

The new Eurostar

Everything you need to know

October 2023

A quick summary

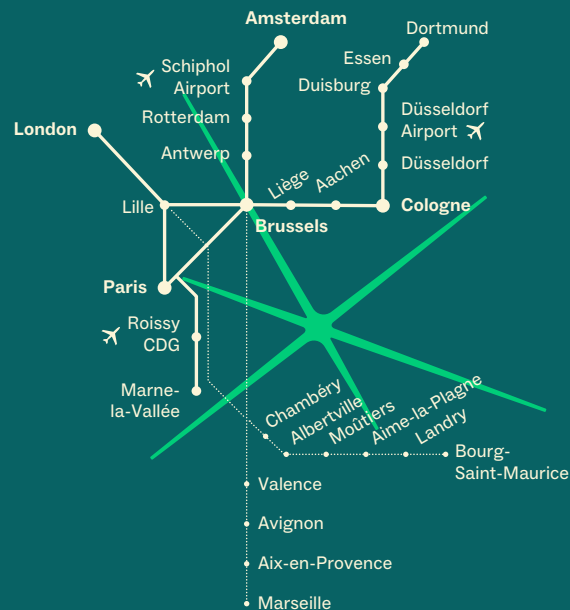
There have been a few changes...

- Eurostar and Thalys are now a single brand
- Eurostar.com has got a fresh look
- The Eurostar app has been updated
- Club Eurostar has been revamped

But some things haven't changed...

- Our lowest prices
- Our travel classes
- The services we provide on board
- The colours of our trains
- Our aftersales conditions
- Our Premium and Frequent Passes

Our new network



The new-look Club Eurostar

- There's now only a **digital membership card**
- Club Eurostar's **membership levels** are different
- Members earn **status points** to maintain or upgrade their membership level.
Their balance is cleared and restarts every 12 months on their membership anniversary
- Members earn separate **reward points** to use on benefits
- Members earn more reward points the higher the level they're in

Here's a **breakdown of the new membership levels** and their required status points.

Classique	Avantage	Carte Blanche	Étoile
0 to 499 status points	500 to 2899 status points	2900 to 4999 status points	5000+ status points

Club Eurostar benefits

Here's what each Club Eurostar membership level offers.

	Classique	Avantage	Carte Blanche	Étoile
Use points on free tickets	•	•	•	•
Use points on discounts	•	•	•	•
Use points on upgrades or share them with friends and family	•	•	•	•
Get partner discounts	•	•	•	•
Be prioritised when you call us	•	•	•	•
Book a meeting room in Paris or Brussels		•	•	•
Access our lounges in Paris and Brussels		•	•	•
Access the train before or after the one you've booked (excludes trains to/from London)		•	•	•
Access priority ticket gates (to/from London only)			•	•
Access Business Premier Lounges and Railteam lounges			•	•
Access any train on the day you travel (excludes trains to/from London)				•
Receive exclusive invitations to events				•
Receive companion vouchers				•

Lounge access

Certain travellers can get into our lounges.

Here's how the rules change based on who, when, and where.

	Eurostar lounges Routes between France, Belgium, the Netherlands, and Germany	Business Premier Lounges Routes to and from London
Based on Club Eurostar level		
	Weekdays	Weekends
Avantage	Member	N/A
Carte Blanche	Member + 2 guests	Member + 1 guest
Étoile	Member + 4 guests	Member + 4 guests
Based on class of service		
Business Premier ticket holders (Routes to and from London)	Ticket holder only	Ticket holder only
Premium ticket holders (All other routes)	Ticket holder only	N/A
Other		
Other	Railteam card holders (card holder only)	<ul style="list-style-type: none"> - VIPs when escorted by a Eurostar station manager - Pre-booked assistance passengers - Wheelchair and companion fare ticket holders - Railteam card holders (card holder only)

Standard

Here's what Standard offers our travellers on our different routes.

	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
	Standard	Standard
Exchanging tickets	Exchangeable with no fee up to 7 days before travel and exchangeable thereafter for a fee of €15	Exchangeable with no fee up to 7 days before travel and exchangeable thereafter for a fee of €30/£30/\$40
Refunding tickets	Refundable with no fee up to 7 days before travel and non-refundable thereafter	Non-refundable
Seats	2nd class seating (power, non-reclinable seat)	2nd class seating (power, reclinable seat)
Seated meal	Not included (hot/cold food is available in Eurostar Café)	
Luggage	2 bags + 1 hand luggage	
Other	Taxi reservation option	Seat selection

Comfort and Standard Premier

Here's what Comfort and Standard Premier offer our travellers.

	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
	Comfort	Standard Premier
Exchanging tickets	Exchangeable with no fee up to 7 days before travel and exchangeable thereafter for a fee of €15	Exchangeable with no fee up to 7 days before travel and exchangeable thereafter for a fee of €30/£30/\$40
Refunding tickets	Refundable with no fee up to 7 days before travel and non-refundable thereafter	Non-refundable
Seats	1st class seating (power, reclinable seat)	
Seated meal	Not included (hot/cold food is available in Eurostar Café)	Cold meal and drinks included
Luggage	2 bags + 1 hand luggage	
Other	Taxi reservation option	Seat selection / Magazines

Premium and Business Premier

Here's what Premium and Business Premier offer our travellers.

	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
	Premium	Business Premier
Exchanging tickets	Exchangeable with no fee	
Refunding tickets	Refundable with no fee up to 1 hour after departure	Refundable with no fee up to 60 days after travel date
Seats	1st class seating (power, reclinable seat)	
Seated meal	Cold meal and drinks included	Hot meal and drinks included
Luggage	2 bags + 1 hand luggage	3 bags + 1 hand luggage
Other	Lounge access / Taxi reservation option / Magazines (digital)	Seat selection / Magazines / Lounge access / Priority ticket gates

Luggage

Our luggage allowances, labelling guidance, and rules for bikes can differ. Here's a helpful summary.

	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
Standard/ Standard Premier/ Comfort	Adults + children: 2 bags + 1 hand luggage	Adults: 2 bags + 1 hand luggage Children: 1 bag + 1 hand luggage
Business Premier / Premium	Adults + children: 2 bags + 1 hand luggage	Adults: 3 bags + 1 hand luggage Children: 1 bag + 1 hand luggage
Pushchairs	Pushchairs and prams travel for free	
Labelling luggage	All luggage must be labelled	
Exceeding policy (in number or size)	Fee of €30 per item of luggage	Travellers must pay and register at Eurostar Travel Services
Bikes	Both wheels must be removed, and everything must be covered by a non-rigid cover that's no larger than 135cm x 85cm x 30cm Travellers with a bike must present themselves on the platform 30 minutes before departure	Bike spaces can be reserved by emailing travelservices@eurostar.com Between London and Brussels: Only fully assembled bikes Between London and Paris: Disassembled bikes in a box or bag Folding/children's bikes (<85 cm) must be in a bag Travellers must take their bike to the luggage area before departure

Booking assistance

Here's how a traveller can book assistance for their journey.

Booking time	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
Before the day of travel	Requests must be made at least 24 hours before the journey. For journeys starting: - In France: phone the Accès Plus service (call 3635 #45 or 3635 and say "services" and then "Accès Plus") or visit SNCF's website - In Belgium: phone +32 2 528 28 28 or visit SNCB Europe's website - In the Netherlands: phone +31 30 235 78 22 - In Germany: phone +49 30 652 12 888 or visit Bahn.de	Submit a request via eurostar.com at least 24 hours before departure or call us: - In the UK, the Netherlands and Germany: +44 (0)3432 186 186 - In France: +33 (0)1 70 70 60 99 - In Belgium: +32 (0)2 400 67 76
On the day of travel	N/A	In London, Paris, and Brussels, you can turn up on the day without booking (arrive at the meeting point at least 60 minutes before departure). At all other stations, we won't be able to organise assistance on the day. Travellers must make arrangements in advance.

Ticketing

Here are a few important rules to remember...

- Tickets can be **exchanged** with the third party who sold them, at eurostar.com, or through Voyager
- **Cross-distributor aftersales** are no longer possible
- **Refunds** can only be given by the original point of sale
- **Compensation conditions** are the same across all of our routes. Aftersales conditions aren't
- Tickets booked **before 01 October** won't be rebranded but will remain valid
- Customers **cannot book** trips to and from **London** via **SNCF** ticket offices or call centres

Name changes

We've given some of our products and services brand-new names. Here are a few of the important ones.

Original name	New name
Thalys Welcome bar	Eurostar Café
Kiosk	Eurostar Café
Café Métropole	Eurostar Café
Thalys lounges	Eurostar lounges/our lounges
My Thalys World	Club Eurostar
Thalys Neige	Eurostar Snow
Thalys Soleil	Eurostar Sun

Fun facts

- Our new logo is inspired by the '**Etoile du Nord**' – the first train service that connected Paris, Brussels, and Amsterdam
- There are **51 trains** in our fleet
- There are **36 nationalities** among the 2,200 people who work for us