

## PROCEDURE FOR CLAIMING GROUP COMPENSATION

We have put in place a dedicated procedure for handling group claims.

### Our compensation policy

When travelling with Eurostar, customers whose journeys are delayed by 60 minutes or more may claim compensation.

Eurostar offers customers the choice of two compensation options:

- Eurostar's own compensation, which is paid in the form of vouchers that are valid for any reservation made via eurostar.com within one year of the date of the disrupted journey

OR

- Compensation payable in compliance with current European regulation (EC) no. 1371/2007. This takes the form of a partial refund called PRR.

Duration of delay	Compensation in Eurostar e-vouchers	Partial refund PRR
Less than 60 minutes	No compensation	No compensation
60 - 119 minutes	30% of the cost of the affected leg as a Eurostar e-voucher	25% of the cost of the affected leg as a cash refund
120 - 179 minutes	60% of the cost of the affected leg as a Eurostar e-voucher	25% of the cost of the affected leg as a cash refund
180 minutes ou plus	75% of the cost of the affected leg as a Eurostar e-voucher	50% of the cost of the affected leg as a cash refund

If a journey is cancelled, customers may choose between the following three options:

- A full refund of the cost of the journey in question (and the return if the outward journey is cancelled)  
OR
- a free exchange to a date of their choice  
OR
- a free exchange to the next available train

## **What do you need to do to claim compensation?**

In order to make a claim, customers must keep their tickets if their arrival was delayed by more than 60 minutes.

### **To claim an e-voucher for a group of more than 10 people**

Customers wishing to claim compensation in the form of e-vouchers must complete separate claims online at [www.compensation.eurostar.com](http://www.compensation.eurostar.com).

A separate form must be completed for each customer, giving their first name, last name, ticket number (TCN), booking reference (PNR) and email address. An e-voucher will be sent to the address provided.

### **To claim a partial refund (PRR) for a group of more than 10 people**

If and only if the entire group wishes to be compensated in the form of a partial refund (PRR), a designated representative (person or organisation) may claim compensation on behalf of the whole group.

In order to do this, they must send an email to [contactus@eurostar.com](mailto:contactus@eurostar.com), which must include the Travel File reference(s) of the tickets, scanned copies of the tickets in question (if possible) and bank account details.

The claim will then be handled by the Eurostar customer service department and a single bank transfer will be made for all passengers.

If the members of the group cannot agree which option they want to take, or do not want to put in a group claim, they must each make their own separate online claim via [eurostar.com](http://eurostar.com). They have the choice of an e-voucher or a partial refund (PRR). They will need to give their first name, last name, ticket number (TCN), booking reference (PNR), email address and bank details.