

YOUR EUROSTAR JOURNEY

Bonjour,

Your Eurostar trip is just around the corner and we can't wait to welcome you on board.

As you're travelling in a group, we've attached un petit peu of information that you might find useful. Hopefully, it'll help make your journey as smooth and relaxed as possible.

See you soon,
The Eurostar team

PREPARE FOR YOUR EUROSTAR JOURNEY

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PREPARE FOR YOUR EUROSTAR JOURNEY FROM LONDON ST PANCRAS INT'L



BONJOUR,

We're looking forward to welcoming you and your group on board Eurostar soon. We've put together some useful information **for group leaders**, to help you organise a smooth and stress-free departure and an easy journey for your group.

Throughout your journey, our staff will be on hand to assist and answer any questions you have. Don't hesitate to speak to them on the day for more information.

BEFORE DEPARTURE

Has everybody got a valid passport and ticket?

To travel to Belgium or France, you need a valid passport. Adult European Union passport holders should use the ePassport gates to avoid queues at passport control.

Some of your group members might also need a visa. You can find out more here:

<https://www.gov.uk/visit-eu-switzerland-norway-iceland-liechtenstein/business-travel-extra-requirements>

If you are travelling with children, make sure they have their passport with them, and parental authorisation to travel abroad if they need it.

Have you asked everybody to pack light?

Advise group members against bringing heavy or large suitcases. They'll have to carry them for a long period of time, and will have to lift them on and off the security screening machines. **Your group members need to be able to carry and lift their own luggage** (maximum size: up to 85cm long). And all luggage must be **labelled**.

If you want to have your luggage transferred to the train, Eurostar offers a special group service.

Please let your group know that knives, self-defence spray and war souvenirs (including replica bombs, shells or weapons) aren't allowed on board, and will be confiscated at security control. Carrying war souvenirs in particular can jeopardise your departure as it can lead to a station evacuation, delaying trains.

Do you need us to take care of your luggage?

If you're travelling in a group, you can relax and enjoy your journey with us in comfort while we take care of your luggage.

This service is only available on our London, Paris and Brussels routes. You'll need to book in advance and we'll send you more details and instructions when we send you your booking confirmation.

If you have any questions, would like to know more about the costs or if you're ready to make a booking email us at group.baggage@eurostar.com.

When should you arrive?

Please be sure to **arrive at St Pancras International between 60-90 minutes** before departure. If your group arrives late you might miss your train.

As soon as you arrive in our departure area, please let one of our team members know that you're travelling with a group, and that you're the group leader. They'll be able to help you prepare for your group's departure, including showing you the available waiting areas and advising on the best time to go through the ticket gates.

Please arrange to meet your group away from the departure queues and ticket gates and stay together.

Are you arriving by coach?

Coaches can park in front of the **EuroDespatch** office. Parking spaces are subject to availability (see map).

PREPARE FOR YOUR EUROSTAR JOURNEY FROM LONDON ST PANCRAS INT'L



BON VOYAGE!

DEPARTURE

Has everybody got their ticket and passport to hand?

For a smooth departure, make sure that everybody has their ticket and passport to hand. There should at least be one group leader at both the front and the back of the group. To go through to the departure lounge, each group member will need to scan the barcode on their ticket at our ticket gates. Once through the gates, the group will immediately pass through security followed by passport control. **Make sure you stay together and form an orderly queue as you go through the different check points.**

Don't forget that adult European Union passport holders can avoid the queues at passport control areas by using our ePassport gates.

SECURITY SCREENING

Has everybody put their personal items in their bags?

Make sure that everybody puts their personal items in their hand luggage and not in their pockets before reaching security. Mobile phones, keys, coins, MP3 players, headphones and cigarette packets all need to be put in their bags ready to be x-rayed. Belts and coats will also need to be placed in one of our trays, ready to pass through our scanners.

Don't forget that knives, self-defence spray and war souvenirs are not allowed on Eurostar.

BOARDING

Are you ready to board?

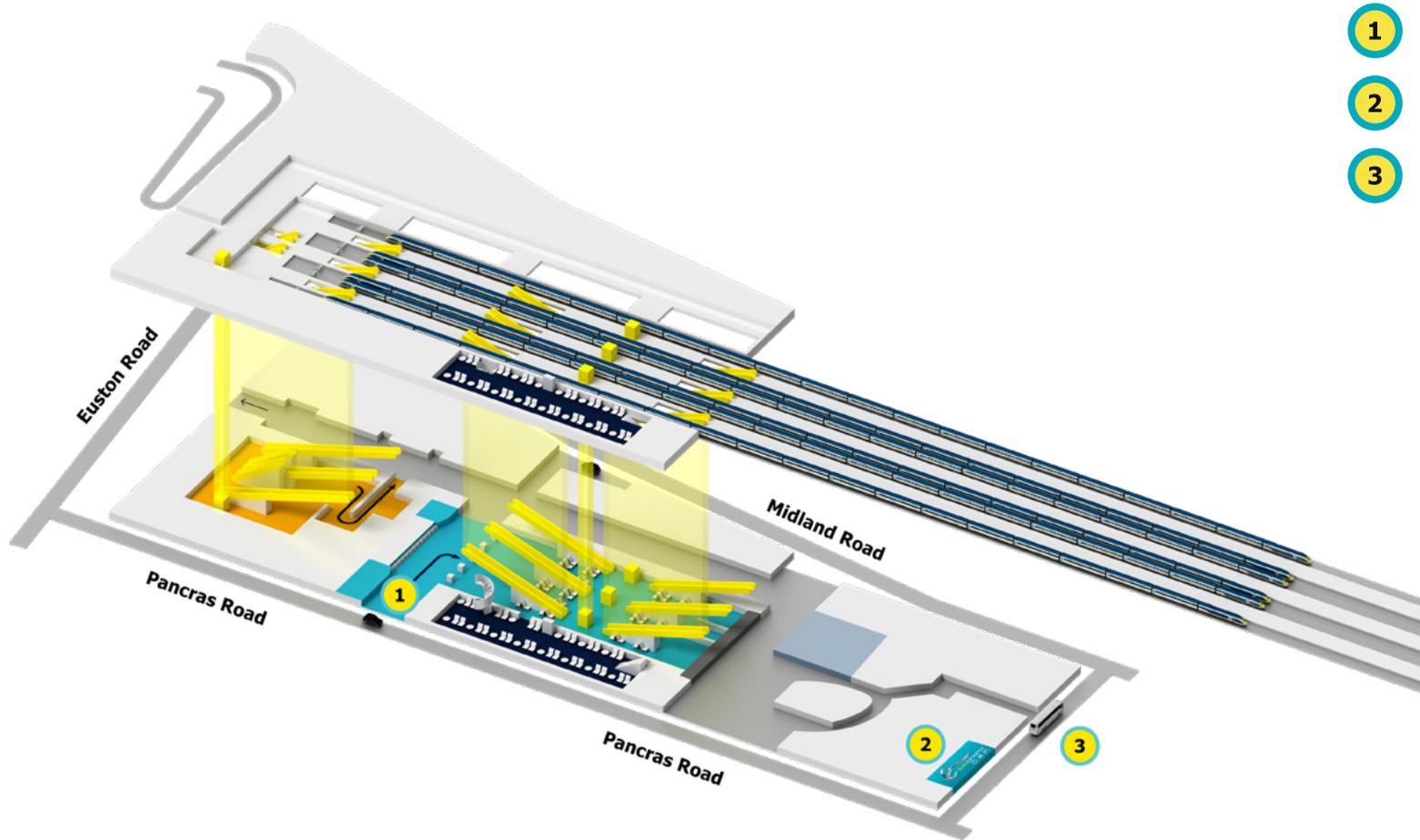
Once in the departure lounge, please see a member of staff and let them know where your group is waiting as we may be able to board your group early. Please stay together in the departure lounge and be ready to board to avoid any delays. Before boarding, check which coach your group is seated in so you know where to go when boarding starts. When boarding the train, please ask your group to use the doors at both ends of your coach. This will speed up boarding and help ensure the train leaves on time.

ON THE TRAIN

Do you know where to put your luggage?

Once on board the train, you will need to store your luggage. Large suitcases can be placed in the luggage racks located by the doors and at each end of your coach. Smaller luggage can be stored on the overhead racks. For safety reasons, all exits must be kept clear. Please make sure that all group members have their personal belongings with them and that their luggage doesn't block the aisles, exit doors or train doors, which could cause delays to your train.

If you are getting off at Lille Europe, please note that the train will only stop for a few minutes. When approaching Lille, make sure that each group member has their belongings and is ready to get off the train straight away.



- 1** Eurostar departures
- 2** EuroDespatch
- 3** Coach parking



PREPARE FOR YOUR EUROSTAR JOURNEY FROM PARIS GARE DU NORD



BONJOUR,

We're looking forward to welcoming you and your group on board Eurostar soon. We've put together some useful information **for group leaders**, to help you organise a smooth and stress-free departure and an easy journey for your group.

Throughout your journey, our staff will be on hand to assist and answer any questions you have. Don't hesitate to speak to them on the day for more information.

BEFORE DEPARTURE

Has everybody got a valid passport and ticket?

To travel to the United Kingdom, a valid passport is required. Adult European Union passport holders should use the ePassport gates to avoid queues at passport control.

Non-European citizens must complete an immigration card before entering the registration area. These cards are available on the Eurostar mezzanine at Gare du Nord. Fill them out before going to the ticket gates. If everyone in the group is the same nationality, one immigration card is enough for the whole group. Some nationalities must provide a **visa**. For more information: <https://www.gov.uk/guidance/visiting-the-uk-as-an-eu-eea-or-swiss-citizen>

If you are travelling with minors, make sure they have their passport with them and parental authorisation to travel abroad (for French citizens: <https://www.service-public.fr/particuliers/vosdroits/F1359> + a copy of the parent's ID/passport).

Have you asked everybody to pack light?

Advise group members against bringing heavy or large suitcases. They will have to carry them for a long period of time, and will have to lift them on and off the security screening machines. **Your group members need to be able to carry and lift their own luggage** (maximum size: up to 85cm long). And all luggage must be **labelled**.

If you want to have your luggage transferred to the train, Eurostar offers a special group service.

Please advise your group that knives, self-defence spray and war souvenirs (including replica bombs, shells or weapons) are not allowed on board, and will be confiscated at security control. Carrying war souvenirs in particular can jeopardise your departure as it can lead to a station evacuation, delaying trains.

Do you need us to take care of your luggage?

If you're travelling in a group, you can relax and enjoy your journey with us in comfort while we take care of your luggage.

This service is only available on our London, Paris and Brussels routes. You'll need to book in advance and we'll send you more details and instructions when we send you your booking confirmation.

If you have any questions, would like to know more about the costs or if you're ready to make a reservation for a journey between Paris and London, contact Geoparts: **+33 (0) 1.55.31.58.33.**

When should you arrive?

Please make sure that **you arrive at Paris Gare du Nord between 60-90 minutes before departure.** If your group arrives late you might miss your train.

As soon as you arrive in our departure area, please make your way to the mezzanine and let one of our team members know that you're travelling with a group, and that you're the group leader. They'll be able to help you prepare for your group's departure, including showing you the available waiting areas and advising on the best time to go through the ticket gates.

Please stay together when meeting your group. There is a good space to meet next to the tourist information point. Don't arrange to meet on the Eurostar departure mezzanine as space is limited.

Are you arriving by coach?

Coaches can park in **Rue de Maubeuge**. Parking spaces are subject to availability (see map).

PREPARE FOR YOUR EUROSTAR JOURNEY FROM PARIS GARE DU NORD



BON VOYAGE!

DEPARTURE

Has everybody got their ticket and passport to hand?

When your group is ready, make your way to the departure concourse on the mezzanine. On the right-hand side of the mezzanine you'll see a special queue for groups, please join that queue. There should at least be one group leader at both the front and the back of the group. Make sure that everybody has their passport to hand. Once in the 'group' queue, please hand all tickets to one of our agents who will register your group. They will open the gates for your group, so you can go through to passport control then security. **Make sure to stay together and form an orderly queue as you go through the different check points.**

Don't forget that adult European Union passport holders can avoid queues at passport control areas by using our ePassport gates.

SECURITY SCREENING

Has everybody put their personal items in their bags?

Make sure that everybody puts their personal items in their hand luggage and not in their pockets before reaching security. Mobile phones, keys, coins, MP3 players, headphones, cigarette packets, etc all need to be put in their bags ready to be x-rayed. Belts and coats will also need to be placed in one of our trays, ready to pass through our scanners.

Don't forget that knives, self-defence spray and war souvenirs are not allowed on Eurostar.

BOARDING

Are you ready to board?

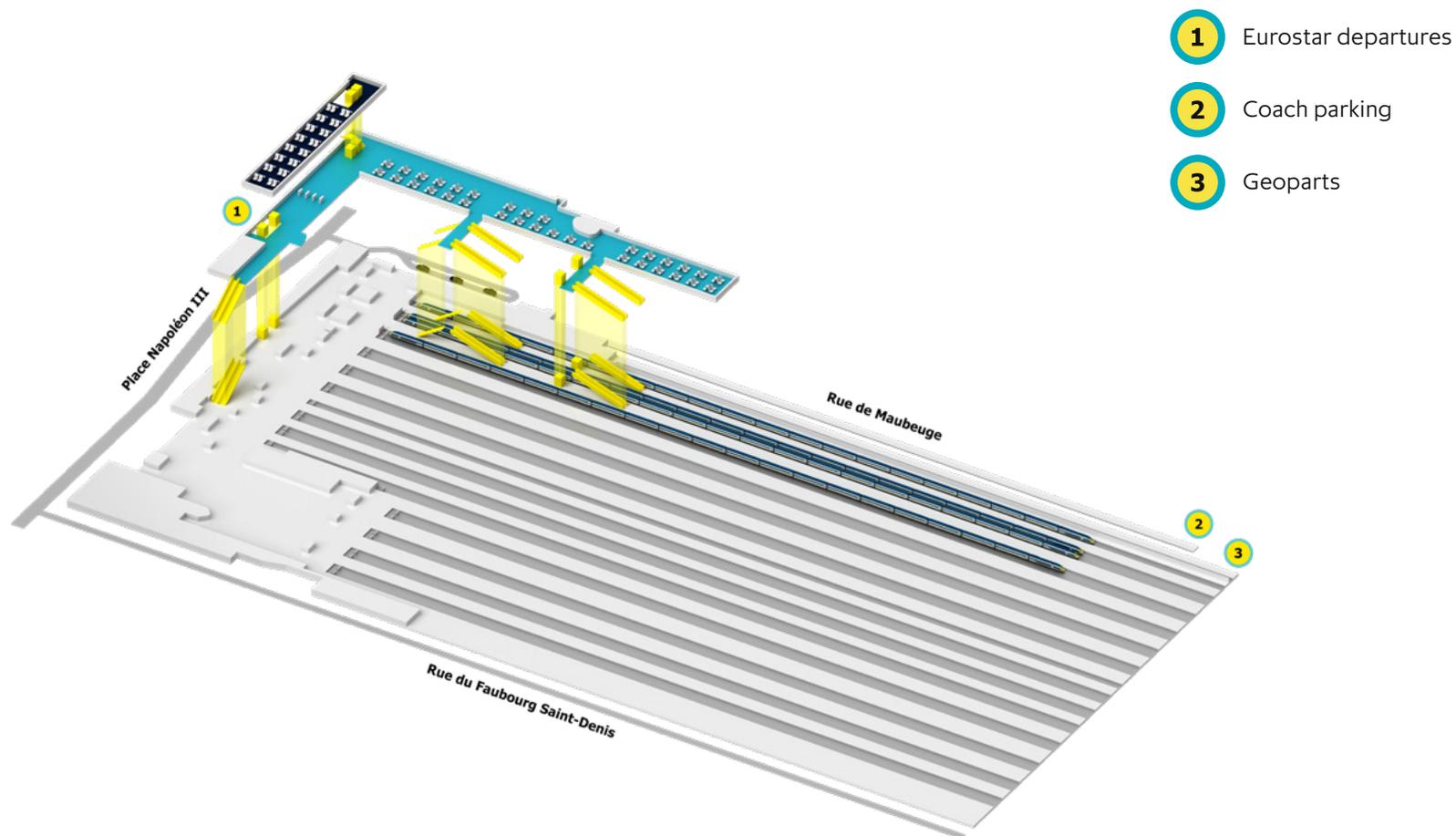
Once in the departure lounge, please see a member of staff and let them know where your group is waiting as we may be able to board your group early. Please stay together in the departure lounge and be ready to board to avoid any delays. Before boarding, check which coach your group is seated in so you know where to go when boarding starts. When boarding the train, please ask your group to use the doors at both ends of your coach. This will speed up boarding and help ensure the train leaves on time.

ON THE TRAIN

Do you know where to put your luggage?

Once on board the train, you will need to store your luggage. Large suitcases can be placed in the luggage racks located by the doors and at each end of your coach. Smaller luggage can be stored on the overhead racks. For safety reasons, all exits must be kept clear.

Please make sure that all group members have their personal belongings with them and that their luggage doesn't block the aisles, exit doors or train doors, which could cause delays to your train.



PREPARE FOR YOUR EUROSTAR JOURNEY FROM BRUSSELS- MIDI/ZUID



BONJOUR,

We're looking forward to welcoming you and your group on board Eurostar soon. We've put together some useful information **for group leaders**, to help you organise a smooth and stress-free departure and an easy journey for your group.

Throughout your journey, our staff will be on hand to assist and answer any questions you have. Don't hesitate to speak to them on the day for more information.

BEFORE DEPARTURE

Has everybody got a valid passport and ticket?

To travel to the United Kingdom, you need a valid passport. Adult European Union passport holders should use the ePassport gates to avoid queues at passport control. EU ID cards are authorised at traditional passport controls only.

Moreover, some of your group members might need a **visa**, you can find more information here:

<https://www.gov.uk/guidance/visiting-the-uk-as-an-eu-eea-or-swiss-citizen>

For any temporary Belgian residents, make sure they bring their passport and visa if necessary.

If you are travelling with minors, make sure they have their passport and parental authorisation to travel abroad.

Have you asked everybody to pack light?

Advise group members against bringing heavy or large suitcases. They will have to carry them for a long period of time, and will have to lift them on and off the security screening machines. **Your group members need to be able to carry and lift their own luggage** (maximum size: up to 85cm long). And all luggage must be **labelled**.

Please advise your group that knives, self-defence spray and war souvenirs (including replica bombs, shells or weapons) are not allowed on board, and will be confiscated at security control. Carrying war souvenirs in particular can jeopardise your departure as it can lead to a station evacuation, delaying trains.

When should you arrive?

Please be sure you arrive at Brussels Midi between 60-75 minutes before departure. Late arrival may lead to you missing your train.

As soon as you arrive in our departure area, please let one of our team members know that you're travelling with a group, and that you're the group leader. They'll be able to help you prepare for your group's departure, including showing you the available waiting areas and advising on the best time to go through the ticket gates.

Please arrange to meet your group away from the departure queues and ticket gates. There are spaces to meet on either side of the entrance to Eurostar departures or outside the station on Place Victor Horta.

Are you arriving by coach?

Coaches can park in **Rue de France**. Parking space is subject to availability (see map).



PREPARE FOR YOUR EUROSTAR JOURNEY FROM BRUSSELS MIDI-ZUID



BON VOYAGE!

DEPARTURE

Has everybody got their ticket and passport to hand?

For a smooth departure, make sure that everybody has their ticket and passport to hand. There should at least be one group leader at both the front and the back of the group. To gain access to the departure lounge, each group member will need to scan the barcode on their ticket at our ticket gates. Once through our ticket gates, the group will immediately pass through security and passport control.

Make sure to stay together and form an orderly queue as you go through the different check points.

Don't forget that adult European Union passport holders can avoid the queues at passport control areas by using our ePassport gates.

SECURITY SCREENING

Has everybody put their personal items in their bags?

Make sure that everybody puts their personal items in their hand luggage and not in their pockets before reaching security. Mobile phones, keys, coins, MP3 players, headphones, cigarette packets, etc all need to be put in their bags ready to be x-rayed. Belts and coats will also need to be placed in one of our trays, ready to pass through our scanners.

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BOARDING

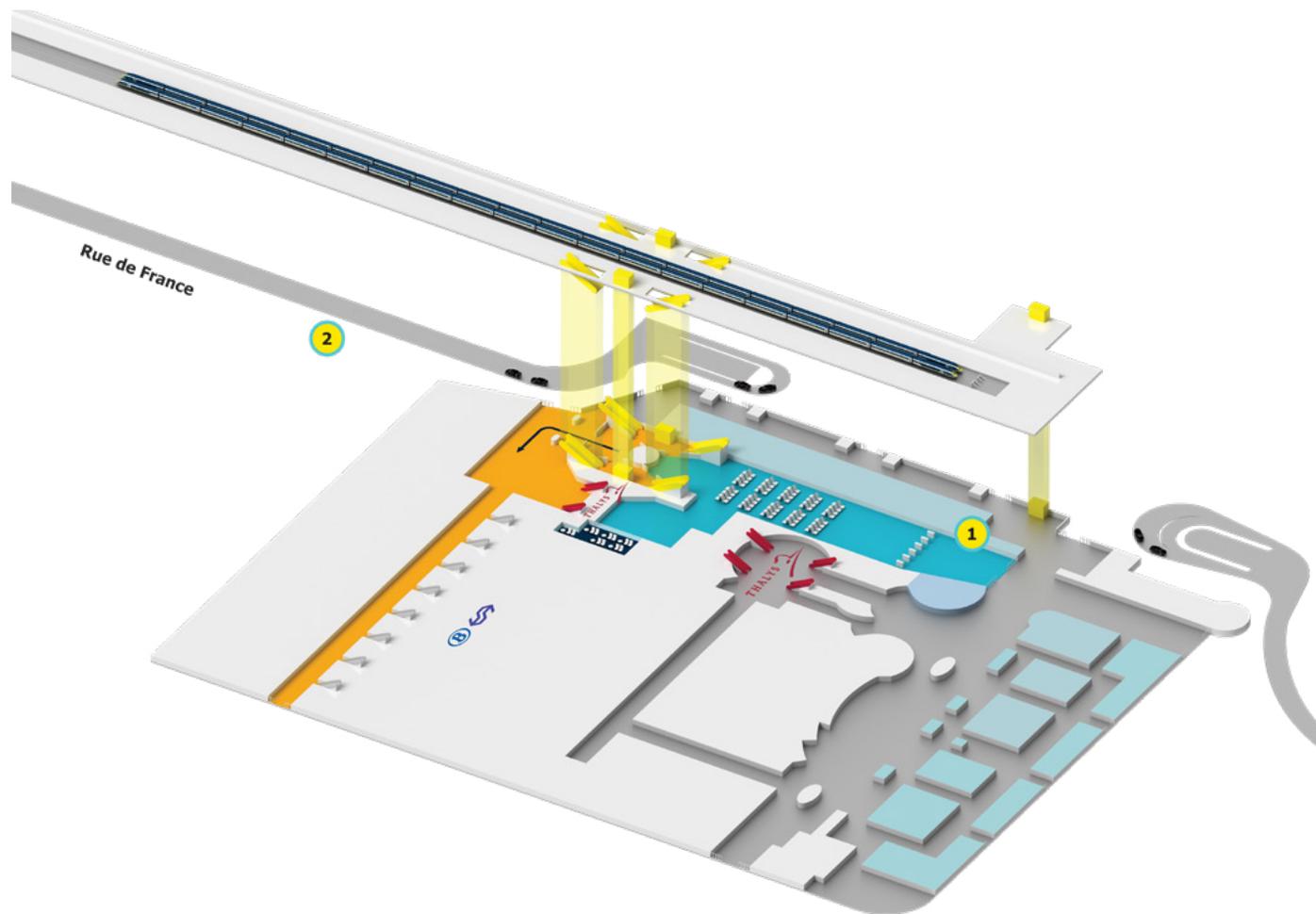
Are you ready to board?

Once in the departure lounge, please stay together and be ready to board to avoid any delays. Before boarding, check which coach your group is seated in so you know where to go when boarding starts. When boarding the train, please ask your group to use the doors at both ends of your coach. This will speed up boarding and help ensure the train leaves on time.

ON THE TRAIN

Do you know where to put your luggage?

Once on board the train, you need to store your luggage. Large suitcases can be placed in the luggage racks located by the doors and at each end of your coach. Smaller luggage can be stored on the overhead racks. For safety reasons, all exits must be kept clear. Please make sure that all group members have their personal belongings with them and that their luggage doesn't block the aisles, exit doors or train doors, which could cause delays to your train.



- 1 Eurostar departures
- 2 Coach parking



PREPARE FOR YOUR EUROSTAR JOURNEY FROM LILLE EUROPE



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Throughout your journey, our staff will be on hand to assist and answer any questions you have. Don't hesitate to speak to them on the day for more information.

BEFORE DEPARTURE

Has everybody got a valid passport and ticket?

To travel to the United Kingdom, you need a valid passport. Please note that in some stations, including St Pancras International, you can use the ePassport gates using your biometric passport. So it's worth bringing yours for the journey home.

Non-European citizens must complete an immigration card before entering the registration area. These cards are available at the entrance to Eurostar departures in Hall 4. Fill them out before going to the ticket gates.

Some nationalities must provide a **visa**. For more information: <https://www.gov.uk/guidance/visiting-the-uk-as-an-eu-eea-or-swiss-citizen>.

If you are travelling with minors, make sure they have their passport with them and parental authorisation to travel abroad (for French citizens: <https://www.service-public.fr/particuliers/vosdroits/F1359> + a copy of the parent's ID/passport).

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When should you arrive?

Please be sure to arrive at Lille Europe station at least 60 minutes before departure. If your group arrives late you might miss your train. If you have a connection in Lille, give yourself plenty of time for the transfer.

As soon as you arrive in our departure area, please let one of our team members know that you're travelling with a group, and that you're the group leader. They'll be able to help you prepare for your group's departure, including showing you the available waiting areas and advising on the best time to go through the ticket gates.

Please arrange to meet your group away from the departure queues and ticket gates. There's a good place to meet in Hall 3 in the space next to the information point.

Are you arriving by coach?

Coaches can park in **Boulevard de Leeds**. Parking space is subject to availability (see map).



PREPARE FOR YOUR EUROSTAR JOURNEY FROM LILLE EUROPE



BON VOYAGE!

DEPARTURE

Has everybody got their ticket and passport to hand?

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Don't forget that adult European Union passport holders can avoid the queues at passport control by using our ePassport gates.

SECURITY SCREENING

Has everybody put their personal items in their bags?

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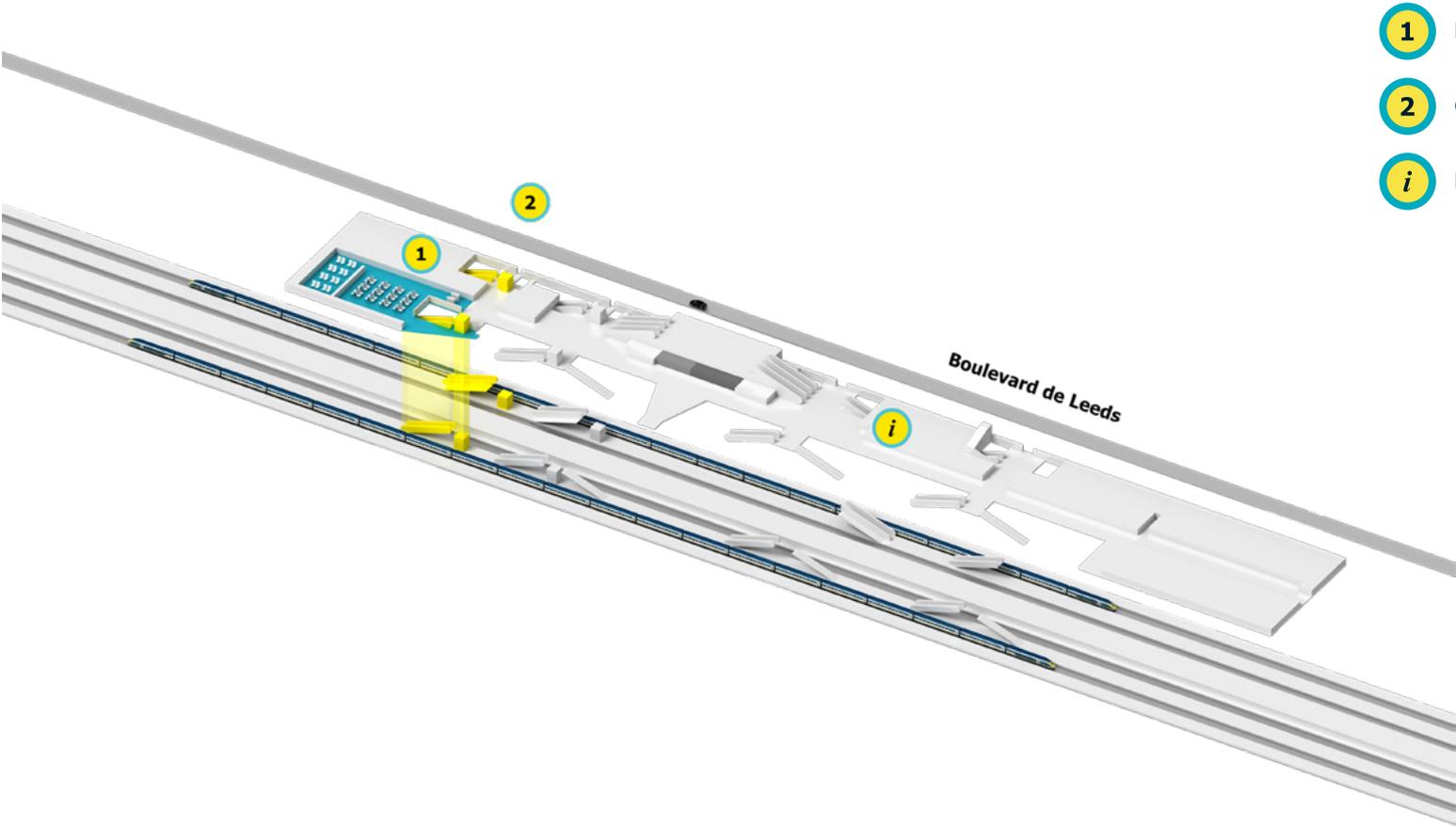
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- 1** Eurostar departures
- 2** Coach Parking
- i** Hall 3 information point

