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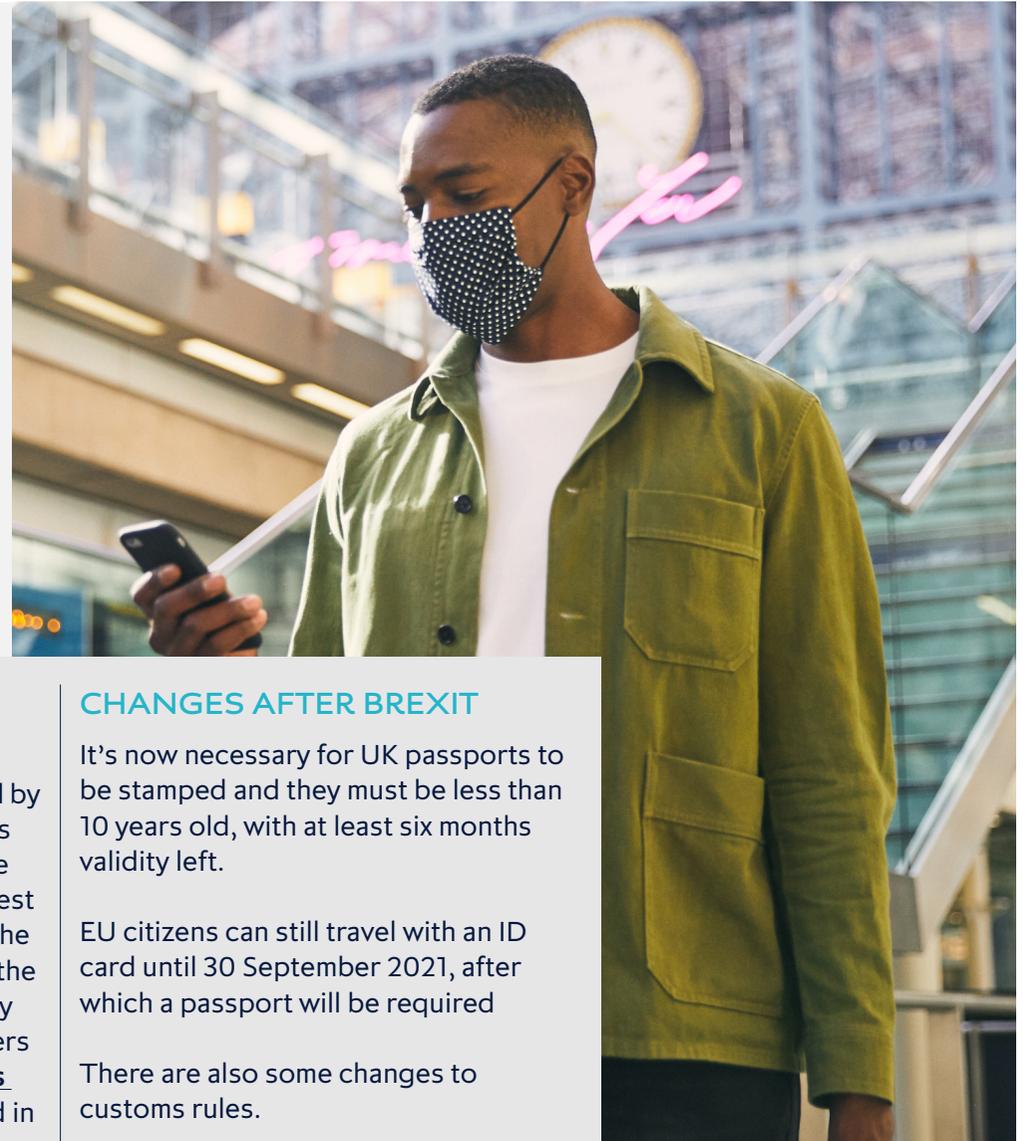
6 CARING FOR THE ENVIRONMENT



At Eurostar, it's in our nature to be caring. It's why we work hard to protect the environment and keep our carbon emissions low. And it's why the safety of our customers and colleagues is always our top priority.

Although we're running a reduced timetable ([see here](#)), you can still travel between London and Paris, Brussels, Amsterdam, Rotterdam and Lille. Over the next few pages, you can read about the things we're doing to ensure our passengers feel comfortable travelling with us.

KEEPING PASSENGERS INFORMED



REGULAR UPDATES

From travel information to what to expect on the journey, we're keeping our customers updated with all the info they need via our app, [eurostar.com](https://www.eurostar.com) and email. If possible, we'd like all passengers to share their contact details with us at least 48 hours before departure so that we can easily get in touch. And we recommend [downloading our app](#) for notifications and a contactless journey.

TESTING AND MANDATORY FORMS

All passengers are currently required by the government to have a coronavirus test and to fill in mandatory forms. We advise all customers to check the latest government information from both the country they're departing from and the one they're travelling to, as rules may change at short notice. Our customers can also now [get a test at St Pancras International](#), which must be booked in advance.

Visit our [coronavirus hub](#) for the latest updates.

CHANGES AFTER BREXIT

It's now necessary for UK passports to be stamped and they must be less than 10 years old, with at least six months validity left.

EU citizens can still travel with an ID card until 30 September 2021, after which a passport will be required

There are also some changes to customs rules.

You can read more on our [Brexit hub](#).



STEP 1

Save your tickets on our app for a contactless journey



STEP 2

Check our [Coronavirus info page](#) and make sure you have the right forms and a negative test.



STEP 3

Check our [Live travel info page](#) 24 hrs before you set off



STEP 4

Pack up to 2 pieces of luggage (up to 85cm long) and 1 hand luggage



STEP 5

Check the recommended arrival time at the station on your ticket



STEP 6

Wear a face mask at our stations and on board throughout the journey



GIVING PASSENGERS MORE FLEXIBILITY

FLEXIBLE TICKETS

Our flexible tickets allow our passengers to rearrange their trip as many times as they like without paying an exchange fee up to 7 full days before departure.*

E-VOUCHERS

If a customer has a booking up to and including 30 September 2021, we can offer an e-voucher if they'd prefer not to travel. Passengers can claim their e-voucher and find out about their options [here](#).

* Ts&Cs apply. Find out more [here](#).

OUR FLEXIBLE TICKETS

Our tickets give your customers more flexibility than ever, whichever class they're travelling in.

STANDARD

SMART AND EASY

- Customers can change their booking without paying an exchange fee up to 7 full days before departure. They'll only pay any difference in fare.
- If a customer changes their booking within 7 days of departure, they'll pay an exchange fee of £30/€40 per person, per journey, plus any difference in fare.

- Non-refundable

STANDARD PREMIER

SERVICE AND STYLE

EXCHANGES

- Customers can change their booking without paying an exchange fee up to 7 full days before departure. They'll only pay any difference in fare.
- If a customer changes their booking within 7 days of departure, they'll pay an exchange fee of £40/€50 per person, per journey, plus any difference in fare.

REFUNDS

- Non-refundable

BUSINESS PREMIER

DESIGNED FOR BUSINESS

Paris and Brussels routes

- Tickets can be exchanged for free. If a customer doesn't take their train, they can still exchange their ticket up to 60 days after the planned departure.

Amsterdam and Rotterdam route

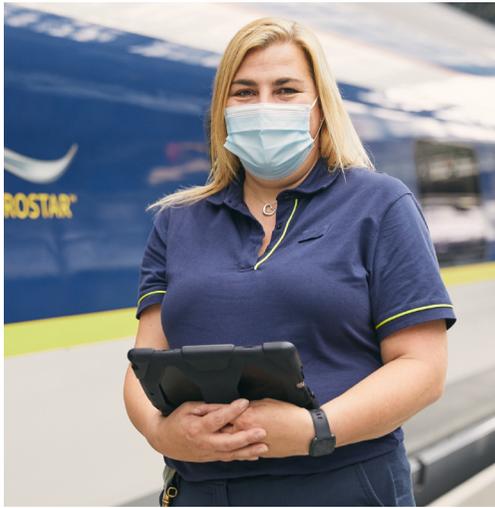
- Customers can exchange their ticket for free before departure, but not afterwards.

Paris and Brussels routes

- Tickets are fully refundable. If a customer doesn't take their train, they can still claim a refund up to 60 days after the planned departure.

Amsterdam and Rotterdam route

- Customers can claim a full refund before departure, but not afterwards.



LOOKING AFTER PASSENGERS EN ROUTE

Our teams are working really hard to look after passengers. And they'll all be wearing face masks to help protect everyone.

If any passenger has a worry or concern, our staff will be on hand to give advice and guidance.

TAKING EXTRA HYGIENE STEPS



DEEP-CLEANING

We're intensively cleaning our stations and trains before every journey, focusing on disinfecting the areas people are most likely to touch, such as door handles and tables.



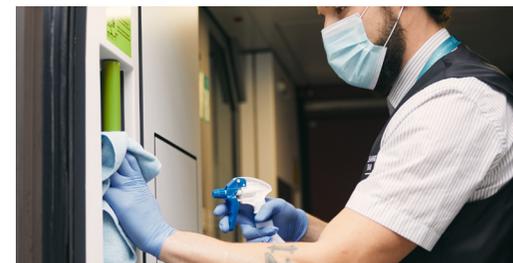
HAND SANITISERS

We've added hand sanitiser points in our stations and increased stocks of soap and water on board so passengers can keep their hands clean throughout the journey.



DISINFECTING TRAYS AT SECURITY

At St Pancras International, we've installed UV technology at security that automatically disinfects trays after each use to help minimise the risk of infection.





OUR LOUNGES

Our Business Premier lounges now only serve individually wrapped food and we've temporarily closed our cocktail and smoothie bars.

Capacity in our lounges will be reduced at busier times to allow for social distancing. There's also a new one-way system to be followed where possible.

We provide a wide range of complimentary magazines and enough for all our customers to take with them to enjoy during the journey. Alternatively, customers can read them in the lounge and leave them for our team to dispose of.



ONBOARD CATERING

All food is served with a lid on and bakery items are individually wrapped. Passengers also receive antibacterial wipes and hand gel with their meal. And to minimise shared contact, **we've now put our menu online.**



CREATING A SAFE SPACE FOR TRAVEL

MASKS

It's mandatory to wear a face mask at our stations and on board. It'll help everyone feel more comfortable along the way. (Some people are exempt – find out more at [eurostar.com](https://www.eurostar.com)).

SEATING PLAN

To give everyone more space, we're keeping some seats free in every coach and we're allocating seats evenly across our trains. As a result, passengers cannot select their own seats for the time being.

IN THE STATION

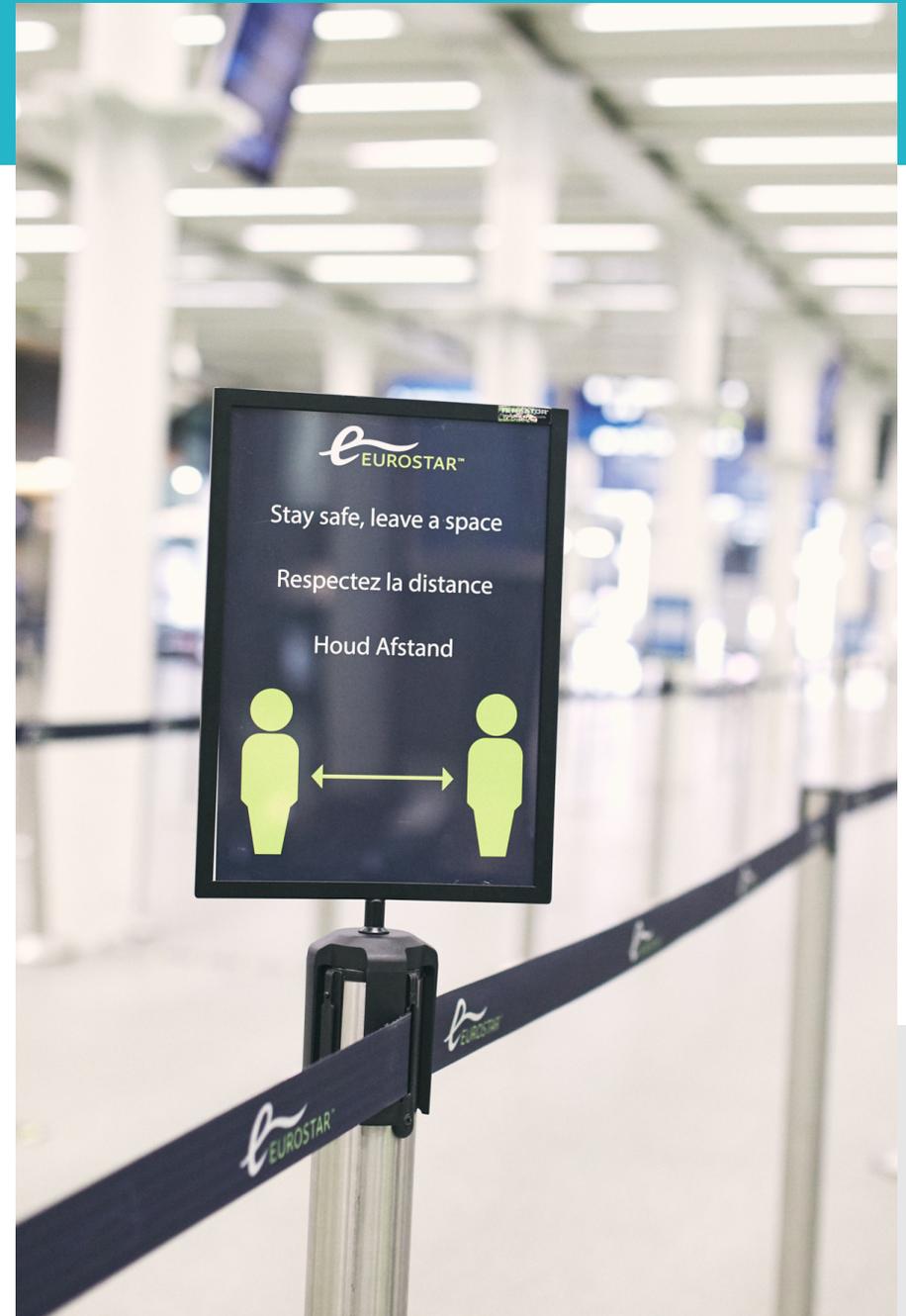
We've made some changes in our stations and passengers will be asked to observe and follow the signs in place. Just so you're aware, it may take longer to pass through security due to additional checks as a result of coronavirus and Brexit.

METROPOLITAN

Our onboard magazine has now moved online. You can read the latest edition at [metropolitan-eurostar.com](https://www.metropolitan-eurostar.com)

EURODESPATCH

Eurodespatch has been temporarily closed while we focus on providing essential services only. Unfortunately, this means we can't offer luggage and bike services at this time.



PLEASE HELP US TO GET YOU THERE WITH CARE BY...



Wearing a face mask at our stations, on board and throughout the journey



Washing your hands regularly



Coughing and sneezing into your elbow or a tissue



Throwing away tissues immediately after use



Not greeting others with a handshake, hug or kiss on the cheek



Saving your digital tickets on our app for a contactless journey

AREAS WE'RE REGULARLY DISINFECTING





CARING FOR THE ENVIRONMENT



SUSTAINABILITY

It's not just our electric trains that are kind to the planet. We're serious about sustainability in everything we do – from cutting down on single-use plastic to reducing paper tickets.

THE GREENER WAY TO GO

Our trains are entirely electric powered, producing up to 93% less CO2 per passenger than equivalent flights*.



MERCI

If you have any questions or would like further information, please email



sales.support@eurostar.com