



# MAKING RAIL ACCESSIBLE

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SPECIAL ASSISTANCE  
WHILE YOU'RE TRAVELLING  
WITH EUROSTAR

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## MAKING YOUR JOURNEY SIMPLER

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At Eurostar, we believe that everyone who travels with us should have a smooth, seamless and stress-free journey.

We know that travel can be a bit complicated for some of our customers, so we've created this guide to let you know how we can lend a hand, from booking your tickets to arriving at your destination.

If you'd like to know more, take a look at the **Special travel needs** page at [eurostar.com](https://www.eurostar.com).

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## HOW AND WHERE WE CAN HELP

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### OUR TEAMS ARE TRAINED TO HELP TRAVELLERS WHO HAVE:

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- Wheelchairs
- Mobility problems
- Visual impairment and blindness
- Hearing impairment and deafness
- Mental impairment

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### WE'RE ALSO TRAINED TO HELP:

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- Pregnant women
- Parents with babies and small children
- Elderly people

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### YOU'LL FIND ASSISTANCE AT:

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- London St Pancras International
- Ebbsfleet International
- Ashford International
- Paris Gare du Nord
- Brussels-Midi/Zuid
- Lille Europe
- Calais Fréthun

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### AND FOR PASSENGERS TRAVELLING ON EUROSTAR TRAINS TO OR FROM:

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- Disneyland® Paris (Marne la Vallée)
- Lyon Part-Dieu
- Avignon TGV
- Marseille Saint Charles

## LUGGAGE

### LUGGAGE LIMITS

Each adult can take up to two bags (each up to 85cm long) and one small item of hand luggage. Children over four years old can travel with one bag (again, up to 85cm at its maximum length) and one piece of hand luggage.

If you need help with your luggage, there's a weight limit of 15kg per bag.

For anything heavier or larger than the allowances above, you can use our registered luggage service, EuroDespatch.

To find out more, take a look at our luggage pages on [eurostar.com](https://eurostar.com).

### EURODESPATCH

If you're sending bigger bags, or just want to avoid the hassle of taking your luggage on board with you, EuroDespatch will take care of everything.

Just drop your bag off at St Pancras International and it'll be ready to collect in Paris, Brussels or Lille within 24 hours. If you'd rather your luggage arrived with you, please book at least 48 hours before you travel by calling **+44 (0)3448 225822** or emailing [eurodespatch@eurostar.com](mailto:eurodespatch@eurostar.com).

### DOOR-TO-DOOR LUGGAGE DELIVERY

Have your luggage picked up from home and waiting when you arrive, with First Luggage's door-to-door service. As a Eurostar traveller, you'll get a special rate – just go to [euroluggagedelivery.com](https://euroluggagedelivery.com) or call **+44 (0)1895 450188** to book.

### GEOPARTS

If you're travelling from Paris, you can arrange luggage transfers with Geoparts by calling **+33 (0) 1 55 31 58 33**.

## BEFORE YOU TRAVEL

### MAKING A BOOKING

You can book tickets – including dedicated wheelchair and companion spaces – at [eurostar.com](https://www.eurostar.com), in our stations or by calling us on **+44 (0)3432 186 186**.

Then, just call us on the same number at least 48 hours before your trip to let us know about any help you'll need during your Eurostar journey.

### ON THE DAY

If you need some help during your journey, it's best to arrive at least 75 minutes before your train departs so our team can give you a helping hand as soon as possible.

### FIND OUT MORE

Our website is full of information about special assistance, but if you'd prefer to talk things over with a member of our team, just get in touch on **+44 (0)3432 186 186** or or via the Contact us form on [eurostar.com](https://www.eurostar.com)

## AT THE STATION

To get your journey off to a smooth start, please arrive 75 minutes before your train's due to depart and head to the assistance welcome point. There's a list of where to find these on the next page.

The extra time will give us a chance to talk through what kind of help you'd like, and there'll be no rushing to catch the train.

If you need a helping hand getting to the welcome point, we suggest arranging this with whoever's bringing you to the station – whether it's another train company, a bus, taxi or a friend or relative.

If you're arriving by car or taxi and someone can pop in and let us know you're here, we'll gladly come and meet you at the drop-off point.

We'll always be there to give you the help you need, but please do bear with us if our teams are busy.

If you need any help with aural or visual information about our services, just let us know.

## AT THE STATION

TYPES	LONDON ST PANCRAS	EBBSFLEET INTERNATIONAL	ASHFORD INTERNATIONAL	PARIS GARE DU NORD	BRUSSELS GARE DE MIDI	LILLE EUROPE	CALAIS FRÉTHUN	DISNEYLAND (MARNE LA VALLÉE)
Welcome point	Eurostar Assist desk at Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Ticket office or Eurostar check-in	SNCF information desk or Eurostar check-in
Staff availability	Full time	Full time	Full time	Full time	Full time	Full time	Full time	Full time
Step-free from concourse to platform	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Seating in departure lounge	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Accessible toilets	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)
Ticket facilities	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter	Ticket counter	Ticket counter
Customer announcements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food before check-in	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food after check-in	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Wheelchair available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ramp for train access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Induction loops	Yes	Yes	Yes	No*	No*	No*	No*	No*
Accessible set-down and pick-up point	Pancras Road	Next to the west entrance/exit	Eurostar entrance	Rue de Dunkerque/ Rue de Maubeuge	Place Horta	Bd de Turin, opposite the Suite Hotel	Station entrance	Place des passagers du Vent, at the front of the station
Automatic doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes, but not all doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes (all doors)

\* Eurostar ticket counters are unglazed to aid communication, so induction loops are not installed.

## ON OUR NEW E320 TRAIN

Here's a diagram of the onboard dimensions for coach 3 of our new e320 trains, showing wheelchair spaces at 13 and 17. There are two other wheelchair spaces in coach 14, which is a mirror image of the arrangement below.



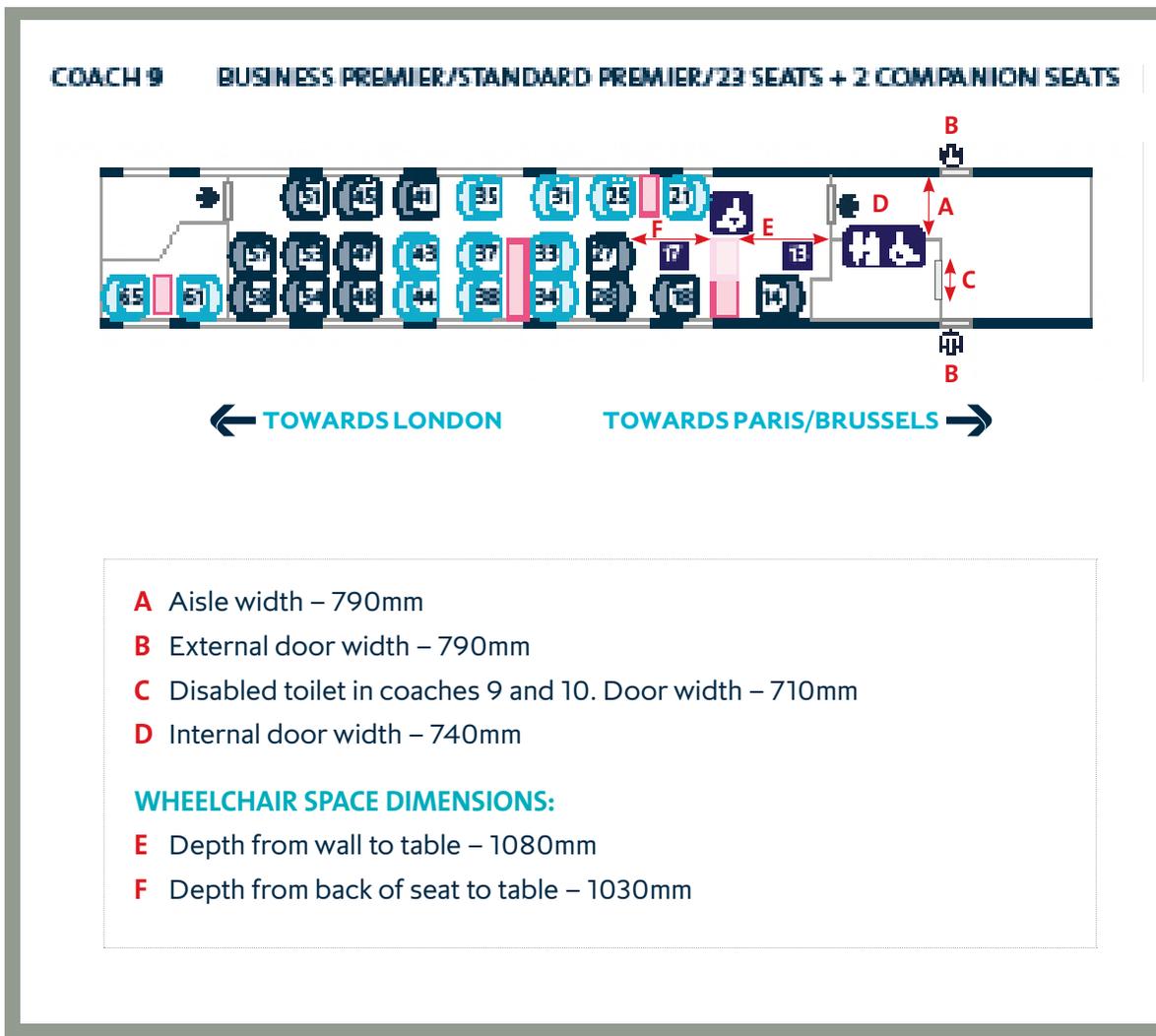
### TOILETS

You'll find these between each coach, while larger, wheelchair accessible toilets are in the same coaches as our wheelchair spaces.

**PLEASE NOTE:** until we've moved all of our routes over to our new trains, we'll only be able to take bookings for two of the four wheelchair spaces on our e320s. This is to make sure there's space for everyone in case we need to switch trains for any reason.

## ON OUR REFURBISHED E300 TRAIN

Here's a diagram of the onboard dimensions for coach 9 of our refurbished e300 trains, showing wheelchair spaces at 13 and 17. There are two other wheelchair spaces in coach 10, which is a mirror image of the arrangement below.



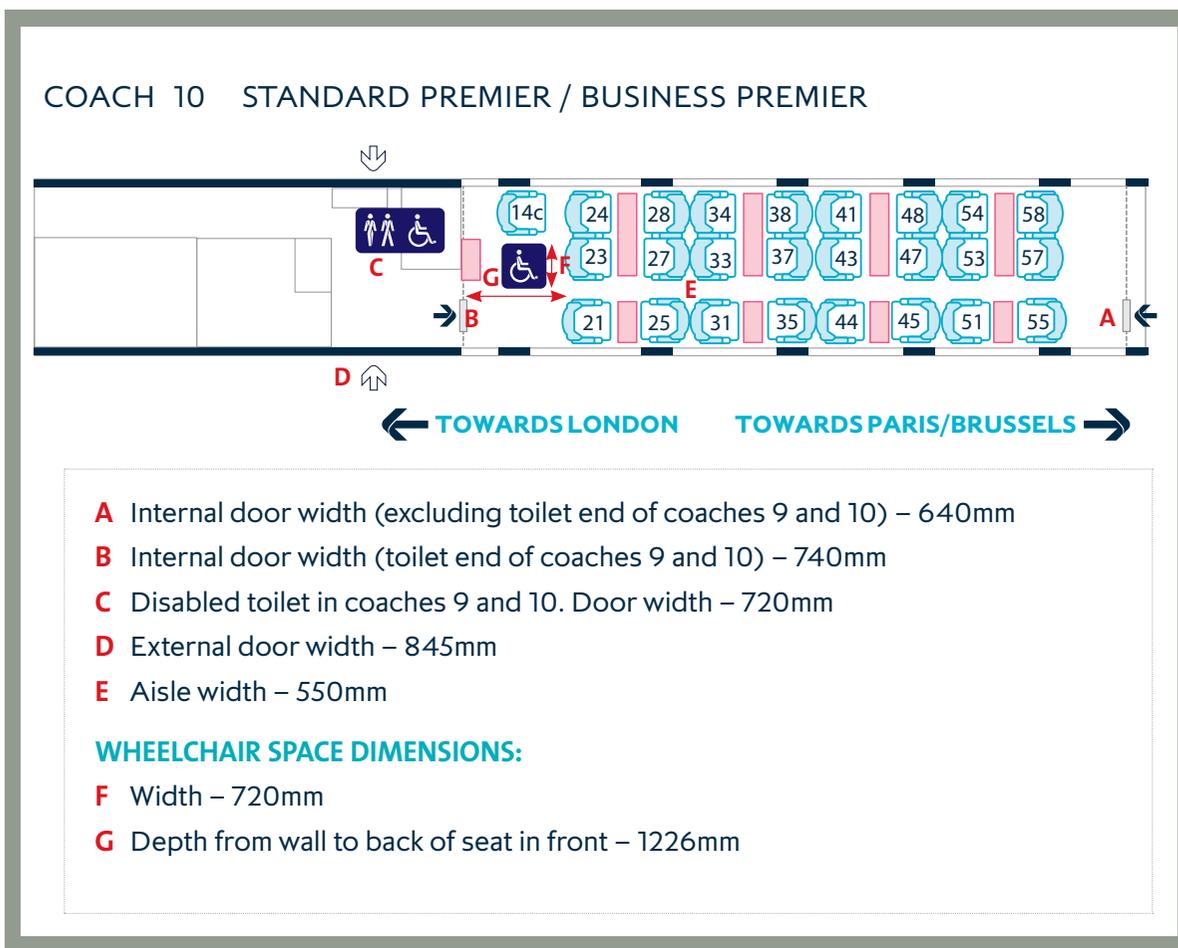
### TOILETS

You'll find these between each coach, while larger, wheelchair accessible toilets are in the same coaches as our wheelchair spaces.

**PLEASE NOTE:** until we've moved all of our routes over to our new and refurbished trains, we'll only be able to take bookings for two of the four wheelchair spaces on our e320s and e300s. This is to make sure there's space for everyone in case we need to switch trains for any reason.

## ON OUR ORIGINAL TRAIN

Here's a diagram of the onboard dimensions for coach 10, with one of our wheelchair spaces. The other wheelchair space is in coach 9, which is a mirror image of the arrangement below.



### TOILETS

You'll find these between each coach, as well as baby changing facilities in coaches 1 and 18. Larger, wheelchair accessible toilets are in coaches 9 and 10, next to our two adapted wheelchair spaces.

## ON THE TRAIN

Once you're on board, we hope you'll be able to relax and enjoy the journey. There are a few extra things to remember, which might make your trip with us a bit smoother.

### STAYING IN THE LOOP

Our train managers make regular announcements, including safety information, and there are leaflets about onboard safety at the ends of each coach.

If there's a service disruption, our onboard staff will always do their best to keep you updated with any relevant or important information. If the information isn't clear, perhaps due to a hearing impairment, then don't hesitate to ask a member of onboard staff, who can always be found in the bar buffet.

### FOOD AND DRINKS

In Standard Premier and Business Premier, we'll serve your meals and drinks to you at your seat. If you're travelling in Standard class, we have two bar buffet coaches, where you can buy drinks, snacks and meals. If you'd like something from the bar buffet but can't get there, just ask one of the train managers when they walk by.

Of course, you're welcome to bring your own food and drink on board as well. There are no restrictions on this, except when it comes to the quantity of alcohol that can be carried per person. Just check our **rules on alcohol** to find out more.

### HELP ON BOARD

Our onboard team is always available to advise and help as best they can, although they're not trained carers, so they won't be able to assist you with feeding, administering medicine or toilet visits.

## ON THE TRAIN

### CARRYING MEDICAL EQUIPMENT

Our regulations on carrying certain items and substances are fairly strict. If you need to travel with specialist medical equipment, let us know what you need to carry before you travel, to make sure you'll be able to take it with you.

You can find more on [eurostar.com](https://www.eurostar.com) in the FAQs section, as well as in our Conditions of Carriage.

In some cases, you'll have to provide a formal confirmation of your need to travel with specialist equipment. Or it might be that you can carry some of the equipment, but only in the train's luggage hold. It's important to call us on **+44 (0)3432 186 186** to let us know well before the day you travel.

We'll consider each request on a case-by-case basis and send you an approval letter, which you'll need to carry at all times during your journey and present at the security check.



Each Eurostar train has two train managers who are happy to answer any questions. If you're on the train and think you might need assistance when you arrive at your destination, speak to one of the train managers as they pass through the train. They can also be contacted in our two bar buffet coaches. Just to let you know, we can't guarantee assistance if it's requested less than an hour before the arrival of your train.

## TICKETS AND FARES

### WHEELCHAIR USERS

Reduced wheelchair user fares are specially for customers who are unable to walk 200 metres unaided and need to travel in their own wheelchair. To make sure you have enough space to be perfectly comfortable and in line with Eurotunnel safety policies, we can carry up to four wheelchair users per train.

We have specially adapted wheelchair spaces on each of our trains, either in Standard Premier or Business Premier. We'll serve you a meal and drinks at your seat and you'll be near wheelchair accessible toilets. There'll also be a ramp and Eurostar staff will help you board and leave the train.

Don't worry – although our wheelchair spaces are in Standard Premier and Business Premier, you won't have to pay extra for them. We've fixed our wheelchair user prices at the lowest priced Standard class fare.

If you don't normally use a wheelchair but won't be able to walk far enough to get to or from the train unassisted, we can help you. We can also provide a wheelchair to get you to the train, although you'll need to be able to walk from the door to your seat and sit in a regular seat throughout your journey. There's no special fare available in this case.

## TICKETS AND FARES

### COMPANION FARES

If you're booking a wheelchair user ticket and you'd like to take a companion with you, they'll get the same reduced fare. They'll sit with you and be served a meal as well. To be eligible, both the wheelchair user and the companion will need to travel together on all parts of their Eurostar journey.

If you have a visual or hearing impairment and need someone to travel with you, your companion can travel for a reduced fare. Since you'll be able to sit in a regular seat if you're not in a wheelchair, you can choose your class of travel, paying the usual full fare, and your companion can travel at the same price as a wheelchair user's companion.

To book a companion fare, please call **+44 (0)3432 186 186**.

To find out more about fares, go to **eurostar.com**.

## TICKETS AND FARES

### MOBILITY SCOOTERS

If you need to travel with a mobility scooter, we'll take it free of charge, as long as it fits in one of our wheelchair spaces on board. Please check the wheelchair space dimensions on page 9. Scooters that use combustible fuel won't be allowed on any Eurostar train – only battery operated ones can travel with us.

For scooters to access our platforms and trains in lifts and on ramps, they'll need to be no more than 70cm wide by 100cm long. We can help you on and off the train, but we may ask you to operate the scooter yourself, as models vary and our team might not be familiar with yours.

It's important to get in touch with us before you travel to make sure that there is enough space available on the train you are travelling on. Please get in touch with us at the Eurostar Contact Centre on **+44 (0)3432 186 186**.

If you have an onward connection, please contact the relevant train company for advice on travelling with a mobility scooter.

# TICKETS AND FARES

## GUIDE AND ASSISTANCE DOGS

Registered guide and assistance dogs are very welcome on these Eurostar routes:

**LONDON & EBBSFLEET ↔ PARIS**  
**LONDON & EBBSFLEET ↔ BRUSSELS**  
**LONDON & EBBSFLEET ↔ LILLE**  
**LONDON & EBBSFLEET ↔ CALAIS**

If you have a registered guide or assistance dog, you can board the train from Ashford International, but you'll only be able to return to the UK via London St Pancras International or Ebbsfleet International. This is because the authorities can only carry out their checks at London St Pancras International and Ebbsfleet International at the moment.

A maximum of four guide or assistance dogs can travel on each Eurostar train. So, if you're travelling with a guide or assistance dog but didn't mention it when booking, we may not have room for you and your dog on the train.

If you're travelling with a guide or assistance dog, remember that you'll need to show specific documents when you're leaving or entering the UK. If you don't have these, your guide or assistance dog may have to be put in quarantine. It's entirely up to you to make sure that you have all the necessary documents with you.

You need to bring the following documents when travelling with your guide or assistance dog:

**Pet passport:** Showing that your dog has been micro-chipped and vaccinated.

**Assistance Dogs ID book (UK only):** Showing that your dog is a certified assistance dog.

For more information, contact **DEFRA** (Department for Environment, Food and Rural Affairs):

**+44 (0)370 241 1710**

Open Monday to Friday, 08:00-18:00 UK time  
(closed on bank holidays)

**[gov.uk/take-pet-abroad](https://www.gov.uk/take-pet-abroad)**

**Email: [pettravel@ahvla.gsi.gov.uk](mailto:pettravel@ahvla.gsi.gov.uk)**

**Fax: +44 (0)1245 458749**

You can book your journey with a guide or assistance dog in our stations or by calling our Contact Centre on **+44 (0)3432 186 186**.

## TRAVELLING WITH LITTLE ONES

If you're travelling with babies or small children and need a bit more space, you might want to book your seats on a table of 4.

That way you'll have plenty of room to spread out your things or play games en route.

You'll find baby changing facilities on all of our trains, so if you'd like to be nearby just let us know when you book.

You're welcome to take one pram and/or car seat with you for each child, but whatever you take needs to be foldable, so it'll fit on a luggage rack during your journey.

Little ones under four years old (at the time of travel) won't need a ticket, and you can take one child per paying adult. Remember, because they don't have a ticket, they won't have a seat, so on busy trains they might need to sit on a grown-up's lap. You can find out about child fares (ages 4-11) at [eurostar.com](https://www.eurostar.com).

## PREGNANT WOMEN

While there are no restrictions at all for pregnant women travelling with us, just remember that all our travellers need to pass through an X-ray machine for security checks.

Our X-ray machines are certified to be harmless to pregnant women but, of course, you're welcome to request a manual search by one of the security team instead. Just to let you know, if the hand-held metal detector used by our security staff detects metal on you, they might need to do a private search, and you can request a private area for this.

While we don't have special meal options for pregnant women in Standard Premier and Business Premier, there's plenty of choice in our bar buffet and you're welcome to bring your own food and drink with you.

If you have any pregnancy-related concerns about your journey, it's best to check with your regular doctor before booking your trip.

## CAR PARKING AND ACCESS

All of our stations are accessible by car and have car parking available.

You can find out more about parking, including prices, in the FAQs section of [eurostar.com](https://www.eurostar.com).

STATIONS	OPERATED BY	TOTAL NUMBER OF SPACES	DISABLED BAYS	ACCESSIBLE SET-DOWN AND PICK-UP POINT
London St Pancras International	CP Plus	315	13	Pancras Road
Ebbsfleet International	CP Plus	2536	74	Next to the west entrance / exit
Ashford International	CP Plus	1850	40	Eurostar entrance
Paris Gare du Nord	Vinci Park	1220	24	Rue de Dunkerque
Lille Europe	Vinci Park	711	12	Bd de Turin, opposite the Suite Hotel
Calais Fréthun	Free public car park next to the station	Unknown	8	Station entrance
Disneyland® (Marne la Vallée)	Vinci Park	1370	28	Place des Passagers du Vent, at the front of the station
Brussels-Midi/Zuid	Q-Park	1650	30	Place Horta

## CONNECTING TO THE REST OF EUROPE

While we're always available to lend a helping hand on the Eurostar part of your journey, we won't be able to arrange help for you on other parts of your trip. For this, you'll need to contact the relevant train company and make the arrangements with them directly.

We're currently working on new ways to make things seamless for connecting customers who need assistance during their journey, but in the meantime, here's some information that might come in useful.

### UK

For train connections, the system used in the UK is called Passenger Assist, and train operators record and communicate assistance requests through it. The system gives customers a confirmation email, together with a reference for the request. Bookings are then passed to stations and local rail staff.

To arrange assistance on a train in the UK, call National Rail Enquiries **on +44 (0)3457 48 49 50**, or the individual train company **24 hours before your journey**. The system can book one-off journeys or a series of frequently made journeys. Once you're registered on the system, your details can be shared with other UK train companies.

If you're taking a taxi, most black cabs in London are equipped with ramps and are accessible for wheelchair users.

### FRANCE

The assistance service in France is Accès Plus.

**Tel: +33 (0)8 90 64 06 50**  
**Fax: +33 (0)8 25 82 59 57**  
**accessplus@sncf.fr**

You'll just need to book at least 48 hours before you travel, and you can find out more at **accessibilite.sncf.com**

Our preferred taxi partner in Paris is G7 Taxis (**+33 (0)1 47 39 00 91**), who are able to provide accessible taxi services around the clock.

## CONNECTING TO THE REST OF EUROPE

### BELGIUM

Assistance requests for Belgian rail services need to be made at least 24 hours before you travel, and the number to call is **+32 (0)2 528 28 28**.

In Brussels, Taxis Verts (**+32 (0)2 349 49 49**) offer a fully accessible taxi service around the clock.

### THE NETHERLANDS

The assistance service in the Netherlands is Service Centrale, and you can call them on **+31 (0)3 02 35 78 22** or fax **+31 (0)3 02 35 39 35**.

You'll need to arrange this at least 48 hours before you travel.

### SWITZERLAND

The Swiss rail operator SBB offers an assistance service, which needs to be booked at least 48 hours before you travel.

**Tel: +41 (0)51 225 78 44**  
**mobil@sbb.ch**

### GERMANY

The assistance service in Germany is Mobilitätsservice-Zentrale.

**Tel: +49 (0)1 805 512 512**  
**Fax: +49 (0)1 805 159 357**  
**msz@bahn.de**

You'll just need to book at least 48 hours before you travel.



Although Eurostar has a 'turn up and go' assistance service, most other train operators need at least 48 hours' notice of the help you'll need. If in doubt, it's best to call the local train operator before your trip.

### WHEELCHAIR AND COMPANION BOOKINGS FOR ONWARD CONNECTIONS

There are various differences between the booking systems used by us and other train operators, which means we're not able to reserve dedicated wheelchair or companion fares with a number of other train companies for you. So, if you're making a journey that involves connecting with a non-Eurostar train company, contact the Eurostar Contact Centre by emailing **contactus@eurostar.com** or calling **+44 (0)3432 186 186**, who will be able to advise on the process you will need to follow for your journey.

## DISRUPTION

If there's a delay or disruption to our services, we'll always do our best to keep you updated with accurate and relevant information. Of course, when we need to, we'll always give particular care and consideration to travellers who need special assistance.

Having said this, it's not always easy for our staff to do this proactively, particularly during a major disruption. So, don't hesitate to let us know if you need something or if things become uncomfortable for you at any point – whether you're on the train or in one of our stations.

## TELL US WHAT YOU THINK

All of our staff are extensively trained when they join Eurostar and throughout their time with us. We make sure that staff who interact with our travellers get the right disability awareness training.

Of course, we're always working to improve our services, and that's why we'd like to hear from you. You can talk to us about any aspect of your journey using the details at the end of this guide.

We also keep track of our performance through daily reports and monthly customer feedback. We take every customer comment into account, whether it's something that hasn't gone well, or praise for a team member who offered particularly good service.



Even if you don't need assistance during your journey, you can still let us know before departure about something that we might need to take into consideration if there's a disruption, like a hearing impairment that might make onboard announcements difficult to hear.

Any information you give us before departure is passed to our onboard train managers, so please share anything you think we might need to know.

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## ALTERNATIVE FORMATS

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Alternative versions of this guide are available on **eurostar.com** in large print and audio formats. A hard copy or Braille version of the guide can be requested in our stations or by calling our team on **+44 (0)3432 186 186**.

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## GET IN TOUCH

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### BOOKINGS AND GENERAL ENQUIRIES

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Our UK-based team is available from 08:00 until 19:00 from Monday to Friday, and from 09:00 until 17:00 at weekends and bank holidays (UK time). We have English, French and Dutch speaking advisors on the team.

Call us on **+44 (0)3432 186 186** or, from outside the UK, on **+44 1233 617 575**.

Or get in touch via the Contact us form on **eurostar.com**.

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### FEEDBACK ON YOUR JOURNEY

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If you have feedback on any aspect of your journey, our Traveller Care team would love to hear from you. Just fill in the Contact us form at **eurostar.com** or call them on the numbers below.

From the UK: **01 777 777 879**  
From France: **01 70 70 60 99**  
From Belgium: **02 400 67 76**