

EUROSTAR ACCOUNT APPLICATION FORM

**WORKING TOGETHER**

It’s great to hear you have achieved our £10,000 / 10 000€ threshold and are now interested in opening an account with us.

The principal criteria for opening a Leisure Agent account with us are as follows:

* Achieve and sustain a minimum revenue of £10,000 / 10 000€ in a rolling 12-month period
* Achieve a satisfactory credit rating score and a sanction report

The account will give you a credit facility with Eurostar for ease of payment and you will receive a monthly itemised statement.

We have a range of booking tools available:

* **Voyager**

Our dedicated agent reservation system. Partners are required to provide a static IP for the staff that will be using it. Commission is payable on our public fare range.

* **The Eurostar API**

For online specialists selling more than £20,000 / 20 000€ per year. This will require development from your technical team. Commission is payable on our public fare range.

* **GDS Air**

Eurostar services are available to book in GDS **AIR** using 9F as the carrier for agencies based in the UK and Northern Ireland. A segment fee of £5 is charged and appears in the tax section. If you are using GDS outside of the UK, please contact us for further information.

We’d like to get to know you a little better, please tell us as much as you can about your business and return your completed application if you would like to proceed with opening an account with us.

**KNOWING YOUR BUSINESS**

From the list below which category best describes your business. Please TICK.

Please note, to be considered as a tour operator, you will advertise Eurostar within a packaged product.

|  |  |
| --- | --- |
|  |  |
|  |  |
| **DIRECT TOUR OPERATOR** |[ ]
| * Sells directly to the consumer and uses various media to advertise products
 |  |
| * Uses offline and online merchandising
 |  |
|  |
| **RETAIL TRAVEL AGENT**  |[ ]
| * Sells through a high street retail network
 |  |
|  |  |
| **GROUP AGENT**  |[ ]
| * Specialises in offering group travel to 10+ people, travelling together
 |  |
|  |  |
| **INBOUND TOUR OPERATOR** |[ ]
| * Operator or ground handler offering rail inclusive packages
 |  |
| * Based in UK selling to UK and International markets
 |  |
| * Has established relationship with overseas agents and the capability to market and promote product overseas
 |  |
| * Will book individuals and groups of 10+
 |  |
|  |  |
| **ONLINE TRAVEL AGENT** |[ ]
| * Is an on-line travel distributor, +75% on-line sales. Requires standalone Eurostar tickets
 |  |
|  |  |
| **LEISURE AGENT** |[ ]
| * Accredited Travel agent booking general travel. Requires standalone Eurostar tickets.
 |  |
|  |  |
| **REWARD REDEMPTION**  |[ ]
| * Will offer Eurostar as part of a reward scheme to it’s customers or members
 |  |
|  |  |
| **TRAVEL MANAGEMENT COMPANY** |[ ]
| * Accredited Travel agent booking business travel for corporate clients
 |  |
| * Includes meeting, incentive, conference & event travel
 |  |
|  |  |
|  |  |

**BRAND & MARKET REACH**

* Tell us about your brand and client database.

* What size is your database?

* What markets do you sell to and what percentage of your overall sales does each market represent?

* How do you sell your products? i.e. TV or radio advertising, national or regional press, through agents etc…

* Please provide any social media profiles and / or consumer review information

**Is Eurostar new to you?**

* If your application is successful, what are your plans to market and promote Eurostar? How much visibility will you give Eurostar, either through your brochures, web sites or any other advertising activity?

**PRODUCT PORTFOLIO**

* Tell us about the different products you sell i.e. Beach, long haul, villas, city breaks, ski etc…

|  |  |  |
| --- | --- | --- |
|  | **TOP 5 PRODUCTS** | **PERCENTAGE SHARE** |
| 1. |       |       |
| 2. |       |       |
| 3. |       |       |
| 4. |       |       |
| 5. |       |       |

* Thinking specifically about Europe, what are your top 5 destinations? If Europe is a new venture for you, what will your 5 key focus destinations be?

1.

2.

3.

4.

5.

* We have 3 classes of service, Business Premier, Standard Premier & Standard, which classes will you sell?

* Which Eurostar destinations will you sell? Tick all that apply.

|  |
| --- |
| Paris |[ ]
| London |[ ]
| Amsterdam |[ ]
| Rotterdam |[ ]
| Brussels |[ ]
| Lille |[ ]
| Disneyland Paris |[ ]
| Other connecting destinations |[ ]

**SALES ACTIVATION AND SUPPORT**

Keeping our customers informed is crucial, we also want to make sure your teams always have the most up to date information.

When things don’t go quite as expected, we make every effort to contact and inform our customers.

We like to keep all our partners informed and have dedicated agency support sites. We recommend that all teams that will work with Eurostar sign-up to receive the latest operational and product updates.

* We’d like to understand how you book for your customers.

Do you use self booking tools (SBT’s) or a Global Distribution System (GDS)? If so, what are they?

* Do you have your own call centre?

* What kind of after-sales service do you offer your customers? Are you able to pass information onto them once they have commenced their journey?

* How many of your staff will be booking Eurostar?

* How many offices and/or partner brands will be issuing tickets?

**COMPANY CONTACT DETAILS**

* Registered Company Name:
* Registered Company Address:
* Registered Company Number:
* VAT number:       - Website:
* Trading Company Name:
* Trading Company Address:
* Key Contact Name:       - Phone Nbr:
* Title:       - Email:
* Limited Company: [ ]  Other (please describe):
* Sole Proprietor: [ ]
* Partnership: [ ]
* Number of employees:       - Date business established:
* Please list all directors and associated companies:

Email Address for Disruption / Product Mailings:

What trade affiliations or consumer protection do you have?

|  |  |
| --- | --- |
| Trade Affiliation i.e. ABTA etc. | Licence Number: |
|                 |                 |

*Eurostar International Limited undertakes to respect strict confidentiality regarding all information contained in this application.*

*On Behalf of the company named above, to the best of my knowledge the information provided in this application is true and accurate.*

 Full name:       Position:

 Date : Signature: