



# YOUR GUIDE TO --- GALILEO ---

EUROSTAR  

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AGENTS

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# **GALILEO**

**Last updated September 2022**

## **CONTENTS**

<b>MAKING A BOOKING .....</b>	<b>3</b>
<b>BOOKING TIPS .....</b>	<b>4</b>
<b>SPECIAL SERVICE REQUESTS (SSR) .....</b>	<b>5</b>
CLUB EUROSTAR .....	6
SEATS .....	6
<b>FARES AND PRICING .....</b>	<b>10</b>
<b>ACCOUNTING .....</b>	<b>15</b>
AGENTS BOOKING OUTSIDE OF BSP UK, USA, FRANCE, BELGIUM AND THE NETHERLANDS .....	15
BSP .....	15
VOIDING .....	15
REFUNDS .....	15
<b>E TICKETING AND TICKET COLLECTION .....</b>	<b>16</b>
<b>CONTACT DETAILS .....</b>	<b>17</b>

Eurostar participates in a GDS just like any Airline, the basic GDS format entries are the same and our “2 letter code” at Eurostar is 9F.

## MAKING A BOOKING

Eurostar is bookable to the following destinations listed below. Any destinations not listed below please call Eurostar4Agents on 03448 242524 to book.

### Station Codes:

Station	3 Letter Code
London St Pancras International	QQS
Ebbsfleet International (Kent)	XQE
Ashford International (Kent)	QDH
Lille Europe	XDB
Paris Gare du Nord	XPG
Brussels Midi	ZYR
Amsterdam	ZYA
Rotterdam	QRH

*NOTE: We are currently not stopping at Ebbsfleet International and Ashford International.*

Eurostar is bookable in the following booking classes for our classes of service.

### GDS Air 9F Booking classes:

BUSINESS PREMIER	STANDARD PREMIER	STANDARD
J	Z	Y
	I	B
	G	H
	S	M
	T	K
		N
		Q
		V

**More information on our three classes of service can be found [here](#).**

As you were booking an airline, please follow the steps below to create your Eurostar booking:

1	Create PNR using standard Galileo entries. Include sell seat, name and received from field
2	Request seat type or specific seat (optional) See SSR seating section below for help
3	End and Retrieve, then Ignore and Retrieve booking to refresh display
4	<p>Now check SSRs displayed (these should always appear within a short time, seating will appear in the seating data *SD and the ticketing time limit in the vendor remarks *VR)</p> <p><b>Example display</b></p> <p>6 SSR NSST 9F KK1 QQSXPG/C012S021/S2</p> <p>7 SSR NSST 9F KK1 XPGQQS/C009S025/S3</p> <p>8 SSR ADTK 1G TO 9F BY0534/13AUG OTHERWISE WILL BE XLD</p>
5	Check seating data *SD to ensure seat numbers, as well as coach, are confirmed e.g. coach 12 seat 21.

6	Check time limit SSR in the vendor remarks *VR and ensure bookings are e-ticketed before the date displayed. Bookings are automatically cancelled when the time limit expires (HX status)
7	Add Club Eurostar number if your passenger has one and add any special meal requests they have. Again, using standard Galileo entries.
8	To price bookings use FQAC9F For multi-passenger bookings, all e-tickets must be issued together in the same e-ticketing entry e.g FQP1-2 Don't forget to check fare notes, specifically penalties in the cat 16
9	Complete booking using usual form of payment and e-ticketing entries

## BOOKING TIPS

**Below are some hints and tips for booking Eurostar on Galileo, and the main points where this differs from booking Air.**

### DO NOT's

- **Do not** book multiple sectors of the same route. If you require more than one e.g. London to Paris sector, because you are unsure what train your passenger wants, please hold these in **separate PNRs**.
- Do not mix bookings in Business Premier with Standard Premier or Standard fares in the same PNR. If your passenger requires an exchangeable with fee ticket out and a flexible ticket on the return these must be booked in **separate PNR's**.
- **Do not book open jaw tickets**. For journeys that involve St Pancras / Ebbsfleet / Ashford combinations, book a return ticket to St Pancras and ensure train stops at the required station. For journeys out to one destination and back from another, e.g. London - Paris / Brussels - London a combination of one ways will be required in **separate PNR's** and not just separate ticket numbers in the same PNR.
- **Do not** re-book / re-instate a booking in the same PNR if you have cancelled/refunded/voided a ticket, **always** book in a new one. (For all ticket types)

### WHEN MAKING A BOOKING

- Use specific station codes when checking availability. If a train does not appear as expected, use A\* to check later availability. For LON-PAR and LON-BRU availability, always check station codes to ensure you do not book Ebbsfleet instead of St Pancras!
- Tickets cannot be re-routed. So, if the passenger is booked Paris to Ebbsfleet on the return, the ticket cannot be changed to Paris to London, so if there is a chance that your passenger will want to change always book into London and then they can alight at Ebbsfleet if desired.
- You can combine Eurostar and Air/Hotels in the same PNR, but please make sure that you price and e-ticket separately.
- You may check availability and make reservations up to **120 days** in advance.
- Please note that leisure RIT fares are not available on GDS.

## **MULTIPLE PASSENGER BOOKINGS**

- We recommend one passenger to one PNR although this is not essential.
- All ticket numbers must be issued before ending the transaction. To ensure this happens, use the pricing entry FQP1-2 create one FQ for all passengers. (Example is for 2 passengers)
- Children cannot be booked on their own.
- Enter only one form of payment to enable e-tickets to be issued correctly, also ensure that form of payment is not passenger related.

## **PROFILES**

Profiles can be used for booking Eurostar.

Information such as Club Eurostar number can be added from the client profile. It will need to be the full 17-digit number.

## **SPECIAL SERVICE REQUESTS (SSR)**

### **SPECIAL MEALS**

Meals are included in Business Premier and Standard Premier. For travellers in Standard class, light meals, snacks and hot drinks are available to purchase from the bar buffet.

You can use the below entries to request meals once the seating SSRs have been received.

- To order vegetarian meal all passengers in a PNR, the entry is: **SI.VLML**
- To order a vegan meal specific passenger, the entry is: **SI.P2VGML**

You will then need to receive the booking, ER and IR and check that the meal SSR has been KK confirmed in the service information \*SI.

<b>Special Meal</b>	<b>Notice required</b>	<b>GDS Code</b>
Vegetarian (diary and eggs)	24 hours	VLML
Vegan	48 hours	VGML
Kosher	48 hours	KSML
Muslim/Halal	48 hours	MOML
Diabetic	48 hours	DBML
Low fat	48 hours	LFML
Low salt	48 hours	LSML
Gluten free	48 hours	GFML
Dairy/Lactose free	48 hours	DFML (needs to be booked through eurostar4agents)
Child (Standard Premier only)	24 hours	CHML

## **CLUB EUROSTAR**

Club Eurostar numbers can be added via the profile or booking using the full 17 digits, all numbers begin with 308381:

```
1.1HATTON/TYRELL
1. 9F 9884 J 14OCT QQSXPG HS1 0701 1017 0 E FR
>M.9F30838112345679810 *
>
```

This **must be added before ticket issuance** and cannot be added after. It must be added accurately as the number is not verified in Galileo.

Details and benefits of the Club Eurostar program can be found on our [website](#). If the number was not added to the booking before ticketing, the passenger may add the booking to their account by logging in and using the “claim missing points” feature online.

## **SEATS**

If seats are not requested, they are allocated automatically once a booking has been ended. Only confirm a booking to a client when a coach and seat number is shown as KK in the Seating data \*SD.

To check coach layout and direction of travel, refer to our online [seat plans](#).

### **Coach and Seat Availability Display entries:**

First, display which coaches are available to book for class of service required for sector 1:

SA\*S1

```
1.1HATTON/TYRELL
1. 9F 9884 J 14OCT QQSXPG HS1 0701 1017 0 E FR
** MEMBERSHIP DATA EXISTS ** >*MM*
>
```

```
>SA*S1
```

Response below advises that Coaches 16 and 15 are applicable for the Train segment booked

```
9F - EUROSTAR TRAIN NO: 9884 14OCT QQS XPG
COACH CLASS SEATS COACH CLASS SEATS
16 BUS N 34 15 BUS N 33
>SA*KC*
>
```

It is very important that the “coach availability” display is checked, as Standard Premier and Business Premier coaches are yield managed, so while on one train a coach may be Business Premier, on another it could be Standard Premier. If you select a seat in a Standard Premier coach when booking Business Premier your sectors will UC.

**Then to display a specific coach**

For example, to display coach 15 you can use the ‘tab’ function in Galileo or enter the command directly.

>SA\*K15

9F - EUROSTAR	TRAIN NO: 9804	14OCT	QQS	XPG
COACH CLASS SEATS	COACH CLASS SEATS			
16 BUS N 34	15 BUS N 33			
>SA*K.15				
>				

Response above shows Coach 15

9F - EUROSTAR		TRAIN NO: 9804		14OCT		QQS		XPG	
COACH NO: 0015		NON-SMOKING							
(-----)									
14	24R	28F	34R	38F	44	..	64R	68F	74R
13	23R	27F	33R	37F	43	..	63R	67F	73R
11	21R	25F	31R	35F	41	..	61R	65F	71R
(-----)									
>SA*K.		>SA*K*.		>SA*PR.					
>									

Use the ‘tab’ function to move to  
SA\*PR  
to move right in the display or enter the command SA\*PR directly in Galileo

9F - EUROSTAR	TRAIN NO: 9804	14OCT	QQS	XPG
COACH NO: 0015	NON-SMOKING			
(-----)				
78F	84			
77F	83			
75F	81			
(-----)				
>SA*K.	>SA*K*.	>SA*PL.		
>				

And “tab” function to move to  
SA\*PL  
to move back left in the Coach/Seat display.

Alternatively, you can display the Coach from the PNR by inputting the Coach Number.  
For example in segment 1 of your PNR to display directly Coach 7 enter

SA\*S1/C7

>SA\*S1/C7

```

9F - EUROSTAR      TRAIN NO: 9004      14OCT      QQS  XPG
COACH NO: 0007      NON-SMOKING

(-----)
  ..  ..  ..  15  ..  ..  ..  ..  ..  51
  ..  ..  ..  16  ..  ..  ..  ..  ..  52
  ..  13R  17F  ..  ..  ..  ..  ..  ..
  ..  14R  18F  ..  ..  ..  ..  ..  ..
(-----)
>SA*C·      >SA*C*·      >SA*PR·
>

```

If you see the seat number it means it is available

If you see .. this means the seat is taken.

SA\*PR – to pan right to see the rest of the coach

SA\*PL – to pan back to the left

#### Advance Coach/Seat assignment

To enable your customer to hold an advance coach/seat assignment on the Eurostar service booked use the following entries in Galileo native:

- Request Seat 41 in coach 15 which is segment 1, the entry is:  
**S.S1/C15\*S41**

#### **Entry**

>S.S1/C15\*S41

Response to request – note the response will show the Coach and Seat number as 4 digits

```

RESERVED SEATS
1. 9F 9004 J 14OCT QQSXPG
1. HATTON/TYRELL HS C0015*S0041 N
>S.S1/C15*S41
>

```



For a 2 pax PNR requesting seats 77 and 78 in Coach 6 for segment 2 of your PNR entry is:

**S.S2P1.2/C6\*S77.S78**

Entry in Galileo native:

```
>S.S2P1.2/C6*S77.S78
```

Response to request – note the response will show the Coach and Seat as 4 digits

```
RESERVED SEATS
2. 9F 9839 Y 17NOV XPGQOS
   1. PAVON/MAT HS C0006*S0077 N
   2. SIEM/MARCEL HS C0006*S0078 N
>S.S2P1.2/C6*S77.S78
>
```

**Note that if you wish to check the available and applicable Coaches before making a booking and creating a PNR then you can directly check seat maps from the Galileo availability display.**

The entry to check from line 6 of the availability display and J class:

SA\*A6J

Entry in Galileo native:

```
NEUTRAL DISPLAY* TH 17NOV LON/BRU
1 QQS ZYR 0616 0912 9F9106 J9 Z9 I9 G9 S9 T9 Y9 B9 H9 M9#TRSL E
2 QQS ZYR 0816 1112 9F9114 J9 Z9 I9 G9 S9 T9 Y9 B9 H9 M9#TRSL E
3 QQS1ZYR 0901 1205 9F9116 J9 Z9 I9 G9 S9 T9 Y9 B9 H9 M9#TRSL E
4 QQS1ZYR 1104 1405 9F9126 J9 Z9 IC GC SC T2 Y9 BC HC MC#TRSL E
5 QQS1ZYR 1301 1607 9F9132 J9 Z9 I9 G9 S9 T9 Y9 B9 H9 M9#TRSL E
6 QQS1ZYR 1504 1805 9F9142 J9 Z9 IC GC SC T1 Y9 BC HC MC#TRSL E
7 QQS1ZYR 1804 2120 9F9152 J9 Z9 I9 G9 S9 TC Y9 B9 H9 M9#TRSL E
>SA*A2J
```

Response will display as below:

```
9F - EUROSTAR TRAIN NO: 9114 17NOV QQS ZYR
COACH CLASS SEATS COACH CLASS SEATS
16 BUS N 40 15 BUS N 34
>SA*JC.
```

Or in long format using the train number class of service and DDMMM city pair.

**SA\*9F9004Y23OCTQQSXPG**

So, for the 9F9004 in Y class on 23Oct between QQS and XPG

```
>SA*9F9004Y23OCTQQSXPG
```

Or long format for a specific coach using the 9F train number class of service DDMMM and city pair then the specific Coach map you want to view

Example: for the 9F 9004 in Y class on 23Nov between QQS and XPG and for Coach 8

SA\*9F9004Z12NOVQQSXPG/C8

Entry is:

**>SA\*9F9004Y23NOVQQSXPG/C8**

Response with Coach 8 seat map details on 23Nov for the 9F 9004 between QQS and XPG:

9F - EUROSTAR			TRAIN NO: 9004			23NOV		QQS XPG	
COACH NO: 0008			NON-SMOKING						
-----									
11R	15F	21	::	::	41	51	55		
12R	16F	22	::	::	42	52	56		
13	17	23	33R	37F	43	::	::		
14	18	24	34R	38F	44	::	::		
-----									
>SA*JC·		>SA*JC*·							
>									

## SEAT CHANGE

To change a seat that is already allocated, please follow the below procedure.

Check the seat availability display e.g. coach 5 sector 1	SA*S1/C05
Request new coach and seat number using change seat entry eg coach 5 seat 31 for sector 1	S.S1@C5*S31
Request new coach and seat number using change seat entry for multiple passengers eg coach 5 seat 31 and 32 for sector 1	S.S1P1.2@C5*S31.S32
Receive	R.initials
ER	ER
IR	IR
Check new seats in Seat Data field	*SD

## FARES AND PRICING

You can select and file fares as you would do with air.

- All our tickets in Standard and Standard Premier are exchangeable without paying an exchange fee as long as tickets are exchanged 7 days or more before the departure time of their outbound journey. Where tickets are exchanged for a higher priced ticket, customers will need to pay the

difference. Where tickets are exchanged for a lower price ticket, the difference in price will not be refunded. Tickets in Standard and Standard Premier that are exchanged within 7 days of the individual journey will incur an exchange fee per person and per individual journey in Standard £30/ €40 (per adult) and in Standard Premier £40/ €50 (per adult).

- Business Premier tickets are fully refundable before and for up to 60 days after the travel date.

Although we do recommend that you always check the penalties before issuing any ticket, for any additional restrictions.

### **ANY BELGIUM STATION FARES**

Any Belgian Station tickets allow travel from London St Pancras International to any stations in Belgium on one ticket. Board on any local trains when arriving at Brussels Midi/Zuid.

When booking, please book just to ZYR, to check Any Belgian Station fares. Here is the Fare Display in Galileo, using the regular QQS-ZYR city pair:

Entry to see the current Fare Display between QQS and ZYR for 18OCT filed by 9F:

**>FDQSZYR18OCT/9F**

Response shows as below:

```

FARES LAST UPDATED 22SEP 1412
>FDQSZYR18OCT/9F
LON-BRU TUE-18OCT22 9F
MPM 240 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
  CX      FARE      FARE      C  AP  MIN/  SEASONS..... MR GI DT
      GBP      BASIS
LONBRU
  1  9F      89.00R  VSFERT  V
      BN: STANDARD
  2  9F      99.00R  QSFERT  Q
      BN: STANDARD
      TIER: *:BF0001
      TIER: *:BF0001
  >>

```

To find the fares that are applicable for use as “Any Belgian Station” then look for the Fare Basis Codes that contain the letters ‘ABS’ within the Fare Basis as follows.

```

 22  9F      113.00R  MABSEOW  M
      BN: STANDARD
      TIER: *:BF0001
 23  9F      229.00R  HABSEOW  H
      BN: STANDARD
      TIER: *:BF0001
LONBRU
 24  9F      115.00R  TSFEOW   T
      BN: STANDARD  PREMIER
      TIER: *:BF0002
LONZYR
 25  9F      231.00R  TABSEOW  T
      BN: STANDARD  PREMIER
      TIER: *:BF0002
LONBRU
 26  9F      239.00R  SSFERT   S
      TIER: R EH
  >>

```

For example, in the above Fare Display the “MABSEOW” and “HABSSERT” and “TABSSERT” are all displayed indicating that these are all ‘Any Belgian Station’ applicable fares

### Auto-pricing the ABS fares

To auto-price in Galileo native once a PNR is being created use the “FQA” (Fare Quote Alternative) entry to display all the applicable fares (which will include the applicable ABS fares). If the regular “FQ” (Fare Quote) entry is used this will simply default to the lowest applicable fare therefore this may not include the ABS optional fare.

Entry:

FQA

```
>FQA
```

Response shows as below:

```
>FQA
PSGRS 1 ADT
QUOTE BASIS CONSTR QUOTE STATUS FARE.GBP FQG
1 ZABSER R-RT GUARANTEED 441.00 FQG
2 ZSFERT R-RT GUARANTEED 409.00 FQG
AT TIME OF TICKETING
AT TIME OF TICKETING
1 01 NVB18OCT/NVA18OCT
1 02 NVB20OCT/NVA20OCT
1 LAST DATE TO PURCHASE TICKET: 18OCT22
1 TICKETING AGENCY RY8
1 DEFAULT PLATING CARRIER 9F
1 E-TKT REQUIRED
>>
```

Note that 2 potential fare quotes are returned – see above under “Quote 1 and 2”.

The “ABS” fare is the fare basis “ZABSER” option offered in line 1 whereas the “ZSFERT” option offered in line 2 is the normal return fare from LON to BRU only.

If the fare is not presented, you can use the entry below to force in the fare basis code you found in the fare display:

FQ@fare basis code

OR when you have more than one fare class in the booking FQS1@fare basis code/S2@fare basis code

Please note: The fare basis code must be booked in the correct RBD (booking class Reservation Booking Designator) as per the fare rules.

### CHILD FARES

**Child fares** are available in Standard Premier and Standard classes (not in Business Premier). If a child ticket is required in Business Premier, they will need to pay the adult fare. To price a single child, the passenger type CNN must be replaced with the passenger age, and the system must be told that the child will be accompanied on the service by using the /ACC modifier

FQ\*C10/ACC/C9F

To quote adults and children in the same booking you can use the following entry, the example is for 2 adults a child of 7 and a child of 5:

**FQP1-2.3\*C07.4\*C05**

**Please note:**

- Children between the ages of 4 and 11 years old inclusive qualify for a child fare.
- A child under four years old does not need to be included on your booking and will not require a ticket to travel on the Eurostar. However, he or she will not be allocated a seat and will be required to sit on the lap of a parent or guardian.
- If an allocated seat is required for a child under 4, when making the reservation you must state the child as being at least 4 years old, otherwise Galileo will only offer an adult fare.

You can download our latest fare guide [here](#).

Remember:

For multi-passenger bookings all ticket numbers must be issued before ending the transaction. To ensure this happens, use the pricing entry:

**FQP1-2**

create one FQ for all passengers (example is for 2 passengers).

**EX-CONTINENTAL FARES**

**Why is there sometimes a fare difference when booking ex-continental fares within GDS from other UK sales channels?**

Fares ex-continent via GDS, are quoted in Euros and then converted into GBP. The GDS exchange rate fluctuates daily unlike our own central booking system which is loaded with a fixed exchange rate. The rate fluctuations will mean fares being converted into GBP can be the same, more expensive, or cheaper dependant on the exchange rate.

**How does Eurostar propose to fix this issue?**

Eurostar constantly monitors the variance within the market rate, if a variance of €0.10 is observed between the market rate and the system exchange rate for more than 40 consecutive days, Eurostar will start to plan a system change and implement this if the variance continues for more than 90 consecutive days.

**Why can this not be changed more frequently?**

Due to system constraints and the complex process to change the exchange rate, it is not possible to implement the change process more frequently.

## REVALIDATIONS AND REISSUES

### **IMPORTANT REMINDER**

All exchanges/reissues should be made in Galileo. If any changes are made by a Eurostar point of sale, these are not reflected into your GDS. Please do not add in any GK or PK sectors as this causes the booking to corrupt. If you need to have a note in the booking of the change, just enter these as a remark.

**For exchangeable tickets** - Please note that once the original sector has been cancelled and the new one assigned, the ticket **MUST** be exchanged and reissued before the original journey was due to commence to comply with our exchangeable ticket conditions.

The ticket conditions can be found in **the Category 16** of the filed fare, or you can check them on our fare guides found [here](#).

**Revalidations** - use revalidation process where there is no fare change (Fully Flexible) and the booking is staying in “J” class.

Revalidation must be completed within 60 days of travel date, to comply with the ticket conditions.

Please follow the following process:

- Always check ticket conditions before processing
- Where an e-ticket shows OPEN status, you can revalidate on Galileo
- Cancel and rebook the segment details in the same transaction
- ER then IR to refresh booking and obtain new seat details
- Revalidate the e-ticket

**Exchanges / Reissues** – when the change to the ticket requires a change of train or travel date and the original ticket issued is an 'exchangeable' ticket allowing a change then the following process is required:

- Check that the fare conditions on the original 9F issued ticket allow a change (to prevent a subsequent ADM)
- Where the e-ticket status shows OPEN then this can be processed on Galileo
- Cancel the no longer required segment/s and book the new required segment/s in the same transaction
- ER and then IR to refresh the booking and obtain new seat details
- Exchange/reissue the ticket ensuring that:
  1. any increase in appropriate fare is collected
  2. the appropriate change/penalty fee is collected on the new ticket via the **OD (Oscar Delta)** tax code. Please note that each segment change, incurs a change/penalty fee therefore changing the outbound and inbound segment incurs 2 change/penalty fees
- No manual OSI with the new ticket number is required as your GDS will automatically generate to Eurostar the new ticket number
- To avoid an ADM you must ensure that any additional collection such as any required fare increase and change/penalty fee is applied as our automated revenue accounts application will check the details once the BSP data is received by Eurostar.

**Please note:** If the new fare is less expensive, unfortunately we can't refund the difference.

## ACCOUNTING

### **AGENTS BOOKING OUTSIDE OF BSP UK, USA, FRANCE, BELGIUM AND THE NETHERLANDS**

After booking “9F” you can simply ticket by plating on HR/169, via Hahn Air.

### **BSP**

Eurostar participates in BSP in the UK and ARC in North America and has standard IATA codes 9F/814. Eurostar is an electronic ticket vendor.

### **CREDIT CARD AND MERCHANT FEES**

As is the same with our other booking channels, Eurostar **does not** pay the merchant fee on any bookings.

### **VOIDING**

Voiding can be carried out on the day of issue **only if no aftersales have taken place on the PNR\***

- Ensure the e-ticket record is voided before cancelling the itinerary.
- Once you have voided the ticket, do not attempt to rebook in the same PNR as the e-ticket will not be able to be issued. **Please rebook in a new PNR.**
- Through ARC (for US agents) All voids made in Galileo must be completed by 11.59pm local time the day after issuance and voids in IAR must be done prior to 11.59pm EST.

**\*If an aftersales have taken place on the PNR (i.e. seat change) it will invalidate the ability to void. The only option will be to cancel the ticket and send a refund request via the BSP link.**

### **REFUNDS**

All refunds should be carried out in accordance with the ticket conditions. Please refer to fares for more information.

- Refunds must be completed within 60 days of travel date, where ticket conditions permit.
- Where an e-ticket shows OPEN status, a refund can be performed on Galileo.
- After refunding, if you need to rebook your passenger you **MUST** do so in a new PNR.

**Please note:** you should **not** attempt to refund either the outbound or the return sector of any return journey while the booking is still pre travel. If a refund is attempted on one sector but travel is expected on another, the booking will corrupt and the passenger will not be able to collect it at the station. Therefore, please refund after the journey that is still required is complete.

## PASSENGERS RIGHT REGULATIONS (PRR) / COMPENSATION

If the passenger is eligible for a compensation due to a delay, they will need to complete one of the following links:

**Claim an e-voucher**

**Claim a refund**

It only takes a minute and all they need is their Eurostar PNR/booking reference composed of six letters and numbers and their ticket number.

If more than one passenger travelled, a separate claim must be completed for each ticket.

**Find out more about compensation [here](#).**

If the link does not work, they will need to send from their own email (GDPR) an emailing stating their request. If it is a PRR cash refund ensuring to list the PNR and details of the delay and their Bank account details for a Bacs transfer.

## **E TICKETING AND TICKET COLLECTION**

Once the e-ticket has been issued against the PNR on the GDS, and therefore the GDS PNR is now ticketed, the passenger (or the agent) needs to collect their Eurostar Railway ticket. This one will enable the passenger to physically open the automated barrier at the Railway station.

There are 3 different options that the passenger can perform as stated below.

### **OPTION 1: PRINT AT HOME**

- Go to Eurostar.com
- Go to “**Manage your booking**”, on the top of the screen
- Log in using the booking reference and the passenger’s name
- Click on the “Get Ticket” button
- Enter passenger contact details in case of disruption
- You can then access the boarding pass as downloadable pdf (print now button) or mobile tickets (send button)

### **Issuing E-Tickets**

#### **Reasons you can’t see the booking on Print at Home**

- If you have booked an open jaw ticket
- If there are multiple sectors in the booking
- If you mistakenly booked in the same PNR and have an old e-ticket in the PNR that has previously been voided or refunded
- If the booking hasn’t been issued yet
- If the booking hasn’t been reissued/revalidated yet

### **OPTION 2: COLLECTING TICKETS AT THE STATION**

Your passenger can collect their Eurostar tickets from either the Eurostar **self-service ticket machines** or Eurostar **ticket desk** at their departure station.

They will just need the Vendor Locator to use either collection method.



### **OPTION 3: MOBILE TICKET**

Your passengers booking can be recalled on the Eurostar app, and they can check in with a quick scan of their mobile device. They will need to first install the Eurostar app on their phone if they haven't already done so.

- They will find the barcode in the "Tickets" section of the app
- At the check-in gate they hold the barcode up to the reader and the gate will open.

### **CONTACT DETAILS**

- ❖ **Technical Helpdesk (GDS & Voyager)** - for investigating system faults.

For any technical queries, please send us booking reference, date & time of travel, details of the technical problem,... by email to [application.support@eurostar.com](mailto:application.support@eurostar.com) (08:00 to 17:00, Monday to Friday)

**PLEASE NOTE, THIS TEAM DOES NOT MAKE BOOKINGS OR PROVIDE GENERAL TRAVEL INFORMATION.**

Please do not hesitate to consult the [Frequently asked questions](#).

- ❖ **Trade Sales** - General enquiries about Eurostar and making a booking on your account

Please send us your request by email to [eurostar4agents@eurostar.com](mailto:eurostar4agents@eurostar.com) or contact us on 03448 242524 (09:00 to 17:00, Monday to Friday)

**PLEASE NOTE BOOKINGS AND QUOTES CANNOT BE MADE VIA EMAIL**