



GALILEO - HOW TO BOOK A SEAT

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

Display which coaches are available to book for class of service required for sector 1 **SA*S1**

It is very important that the availability display is checked, as Standard Premier and Business Premier coaches are yield managed, so while on one train a coach maybe Business Premier, on another it could be Standard Premier or Standard if it's one of our new trains. If you select a seat in a Standard Premier coach when booking Business Premier your sectors will UC.

Example of coach availability display

```

sa*s1

9F - EUROSTAR TRAIN NO: 9010 12NOV QQS XPG
COACH CLASS SEATS COACH CLASS SEATS COACH CLASS SEATS
7 BUS N 36 10 BUS N 26 11 BUS N 36
12 BUS N 36
>SA*C-
```

Then to display a specific coach

SA*S1/C7

Example seat availability display

```

9F - EUROSTAR TRAIN NO: 9010 12NOV QQS XPG
COACH NO: 0007 NON-SMOKING

(-----)
11 15 21 25 31 35 41 45 51 ..
13 17 23 27 33 .. 43 47 53 63
14 18 24 28 34 38 44 48 54 64
(-----)
>SA*C- >SA*C* >SA*PR-

If you see the seat number 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
```

Then use the entries below to request specific seats:

Request seat 31 in coach 7 on segment 2
S.S2/C7*S31

Request seats 15 and 16 in coach 4 for segment 2
S.S2P1.2/C4*S15.S16

You can also check seat maps from availability:

Entry is

SA*A6J

Or in long format

SA*9F9004Z12NOVQQSXPG

Or long format specific coach

SA*9F9004Z12NOVQQSXPG/C8

Seat Changes

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

Overbooking

when overbooked seats are assigned to your booking, you will receive an SSR message warning you of this. As well as only a coach number being displayed e.g C007S000 in the seating data *SD you will also receive the following SSR message in the vendor remarks *VR
SSR OTHS 1G 2385 SEGMENT/S OVERBOOKED REQUEST SEAT/S AT CHECK-IN

Please click on link for full details of this process (http://www.eurostar4agents.com/a-z/overbooked_seats.htm)