If more than 1 passenger is travelling, different fares (such as a Youth and an adult fare) can be booked together as long as they are in the same booking class. The passenger type for each passenger then needs to be specified when pricing.
- The child fare (age 4-11 inclusive, always CH passenger type) can be priced with any adult fare in Standard Premier and Standard. Infants (age 0-3) do not require a reservation, and should not be included in the booking, however they are not guaranteed a seat.

It is possible to combine Standard Premier and Standard fares of the same name and passenger type. The mean average of the two fares is calculated upon pricing.

SEATS & SPECIAL MEALS

Seats

Display seats booked	***SD**
Sell seat and assign SOLO seat type in one entry	**N1AF2+S.*SOLO**
Assign coach 8 seat number 75 and sell seat in one entry (single passenger only)	**N1AF2+S./8/75**
Assign sgmt 2 aisle seat all PSGR's	**S.S2/A**
Assign sgmt 1 a CLUB4 style seat	**S.S1/*CLUB4**
Assign sgmt 2 seat to coach 7 seat 25 (single passenger only)	**S.S2/7/25**
Assign sgmt 1 near to coach 8, seat number 75 which is already allocated	**S.S1/08/75N**

- You must ensure that you assign seats before confirming the PNR.
- All Eurostar seats are non-smoking.

Re-assign Seats

Re-assign window seats for sgmt 2	**S.S2@W**
Re-assign to a CLUB4 seat type for sgmt 2	**S.S2@*CLUB4**
Re-assign to coach 7, seat 51 for sgmt 1 (single passenger only)	**S.S1@7/51**
Re-assign all passenger near to coach 7, seat 51 for sgmt 1	**S.S1@7/51N**

Seat Types

These can be requested - see examples above

Single seat in 1st class (seat back table)	**SOLO**
Two seats airline style 1st class (seat back tables)	**DUO**
Two seats facing each other 1st class (with table)	**CLUB2**
Four seats facing each other 1st class (with table)	**CLUB4**
Four seats facing each other 2nd class (must have minimum of 2 PSGR's in booking to request)	**CARRE**

Seat Availability Display

Seat availability display for booked segment 1 in coach 7	**SM*S1/7**
Seat availability display for train ES9004 on the 10 Aug in coach 07	**SM*A1/7**

```
GBSPX-FRPNO 10AUG ES9004 COACH 07 INT
A NS 11 13 14 18 17 15
A NS ** ** ** ** ** **
A NS 31 33 34 38 37 35
A NS ** 43 44 48 47 **
A NS ** 53 54
A NS 61 63 64 68 67 65
A NS 71 73 74 78 77 75
```

This is a seat availability display and does not reflect the coach layout. Please refer to the seating plan to view layout.

All seat numbers that appear are available and can be reserved. All other seat numbers that do not appear are reserved or unavailable. Check for correct class displayed on the left of the screen: **A** indicates a Business Premier, **H** is Standard Premier and **B** is Standard.

Special Meal Requests for Business Premier and Standard Premier

Vegetarian meal (all PSGRs)	**SI./VLML**
Vegetarian meal (PSGR 2)	**SI.P2/VLML**
Muslim meal (specific segment/PSGR)	**SI.S2P2/MOML**
Delete all meal requests	**SI.S2@**
Delete meal request for PSGR 2	**SI.P2@**
Display all meal requests (SSRs)	***SI**

Meal Types	Meal codes	Minimum Request Time
Vegetarian (dairy & eggs permissible)	VLML	24 Hours
Child meal (Standard Premier only)	CHML	24 Hours
Vegan	VGML	36 Hours
Kosher	KSML	36 Hours
Muslim	MOML	36 Hours
Diabetic	DBML	36 Hours
Gluten free	GFML	36 Hours
Low fat	LFML	36 Hours
Low salt	LSML	36 Hours

RETRIEVING, DISPLAYING & ENDING

Retrieving

Retrieve by 8-letter locator (TNR)	***MRSQPTVU**
Retrieve by 6-letter locator (PNR)	***QTBEES**
Retrieve by date and name	***/18JUL-JONES**
Retrieve by train number + date and name	***ES9004/24JUN-ROSS**
Retrieve 3rd name from similar name list	***3**
Redisplay similar name list	***L**

Display

Display all (entire PNR)	***R**
Display seat data	***SD**
Display history	***H**
Display ticketing fields	***TD**
Display remarks	***NP**

Scrolling

Move up	**MU**
Move to top of PNR	**MT**
Move down	**MD**
Move to bottom of PNR	**MB**

Ending a PNR

End and file away	**E**
End and retrieve	**ER**
Ignore existing PNR	**I**
Ignore current activity and retrieve	**IR**

All data will be lost if you fail to end your PNR. We recommend you ER your booking and make a final review before leaving ELGAR.

CHANGES TO PROVISIONAL BOOKINGS

First check the top line of your booking to check that it is in Provisional status, as, with the exception of dividing, these changes apply to provisional bookings only. For amendments after tickets have been issued or after booking has been queued for printing, please see the Refunds or Exchanges section.

All change entries must be followed by a Received field then End and Retrieve.

Cancel itinerary	**XI**
Cancel segment 2	**X2**
Cancel segments 2 to 4	**X2-4**
Change segment 1 to AF class (you may only change within the same class of travel e.g. within Business Premier)	**@1/AF**
Change segments 1 and 4 to BF class	**@1.4/BF**
Insert segment at start of itinerary	**/0**
Insert segment 2 after 0	**/0S2**
Delete name (passenger 1)	**N.P1@**
Delete names 2 and 3	**N.P2.3@**
Reassign seat for sector 1 to coach 7 seat 51	**S.S1@7/51**
Reassign seat(s) for sector 2 to 1st class table	**S.S2@*CLUB4**

Amending a provisional booking itinerary (Quickstep)

Retrieve booking	***QRNTUPNU**
Cancel sector to be changed	**X1**
Enter Received Field	**R.YOUR INITIALS**
Display Availability (use insert /0 when required)	**A23JANEBFPBN**
Sell one seat in BX class from line 3 and request seat	**N1BX3+S.N**
Fare Quote at relevant fare, eg YO for youth fare (to ensure fare rules are met)	**FQ*YO**
End and Retrieve	**ER**

Dividing (Quickstep)
Dividing can be done both before and after ticketing

Divide passenger 1	**DP1**
Enter Received Field	**R.YOURINITIALS**
File divided passenger's PNR	**F**
Enter Received Field (remaining PNR will be displayed)	**R.YOURINITIALS**
End transaction and retrieve	**ER**

Dividing more than one passenger

Divide out passenger 2 and 4	**DP2.4**
Divide out all passengers 1 to 3	**DP1-3**

TICKETING

Ticket Time Limits

ELGAR automatically returns ticketing time limits on completion of a PNR. This time limit is governed by how far in advance the booking is made and cannot be changed. Reservations will automatically expire after the ticketing time and date limit (TTL).

Ticket on Departure (TOD)

For ticket collection, customers should arrive at least 45 minutes before departure to collect TODs, and need to know their 6-character booking reference (PNR). Please note, the 8-character booking reference (TNR) can also be used at e-ticket machines in the UK only.

Ticket on departure Lille and selected French stations* (1234567890123456 is the credit or debit card no.)	**T.TKE (Print at Home outside 48 hours is not available. Collect from the E-machines at the stations. or if Form of ID is requested T.TEL/CC1234567890123456**

*For Lille and French station TODs a customer credit or debit card number can be entered for security purposes only and is not used for payment. There is no need to specify station codes. The customer must quote the 6-letter reference and present the card if entered in order to collect tickets.

List of French stations where TOD facility is available

Aime la Plagne, Aix en Province TGV, Angers St Laud, Angouleme, Avignon Centre, Avignon TGV, Benedictins, Besancon, Bordeaux St Jean, Bourg St Maurice, Caen, Calais Frethun, Dijon Ville, Grenoble, La Rochelle Ville, Le Mans, Lille Europe, Lille Flandres, Limoges, Lyon Part-Dieu, Marne la Vallée - Chessy (Disneyland Paris), Marseille St Charles, Montpellier, Moutiers-Salins, Nantes, Nice Ville, Paris Austerlitz, Paris Bercy, Paris Est, Paris Montparnasse, Paris Nord, Paris St Lazare, Perpignan, Poitiers, Rennes, St Pierre des Corps, Strasbourg, Toulouse Matabiau, Tours, Valence TGV

Trainer's Tips

- Any ticketing or queuing commands will automatically generate a debit to your agency.
- If a booking has been queued, but not ticketed, ELGAR does not permit an agent to make any amendments. Call eurostar4agents for advice and assistance.

Ticket Status Codes

Status	Description	Action Taken
TK	Ticket Confirmed	Ticket has been issued
TT	Transitional Ticket	Queued for ticketing
TR	Ticket Refunded	Processed for refund
TE	Ticket Exchanged	New ticket issued
TV	Ticket Voided	Manual void of ticket
TZ	Ticket Voided	Printer failure void
TX	Ticket Voided	Voided at Eurostar Point of Sale
??	Ticket Cancelled	Not yet refunded or exchanged

VOIDING

Void all live tickets (printer sites - day of issue only)	**TPX***

Void and re-print tickets after print failure

1	Void all tickets issued in PNR	**TPX***
2	Enter Received Field	**R.YOUR INITIALS**
3	End and Retrieve	**ER**
4	Reprint booking to specific printer ID	**Esc to exit reservations mode then F5 and F8**

Trainer's Tips
- Voiding can be carried out by printer sites on the day of issue only.
- The void entry must be followed by a Received Field and then End and Retrieve.
- If you experience a print failure (tickets TZ status), ensure all tickets are voided before reprinting. Coupons voided should be marked 'Void'.

If you are not reprinting tickets, the itinerary should be cancelled.

EXCHANGES

Quickstep

1	Retrieve booking and check status is "E-ticket not printed"	*JKNMDFVA
2	Cancel sector(s) to be changed	X2
3	Enter a Received Field	R.YOURINITIALS
4	Availability (use insert **/0** when required)	A10NOVPBNSPX
5	Sell new sector and assign seat	N1AF3+S.N
6	Quick Re-price (value of new ticket(s) will be shown - please note before continuing)	XFQ#Q
7	Check for boarding pass/new ticket (last opportunity to ignore)	XFD

Now read Elgar screen to check for fees.

Example
TICKETS REFUNDED/EXCHANGED - REFUND VALUE 0.00 GBP

REF/EXCH	NO.COUPONS	VALUE	X/R	FEE	AMOUNT	GBP
T/T TCN						
NO.COUPONS	VALUE	X/R	FEE	AMOUNT	GBP	NO.COUPONS

- If 'REFUND VALUE 0.00' and 'B.PASS' is displayed as above, free boarding passes will be printed, and last-minute exchanges are possible.
- If a REFUND VALUE is shown, subtract this amount from that shown after the 'Quick Re-price' entry (step 6). This gives the amount to be charged to the customer, including any fees and upgrades. New tickets will be printed and last-minute exchanges are NOT possible.

Call Elgar Help Desk here for advice if necessary, before proceeding.

8	Enter form of payment where fee applies	**F.MSAGENT**
9	Confirm cancellation	**XTX**
10	Print new boarding passes or tickets (mandatory entry, even for last-minute exchanges)	**Esc to exit reservations mode then F5 and F8**
10a	Create e-tickets for new TCNs	**T.TKE**

Boarding passes or tickets?

A **boarding pass** is usually issued when there are no fees to exchange. It has no value and is similar to an airline 're-val'. If there is time, boarding passes should be sent to client and kept with the original ticket for travel (if there is not time, please refer to Last-minute exchanges below).

New tickets are usually issued where there is a fee or fare difference to pay (although occasionally there may be no payment due). In this case, the system cancels the original ticket, which shows as TE status in booking, and must be returned to the agent (to be stored with the cancelled tickets for auditing purposes). New tickets must be sent to the client and last-minute exchanges are not possible by the agent. For last-minute exchanges involving new tickets (if boarding pass is not displayed at step 7), please contact eurostar4agents on 03448 224334 who can process the exchange for you.

Last-minute exchanges (boarding passes only)

- Last-minute exchanges are only possible when a boarding pass is issued (**check at step 7**).
- Follow the above Quickstep and check for boarding pass(es). Print the boarding pass(es) and retain for your records.
- Advise passenger to proceed to manual check-in, present original ticket(s) and quote new train number or departure time. Duplicate boarding pass(es) will be issued, as long as check-in is open for the train.
- Where a new ticket is issued, this must be sent to the passenger and last-minute exchanges are therefore not possible. Please call eurostar4agents on 03448 224334 for assistance.
- Alternatively, last-minute exchanges can be carried out at the Eurostar station, subject to availability and ticket conditions.

REFUNDS

Full refunds and refunds of one leg of a return are now processed differently (see next page).

Full Refunds

- Full refunds can be completed by all printer and non-printer sites.
- Refunds must be completed within 2 months, in accordance with the ticket conditions.
- If refunding does not apply to all passengers, please divide the booking (see Dividing under Changes to provisional bookings).

To process a full refund, choose from one of the three scenarios below:

1. You have the tickets (Quickstep)

1	Retrieve booking (within 2 months)	***QSSHVT**
2	Cancel itinerary	**XI**
3	Enter received field	**R.YOUR INITIALS**
4	Quote for a refund (last opportunity to ignore)	**XFD**
5	Cancel and refund ticket (you may no longer ignore)	**XTX**
6	End and retrieve	**ER**

2. The client has the tickets (Quickstep)
A full refund cannot be processed without the tickets, so it is necessary to cancel and refund in 2 stages. Upon refund request, cancel the itinerary following steps 1-6 (this ensures any refund before departure conditions are met).

1	Retrieve booking (within 2 months)	***QRSUVT**
2	Cancel itinerary	**XI**
3	Enter received field	**R.YOUR INITIALS**
4	Quote for a refund (last opportunity to ignore)	**XFD**
5	End and retrieve (you may no longer ignore)	**ER**

Once you receive the tickets back from the client, follow steps 6-10 to complete the refund.

6	Retrieve cancelled booking (within 2 months)	***QRSUVT**
7	Enter received field	**R.YOUR INITIALS**
8	Calculate refund due	**XFD**
9	Process refund	**XTX**
10	End and retrieve	**ER**

3. Tickets are queued as TOD or are e-ticketed (Quickstep)
Bookings that have been set up as a ticket on departure and are in e-ticket can be refunded, subject to ticket conditions, regardless of whether they have been printed or not. To refund only a part of a TOD booking, please contact eurostar4agents for assistance, as tickets must first be printed. (this does not apply to e-ticket)

1	Retrieve booking (within 2 months)	***QQVRSU**
2	Cancel itinerary	**XI**
3	Enter received field	**R.YOUR INITIALS**
4	Quote for a refund (last opportunity to ignore)	**XFD**
5	Cancel and refund ticket (you may no longer ignore)	**XTX**
6	End and retrieve	**ER**

Refund One Leg Of A Return

- Sites without printers - it is only possible to refund one leg of a return in some instances. It is therefore advised that sites without printers contact eurostar4agents for assistance for all refunds of one leg of a return.
- Refunds must be completed within 2 months of the travel date, in accordance with the ticket conditions.
- If refunding does not apply to all passengers, please divide the booking (see Dividing under Changes to provisional bookings page 10).

To refund one leg of a return, choose from one of the two scenarios below:

1. You have the tickets (Quickstep)

1	Retrieve booking (within 2 months)	***QVRUVT**
2	Cancel sector(s) no longer required	**X2**
3	Enter received field	**R.YOUR INITIALS**
4	Display record	***R**

Now check ticket numbers for '??' and continue at step A5 or B5 below:

If '??' precede all ticket numbers (printer sites only!):

A5	Quick re-price (to re-price remaining sector)	**XFQ#Q**
A6	Enter form of payment	**F.MSAGT**
A7	Calculate value of old tickets (last opportunity to ignore)	**XFD**
A8	Cancel and refund old tickets	**XTX**
A9	Issue new single ticket If client has not travelled - this new ticket is valid for travel and should be sent to the client. Endorse both old tickets as 'refunded' and retain for audit purposes. If client has travelled - a travelled coupon is issued. This is endorsed 'travelled' and should be retained by agent or client for record of fare paid. The refunded ticket should be marked 'refunded' and retained for audit purposes.	**Esc to exit reservations mode then F5 and F8**

If '??' do not precede all ticket numbers:

B5	Quote for refund of cancelled sector (last opportunity to ignore)	**XFD**
B6	Cancel and refund ticket	**XTX**
B7	End transaction and retrieve. Refunded ticket should be marked 'refunded' and retained for audit purposes.	**ER**

2. The client has the tickets

Check ticket conditions:

- If tickets are refundable after departure, only process the refund (following the steps above) once you have received the tickets back from the client. This must be done within 2 months of the travel date of the sector to be refunded.
- If tickets are not refundable after departure, please contact eurostar4agents for assistance.

ACCOUNTING

Display daily sales report (all carriers)	**HMPR or TASR**
Display daily sales report (Eurostar only)	**HMPR*EUKL or TASR*EUKL**
Display daily sales report for specific date	**HMPR/20NOV or TASR/20NOV**
Display daily sales report for specific date (Eurostar only)	**HMPR/15NOV*EUKL or TASR/15NOV*EUKL**

Trainers Tips:

- To maintain accurate sales accounting within your agency it is essential to print out a daily report each day.
- All bookings printed at your site or queued for ticketing will immediately appear on your daily sales report.
- These will automatically generate a charge against your agency account.
- Daily sales reports can be obtained for the current day and the previous 90 days.
- Bookings remain live in ELGAR up to two months after departure.

Example daily sales report:

```
REPORT FOR X000 - 24APR07                          CURRENCY GBP
DVBMDJTU 36976              25/04/07    PECK/ANDREWMR        PRE PAY
                    ES     285.00
XGGGVCXU 36977              25/04/07    LEWINSMITH/LEE       TICKET IMM
                    ES     69.00
VXKDDPSU 36978-36981        06/05/07    FOLEY/GMRS           TICKET IMM
                    ES     200.00
VXKDDPSU 36982-36983        06/05/07    FOLEY/GMRS           AUTO VOID
                    ES     100.00 CREDIT
JKKGKGXU 36984              25/04/07    HAMMERSTON/PAUL      TICKET PP
                    ES     0.00
VXKDDPSU 36985-36986        06/05/07    FOLEY/GMRS           MANUAL VOID
                    ES     100.00 CREDIT
VXKDDPSU 36987-36990        06/05/07    FOLEY/GMRS           TICKET IMM
                    ES     200.00
HMFCDPSU 36991              05/05/07    GRACE/AMR            EXCHANGE
                    ES     22.00
XGGGVCXU 36992-36993        25/04/07    LEWINSMITH/LEE       REFUND
                    ES     69.00 CREDIT
TOTALS              DAILY       MONTHLY
CARRIER ES          507.00      6511.01
```

Key

TICKET IMM	Tickets booked and printed on site.
PRE PAY	Tickets paid for and queued for ticketing using TOD/TRM/TBP entries (Ticket on Departure/Remote Ticketing/Ticket by Post)
TICKET PP	Prepaid tickets printed on site
AUTO VOID	Tickets voided automatically by printer following a print failure
AUTO VOID PP	Tickets (previously queued) voided automatically by the printer
MANUAL VOID	Operator has manually voided tickets on day of issue
REFUND	A refund has been processed
EXCHANGE	Ticket exchanged and reissued.

EUROSTAR CONNECTIONS

ANY BELGIAN STATIONS

Tickets via Brussels through to Any Belgium station can be booked on Elgar.

Key points:
- Fares are available from London, Ebbsfleet or Ashford International through Any Belgium station, via Brussels Midi.
- There is no need to include open segments, just quote with the Any Belgium station passenger type, which are on the fare sheet.
- A break of journey of up to 24 hours is permitted in Brussels on the outbound and return journeys.
- For bookings on Thalys, please see Thalys section page 24

QUICK STEP

A return booking for 2 people from Ashford to Any Belgium station.

1	Access ELGAR from active Worldspan	@9F@KGB
2	Enter a Received Field	R.YOURINTIALS
3	Request Availability from Ashford to Brussels	A10SEPASIBXS.0800
4	Sell 2 spaces in BF class on Eurostar from line 1 and request seats	N2BF1+S.N
5	Request return availability from Brussels to Ashford	AR12SEP.1600
6	Sell two spaces in HF class on Eurostar from line 2 and request seats	N2AF2+S.N
7	Fare quote using relevant Any Belguim passenger type (example only for correct pax types please see the fare guides)	FQ*DB
8	Enter passenger name(s)	N.1NICHOLLS/BMR+N.1NICHOLLS/EMRS
9	Enter Form of Payment (miscellaneous - enter free text after /)	F.MSAGT
10	End and Retrieve booking (note locator and ticket time limit)	ER
11	Print tickets on site or set up Ticket on Departure to Ashford	**Esc to exit reservation mode then F5 and F8. Or ENTER T.TKE**
12	Exit ELGAR	**@BSO** then **I**

Trainer's Tips

- Each Eurostar fare has a 2 letter booking class as well as an individual passenger type. The booking class is selected from availability and the passenger type is used when fare quoting.
- Refer to Fares for full details of fares and booking codes.
- It is **extremly important** with the Any Belguim fares that the correct passenger type is entered as this is what defines the onward sectors being included on the ticket.

EXCHANGES & REFUNDS

When refunding Any Belgium station bookings, the normal Elgar refund process applies. See Exchanges and Refunds section for Direct Services.

FRENCH DESTINATIONS (INCL DISNEY INDIRECT)

You can now book to over 70 French destinations through ELGAR. To gain booking access, please contact Eurostar4agents at eurostar4agents@eurostar.com, allowing 5 working days for ELGAR access and receipt of an amended contract.

Key points
- French Provinces are available to book as through fares from London, Ebbsfleet and Ashford, and connections are made in Lille, Paris or occasionally Marne-la-Vallee (customers can connect at Marne-la-Vallee for Lyon, Avignon and Bordeaux).
- Fares to Disney Marne-la-Vallee are available on direct services or via Lille. Direct and Indirect services can be combined and an average price will be calculated. Please note that connections to Disney via Paris cannot be booked on Elgar.
- A stopover of up to 24 hours is permitted in Lille and Paris.
- Night trains, couchettes, and sleepers cannot be sold through Elgar.
- **NEW!** In order to enable P@H for French provinces there are changes to be implemented to the way booking are made on Elgar which means that the passenger will be able to print both Eurostar and TGV ticket at home and will no longer need a ATB ticket. Check on the Quickstep page for P@H name rule.

Fares and booking
- A typical French Provinces return booking contains 4 segments. These are made up of the Eurostar outbound service, the connecting service to the chosen destination, the returning connecting service, and, finally the Eurostar inbound service.
- Customers may travel out first class and back standard (if fare allows), but travel on each leg must be the same class for the Eurostar and non-Eurostar part of the journey.
- The booking class for the onward journey differs from the Eurostar journey. Check on the Quickstep page (page 21) to find the additional code.

DESTINATIONS

Encode Marseille Station	.CEMARSEILLE
Decode Station	.CDFRAES

Destination	5 Letter code	3 Letter code
AGDE	FRXAG	AGD
AGEN	FRAGF	AGN
AIME-LA-PLAGNE	FRQAI	AIM
AIX-EN-PROVENCE TGV	FRAIE	AXT
ANGERS	FRACL	ASL
ANGOULEME	FRANG	AGM
ANNECY	FRNCY	ANE
ANTIBES	FRXAT	ANT
ARLES	FRHZA	ARS
AVIGNON CENTRE (also for Eurostar Direct)	FRAES	AVI
AVIGNON TGV	FRAVG	AVT
BELFORT	FRBOR	BFT
BESANCON	FRABG	BSV
BIARRITZ	FRBIQ	BIQ
BORDEAUX	FRBOJ	BOX
BOURG ST. MAURICE Eurostar (also for Eurostar Direct)	FRQBM	BOS
BREST	FRBES	BQF
CAEN	FRCFR	CNQ
CANNES	FRJCA	CNV
CARCASSONNE	FRCCF	CRC
CHALONS EN CHAMPAGNE	FRXCR	CCM
CHALONS-SUR-SAONE	FRXCD	XCD
CHAMBERY	FRCMF	CMC
CHAMONIX	FRXCF	CIX
CHAMPAGNE-ARDENNES	FREAH	
CHARLEVILLE MEZIERES	FRXCZ	CHV
CHERBOURG	FRACK	CHB
CLERMONT-FERRAND	FRCFE	CFE
COLLIOURE	FRXCU	CUE
DEAUVILLE/TROUVILLE	FRTRD	TRV

DIJON	FRABA	DIJ
DISNEYLAND PARIS (also for Eurostar Direct)	FRMLV	MCK
EPERNAY	FRXEP	EPE
FUTURESCOPE THEMEPARK	FRTGO	FUT
GRENOBLE	FRGNB	GBE
LA ROCHELLE	FRLRH	LRO
LAVAL	FRACR	LAV
LE CREUSOT	FRXCC	LCR
LE HAVRE	FRAEZ	LVR
LE MANS	FRAET	LMN
LES AUBRAIS	FRLAB	AUB
LIBOURNE	FRXLR	LIR
LIMOGES	FRAGQ	LIG
LORIENT	FRLRT	LOR
LOURDES	FRLDE	LDE
LYON (PART DEIU)	FRLPD	LYU
LYON (PERRACHE)	FRLPE	LYS
LYON ST EXUPERY (airport)	FRJDQ	LSA
MARSEILLES	FRMSC	MLL
MENTON	FRXMT	MNT
METZ	FRADE	MZM
MONTPELLIER	FRMPL	MPR
MOUTIERS (also for Eurostar direct)	FRQMU	MOU
MULHOUSE	FRAEK	MLV
NANCY	FRENC	NCY
NANTES	FRNTE	NTE
NICE	FRNIC	NIC
NIMES	FRFNI	FNI
ORLEANS	FRAFK	ORL
PERPIGNAN	FRPGF	PGF
POITIERS	FRPIS	POI
QUIMPER	FRUIP	QPR
REIMS	FRRHE	RMS
RENNES	FRRNS	REN
ROUEN	FRURD	RRD
ST.RAPHAEL	FRXSK	SSR
ST.PIERRE-DES-CORPS	FRXSH	SPC
STRASBOURG	FRAEG	SXB
TARBES	FRXTB	TBE
TOULON	FRTLN	TLN
TOULOUSE	FRXVT	TOU
TOURS	FRAFW	TUF
TROYES	FRQYR	TOY
TROUVILLE DEAUVILLE	FRTRD	TRV
VALENCE VILLE	FRVAF	VAF
VALENCE TGV	FRVLA	VAT
VANNES	FRVNE	VAN

CONNECTIONS

LILLE

Allow minimum 25 minutes outbound and 45 minutes for return connection.

At Lille, there are two stations: Lille Europe and Lille Flandres. Eurostar trains arrive at Lille Europe and the majority of TGV services depart from there. Some services depart from Lille Flandres, which is only 600 metres from Lille Europe and can be reached either on foot or by free shuttle bus.

Although there are fewer TGV trains per day via Lille than via Paris, changing at Lille is by far the easiest way for onward travel in France, since a simple platform change is all that is required.

PARIS

Allow minimum 60 minutes outbound and 90 minutes for return connection.

Eurostar services arrive at Paris, Gare du Nord station, and most TGV onward services depart from other stations in Paris. These stations can be reached by metro, RER, taxi and sometimes by bus or on foot. Details of how to reach connecting stations are below. Please note the cost of metro and RER tickets is not included in the fare.

The Paris Metro is similar to the London Underground, whilst the RER is similar to the London suburban railways.

Gare de L'est
- Metro Line 4 (Direction Porte D'Orleans) or Metro Line 5 (Direction Place D'Italie). Approx. 5 minutes DIRECT.
- RATP - Bus No. 65, 46 & 38 (allow 10 minutes).
- WALK - Out of main exit and turn left. Cross over road continuing left up to crossroads. Turn right along Rue de Faubourg then left at MacDonalds! Approx. 10 minutes.

Gare de Lyon
- RER Line D (D2 Direction Melun or D2 Direction Malsherbes) Approx. 8 minutes, DIRECT & QUICKEST.
- TAXI - takes 15-20 minutes depending on time of day.
- RATP - Bus route 65 (allow 30 minutes).

Gare d'austerlitz
- Metro Line 5 (Direction Place D'Italie), DIRECT.
- RER Line B (Direction Robinson / St Remy) to St.Michel Notre Dame, then Line C (Direction Massy - Paliaiseau / Dourdan / St.Martin). Approx 25 minutes, QUICKEST.
- TAXI - takes 15-30 minutes depending on time of day.
- RATP - Bus route 65 (allow 40 minutes).

Gare Montparnasse
- Metro line 4 (Direction Porte D'Orleans). Get off at Montparnasse -Bienvenue. Approx. 40 minutes DIRECT.
- RER line B (Direction Robinson / St Remy) to Denfert-Rochereau, then Metro Line 4 (Direction Porte de Clignacourt) Approx 15 minutes, QUICKEST.
- TAXI - takes 40-50 minutes depending on time of day.
- RATP - Bus no.96 (allow 50 minutes).

Gare St Lazare
- RER Line E (direction St.Lazare) alight here. On return journey take the same line, direction Chelles-Gournay or Villiers-Sur-Marne and get off at Magenta.
- TAXI - takes 15-20 minutes depending on time of day.
- RATP - Bus route 26 (allow 25-40 minutes).

Travelling

Important! Customers must remember to validate their tickets for travel on SNCF trains in the orange machines as they approach the platform.

If an onward connection is missed, customers should go to the ticket office, where staff will book them onto the next available train. For semi or non-flexible tickets, there may be a charge for this at the discretion of the ticket office.

QUICK STEP

A single passenger return booking to Marseille

Before following the steps below, please refer to **The French Booking Class Table** below which shows the equivalent French booking class that corresponds to the Eurostar booking class.

Please note that even if you can see the other classes of service when booking, they must NOT be used for Eurostar bookings.

1	Check the Fare Class Equivalent Table to find the French class of service (see below)	**FQE/ES**
2	Enter a Received Field	**R.YOURINITIALS**
3	Request Availability from St Pancras International to Marseille	**A14MAYSPXMLL**
4	Sell one space in AF class on Eurostar from line number 1, and also French TGV in class AP from line number 2. (check connection times!)	**N1AF1AP2**
5	Request Availability return from 10:30	**AR20MAY.1030**
6	Sell one space in AP class on French segment from line number 1, and AF class on Eurostar from line number 2 (check connection times!)	**N1AP1AF2**
7	Fare quote using Eurostar passenger type corresponding to Eurostar/French classes	**FQ*AD**
8	Enter passenger name(s) **see note on name rule for P@H	**N.1DELANEY/AMRS** **N.1FINCH/AMR+N.1FINCH/KMRS+N.1FINCH/LMISS** (for multiple passengers)
9	Request seats for each segment	**S.S1/N+S.S2/N**
10	Enter Form of Payment	**F.MSAGT**
11	End and retrieve	**ER**
12	Issue Tickets or set up Ticket on Departure (example St Pancras)	**Esc to exit reservation mode then F5 and F8. Or ENTER T.TKE**

**** Name rule for P@H Eurostar and French Connections**
Family name command no longer possible
N.4BROWN/A/B/C/D

Name will need to be entered individually:
N.1BROWN/ADELE
N.1BROWN/PETER

Please note: that this will not affect group bookings (agent with group access only):
N.20/SMITHGROUP

The French Booking Class

Please refer to table below which shows the equivalent French booking class that corresponds to the Eurostar booking class.

Please note that even if you can see the other classes of service when booking, they must **NOT** be used for Eurostar bookings.

Eurostar	French non TGV	French TGV
AF	A	AE
HF	A	AE
HT	A	AB
HW	A	AC
HZ	A	AJ
HX	A	AK
BF	B	BE
BT	B	BB
BV	B	BC
BZ	B	BC
BR	B	BJ
BW	B	BJ
BX	B	BK
BY	B	BK

HOW TO BOOK

Availability

Availability from origin to final destination	**A15OCTSPXMLL.0800**
Availability one segment at a time and if a stop-over of up to 24 hours is requested	**A17APRASIPBN.0700** then **A18APRPBNMLL.0700**
Availability Ebbsfleet to Marseille around 10:00 via Lille only	**A14DECEBFMLL.1000.VLIU**
Availability Marseille to Ebbsfleet via Paris with 90 minutes minimum connection.	**A15DECMLLEBF.VPBN.CMIN90**
Show availability of direct service to Disney	**A19MARSPXMCK@0**

- There is a 90 day booking horizon for French trains, 120 days for Eurostar.
- Use Encode/Decode in ELGAR to find station codes, or see Destinations page 18-19.
- A break of journey of up to 24 hours is permitted in Paris or Lille.
- Eurostar recommend allowing at least an hour to cross Paris, and a further 30 minutes for return check-in on Eurostar (90 minutes in total for inbound journeys)
- TGV services always have train code beginning with TG, and show RN for Reservation Needed. Non-TGV trains show RR for Reservation Recommended. Non-bookable trains show neither RR or RN.
- Where some trains appear twice in availability, the TGV have alternative train numbers. Book either service.
- When requesting minimum connection times it is necessary to specify via Paris or Lille.

Connecting station codes

Station	5 Letter code	3 Letter code
Gare d'Austerlitz	FRPAZ	PAA
Gare de Lyon	FRPLY	PCL
Gare Montparnasse	FRPMO	PMN
Gare St Lazare	FRPSL	PAZ
Gare de l'Est	FRPST	PAE
Lille Europe	FRLLE	LIU
Lille Flandres	FRADJ	LIL

Selling and open sectors

Sell one space from BF class from line 1 and BP class from line 2 TGV train	**N1BF1BP2**
Sell one space from AF from line 1 and A Class from line 2 non TGV train	**N01AF1A2**
Sell two spaces from AW class from line 3 and AD class from line 4 TGV train. Plus request seats.	**N2AW3AD4+S.N**
Sell open sector (unreserved) first class Paris Gare d'Austerlitz to Tours	**0SNOPENA22JUNPAATUFNO2**
Sell open sector (unreserved) standard class, 2 passengers Tours to Paris Gare d'Austerlitz	**0SNOPENB15SEPTUFPAANO2**

- If ELGAR does not respond after a sell entry, your agency may not have requested access to French Provinces on ELGAR. Call eurostar4agents on 03448 224334.
- If the train shows neither an RR or RN on the availability screen, then it is non-bookable and can be sold using an open sector entry.
- When booking open sectors, ensure the correct Paris or Lille connecting station code is entered. Routing, times and connecting stations should first be checked by doing an availability display for the whole journey. An open ticket is produced and is valid on any non-TGV service within 24 hours of the Eurostar connection.

Pricing
The fare quote format is the same for all ELGAR reservations; a passenger type corresponding to the class of service needs to be specified. The classes of service in the Eurostar and French segments must be compatible in order to fare quote successfully. Refer to the Quick Reference Fare Guide or Fares pages for French Provinces and Disney fares and Eurostar passenger types.

Seats

Request seats for segments 1 and 2	**S.S1/N+S.S2/N**
Display seating details	***SD**
TGV	
Request Club 4 seats for segments 1 and 2	**S.S1/N*CLUB4+S.S2/N*CLUB4**
Request upper deck seats on Duplex (TGD) train for segment 2	**S.S2/N*DUR**
Request lower deck seats on Duplex (TGD) train for segment 3	**S.S3/N*DLR**
Non-TGV	
Request open coach for segment 2	**S.S2/N*CC**
Request compartment coach window for segment 3	**S.S3/NW*CN**

- Eurostar and TGV seat reservations are compulsory. On some other services, seat reservations are not compulsory, but recommended. Codes on the ELGAR Availability screen indicate whether seat reservations are required: RN-Reservation Needed RR- Reservation Recommended
- All seat reservations made on ELGAR are included in the price of the ticket.
- All services are non-smoking.
- The seat map display on ELGAR is available for Eurostar only, and specific seats cannot be requested on French services.
- The following Eurostar seat options are also valid on the TGV: W (window), A (aisle), SOLO, DUO, CLUB2, CLUB4 and CARRE.

Ticketing
Enter form of payment and end and retrieve using ELGAR entries before ticketing as normal in ELGAR. A coupon will be printed for every segment booked. A typical four-segment booking will generate four ticket coupons but only two ticket numbers will be generated; one for the outbound segments, one for the return segments.

Ticket on Departure can be set up for St Pancras, Ebbsfleet and Ashford International, and Paris Gare du Nord using the usual entry, and for Lille and selected French stations by using a new entry. Please see Ticketing page (page 11) within Direct Services.

EXCHANGES & REFUNDS

Exchanges
Eurostar sectors on a French Province booking can be exchanged in the same manner as for Eurostar Direct Services. Please refer to Exchanges page (page 12).

Following the same procedure, exchanges of the French sector(s) may generate a new ticket, rather than a boarding pass. Check at step 7 of the Quickstep for boarding passes or a refund value. A refund value indicates that new tickets will be printed and that last-minute exchanges are not possible. In this case, clients should change tickets at any Eurostar or the French departure station, presenting all ticket coupons.

Refunds
Refunds are processed in the same manner as for Eurostar Direct services. Please refer to Refunds page (page 14).

THALYS

For high speed Amsterdam, Cologne, and Paris-Brussels route, point to point fares

Eurostar agents are able to book Thalys on Elgar, a service jointly run by the French, Belgian, Dutch and German Railways, and connects Paris, Brussels, Amsterdam and Cologne at high speed.

Changing trains is easy with Thalys services departing from the Eurostar arrival stations, Gare du Nord in Paris and Midi (Zuid) in Brussels.

For further timetable and product information please visit www.thalys.com

DESTINATIONS

Key destinations and journey times

Brussels to Cologne (6 departures per day)	1 hour 47 minutes
Brussels to Amsterdam (via Schipol and Rotterdam) (upto 10 departures a day)	1 hour 53 minutes
Brussels to Paris (upto 25 departures a day)	1 hour 22 minutes
Paris to Amsterdam (via Brussels) (upto 10 deaprtures a day)	3 hours 18 minutes
Paris to Cologne (6 departures per day)	3 hours 14 minutes

Other destinations include Aachen, Schiphol (airport) and Rotterdam.

Belgian destinations - Please note that Thalys fares to Belgian stations are not bookable in Elgar as local services are more frequent.

Amsterdam route - Please note that all trains displayed on Elgar are Thalys services, however, there are also local services operating on this route. Whilst Thalys tickets will be accepted on local services (for example where connections are missed and the local service is the next quickest), open tickets to Dutch stations are not accepted on Thalys services.

German route - There are additional ICE trains and local services to Aachen, Cologne and Frankfurt. Please book ICE to Aachen and Frankfurt through Eurostar4Agents on 03448 242524, and for Cologne on ICE see (page 27) Cologne on High Speed ICE.

Station Codes

Destination	3 letter code	5 letter code
Aachen	AAC	DEBDY
Amsterdam	AMS	NLAMA
Brussels	BXS	BEBMI
Cologne	KOL	DEKOH
Liege	LIE	BELGG
Paris	PBN	FRPNO
Rotterdam	ROT	NLRTA
Schipol	SCP	NLSPH

Please use normal encode and decode entries to check codes:

Encode Station	**.CEAMSTERDAM**
Decode Station (3 or 5 Letters)	**.CD/NLAMA**

CONNECTIONS

Brussels - once you alight from the Eurostar, you need to pass through immigration into the arrivals area, and then follow the signs to Thalys platforms which are adjacent to Eurostar.

Paris - the Thalys platforms are next to the Eurostar platforms in Gare du Nord.

Connection times - Elgar will often display connections of less than 30 minutes. We recommend a minimum of 30 minutes. Please use your discretion and advise passengers booked with short connections that they will need to hurry!

Missed connections - If an onward connection is missed, customers should go to the ticket office, where staff can book them onto the next available train. Customers with non-flexible tickets may be charged or need to pay for a brand new ticket.

Lounges - Thalys 'The Card' or Eurostar 'Carte Blanche', with a proof of Thalys travel on the same day, gives access to the Thalys lounges in Paris and Brussels.

Ticket checks - Please note that Thalys tickets do not need to be validated before boarding as tickets will be checked on board.

QUICK STEP

A return booking for 2 people from Brussels to Cologne

1	Enter a Received Field	**R.YOUR INITIALS**
2	Request Availability from Brussels to Cologne	**A14MAYBXSKOL.1000**
3	Sell 2 spaces in AF class on Thalys from line 1 and request seats	**N2AF1+S.N**
4	Request return availability from Cologne to Brussels	**AR17MAY.1600**
5	Sell two spaces in AF class on Thalys from line 2 and request seats	**N2AF2+S.N**
6	Fare quote using relevant Thalys passenger type (example only)	**FQ*AD**
7	Enter passenger name(s)	**N.1NICHOLLS/BMR** **N.1FINCH/AMR+N.1FINCH/KMRS+N.1FINCH/LMISS** (for multiple passengers)
8	Enter Form of Payment (miscellaneous - enter free text after MS)	**F.MSAGT**
9	End and Retrieve booking (note locator and ticket time limit)	**ER**
10	Print tickets on site or set up Ticket on Departure to St Pancras	**Esc to exit reservation mode then F5 and F8. Or ENTER T.TKE**

HOW TO BOOK

Booking Thalys is simple as the fares are point to point. There is a separate fares range for Thalys, so we recommend that Eurostar and Thalys services are not combined in the same booking and that a separate PNR is created.

Before making a booking, please check the Destinations and Connections and then use the Quickstep to guide you through a booking. On this page you will find more detailed information on the steps of the booking process.

Availability

There is a 90-day booking horizon for Thalys services.

For bookings to Cologne, the availability screen will show both Thalys and ICE trains. Thalys services are denoted by **TH** to the left of the screen (see example below), and ICE trains are shown as **ES**. To book on ICE services, see Cologne on High Speed ICE guide.

4 TGH RN 13:22 BEBMI AF50 AR40 BG-- AT20 AW-A AZ10 AX-A AY-A 2
TH 9429 15:45 DEKOH BF60 BT10 BV10 BZ-- BR60 BW-- BX-- BY--
Seating
There are two classes of service, Comfort 1 (1st class) and Comfort 2 (standard class).

Class	Details	Seating Options
Comfort 1	Higher degree of comfort and space. Selection of newspapers. On-board taxi booking service for arrivals in Paris and Brussels. Refreshments served at seat between Paris and Brussels, including a vegetarian option, not bookable in advance.	window, aisle, solo, duo, club4, specific seat
Comfort 2	Refreshments may be purchased from the buffet-bar.	window aisle, carre (2 passengers or more), specific seat

Seating plan - Please note that there is no seat availability display in Elgar for Thalys. Please refer to www.thalys.com for the Thalys seating plan.

Overbooking - Always **@*S** to check seat numbers. Thalys operate an overbooking service. If there is no seat number allocated and the message 'seat subject to availability' is displayed, a tip-up seat may be offered if an available seat cannot be found on board.

Pricing

Fares are sold independently from Eurostar and there is a completely separate fares range. See the Thalys Fare Guide for details on fares, booking classes and passenger types. Please note that prices displayed are subject to exchange rate fluctuations and may therefore vary. Thalys have their own fare names, which do not have a Eurostar equivalent, so it is very important to check the fare conditions and advise your client accordingly.

To check current to destinations that are not shown in the Fare Guide, or to check current prices in sterling, please check the fare display in Elgar, for example:

Display fares between Brussels Midi and Koln Haupbahnhof	**FDBXSKOL**
Display fares in AF class for route specified	**FDBXSKOL-AF**

Ticketing

Ticketing options are the same as for Eurostar tickets and TODs can be set up for collection in St Pancras, Ebbsfleet, Ashford, Brussels and Paris.
When arranging TODs the customer will need to be given both the Eurostar and Thalys booking references.

EXCHANGES & REFUNDS

Exchanges

If you have a printer and there is time to get boarding passes or new tickets to client, exchanges can be processed in Elgar, using the Eurostar Exchange Quickstep. However, first read below as there are a few key differences:

- Please ensure that you check ticket conditions, as Thalys ticket conditions may differ to Eurostar ticket conditions and some fares need to be exchanged before booked departure time.
- For agents without printers, please contact Eurostar4agents, who will be able to process exchanges only where there is sufficient time to send boarding passes or tickets to clients.
- Where there is not enough time to get boarding passes or new tickets to client, exchanges cannot be processed in Elgar or by Eurostar4agents and the customer should present tickets at the local Thalys or Eurostar station.
- Stations in Holland and Germany cannot exchange Eurostar bookings, so changes to a connecting Eurostar booking will need to be processed either by the agent, by Eurostar4Agents (for agents without printers) or by the local Eurostar station (ie Paris or Brussels).

Refunds

When refunding Thalys bookings the normal Elgar refunds process applies. Go to Refunds for Direct Services.
You must check refund conditions carefully as these differ from Eurostar fares (e.g. the Librys fares are only 90% refundable after departure).

COLOGNE ON HIGH SPEED ICE (THROUGH FARES FROM LONDON)

Eurostar are pleased to announce that special fares are available from London and Kent to Cologne, Aachen and Frankfurt through Elgar. There are 2 daily ICE services bookable in each direction.
At speeds up to 300 km/h the ICE takes you to your destination quickly and safely, in comfortable surroundings. For further information on ICE services please refer to www.bahn.co.uk.

Journey times
Daily service.

Outbound				
Train 9215	Brussels Midi **12h18**	Aachen **13h36**	Cologne **14h15**	Frankfurt **15h40**
Train 9217	Brussels Midi **18h18**	Aachen **19h36**	Cologne **20h15**	Frankfurt **21h30**
Inbound				
Train 9216	Frankfurt **7h29**	Cologne **08h44**	Aachen **09h21**	Brussels Midi **10h35**
Train 9214	Frankfurt **13h29**	Cologne **14h44**	Aachen **15h21**	Brussels Midi **16h35**

Terms and conditions
- All bookings must include a Eurostar segment
- ICE fares are NOT combinable with Thalys trains
- Please check fares information for exchange and refund condition
- NO child fares are available

QUICKSTEP

A single passenger return booking to Cologne

1	Enter a Received Field	**R.YOURINITIALS**
2	Request Availability from St Pancras to Cologne, showing only connections via Brussels	**A14MAYSPXKOL.VBXS**
3	Sell one space in BR class on Eurostar from line number 1 and on ICE from line 2	**N1BR1BR2**
4	Request Availability return from 10:30	**AR20MAY.1030**
5	Sell one space in BX class on ICE from line number 3 and on Eurostar from line 4	**N1BX3BX4**
6	Fare quote passenger at relevant fare (EFA example only - see Fares)	**FQ*EF**
7	Enter passenger name(s)	**N.1DAVEY/GMRS**
8	Request seats for each segment	**S.S1/N+S.S2/N**
9	Enter Form of Payment	**F.MSAGT**
10	End and retrieve	**ER**
11	Issue Tickets or set up Ticket on Departure St Pancras	**Esc to exit reservation mode then F5 and F8. Or ENTER T.TKE**

HOW TO BOOK

ICE trains can be reserved through Elgar using the normal booking process. Both Eurostar and ICE legs must be included in the same booking.

Availability

Search availability from St Pancras (**SPX** or **GBSPX**) to Cologne (**KOL** or **DEKOH**), Aachen (**AAC** or **DEBDY**) or Frankfurt (**FRA or DEFRM**) . Use the availability entry for 'via Brussels'.

Availability from St Pancras to Cologne, showing only connections via Brussels	**A12DECSPXKOL.VBXS**

The availability screen will show both Thalys and ICE trains. ICE trains are denoted by **ES** to the left of the screen followed by a train number prefixed **92**. (Eurostar trains are also ES but prefixed 90 and 91). Thalys trains are denoted by TH and prefixed 94).

In the example below, the 2nd train listed is a bookable ICE service. The 4th train is a Thalys service and can be booked using point to point fares; see Thalys pages.

```
1 TGT RN 08:05 GBSPX AF60 AT60 AW50 HF50 HT40 HW40 HZ30 BF60 0
ES 9114 10:56 BEBMI BT60 BV60 BZ60 BR60 BW60 BX60 BY60
2 TGT RN 11:59 BEBMI AF40 AR40 BG-- AT20 AW-- AZ20 AX-- AY-- 1
ES 9215 14:15 DEKOH BF30 BT-- BV-- BZ-- BR30 BW-- BX-- BY--
3 TGT RN 10:00 GBSPX AF60 AT60 AW40 HF40 HT30 HW20 HZ10 BF60 2
ES 9120 13:03 BEBMI BT60 BV60 BZ60 BR60 BW60 BX60 BY60
4 TGH RN 13:25 BEBMI HF-A HT-A HW-A HZ-A BF10 BT10 BV10 BZ10 2
TH 9429 15:45 DEKOH BR10 BW10 BX10 BY10
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Selling and seating

Sell both sectors using the same booking class on both Eurostar and ICE sectors. Booking classes are combinable but must be the same for the outward or return journeys e.g. BR for outbound Eurostar and ICE sectors and inbound BX.

Sell 2 spaces from BX class from line 3 on Eurostar and from line 4 on ICE	**N2BX3BX4**

Seats must be allocated for all legs of the journey and are booked in the same way as for Eurostar.

Ticketing

Ticketing is the same as for Direct services and a ticket will be issued for each segment of the journey.
TODs are available from UK departure stations only.

EXCHANGES & REFUNDS

Exchanges

If you have a printer and there is time to get boarding passes or new tickets to client, exchanges can be processed in Elgar, using the Eurostar Exchange Quickstep. However, first read below as there are a few key differences:

- Please ensure that you check ticket conditions, as only semi-flexible fares can be changed (with a fee), and changes need to be made before departure from the UK.
- For agents without printers, please contact Eurostar4agents, who will be able to process exchanges only where there is sufficient time to send tickets to clients.
- New tickets (not boarding passes) will be produced, so please ensure there is enough time to get these to the client.
- For last-minute exchanges, please call Eurostar4agents on 03448 224334.

Refunds

All ICE fares are non-refundable.