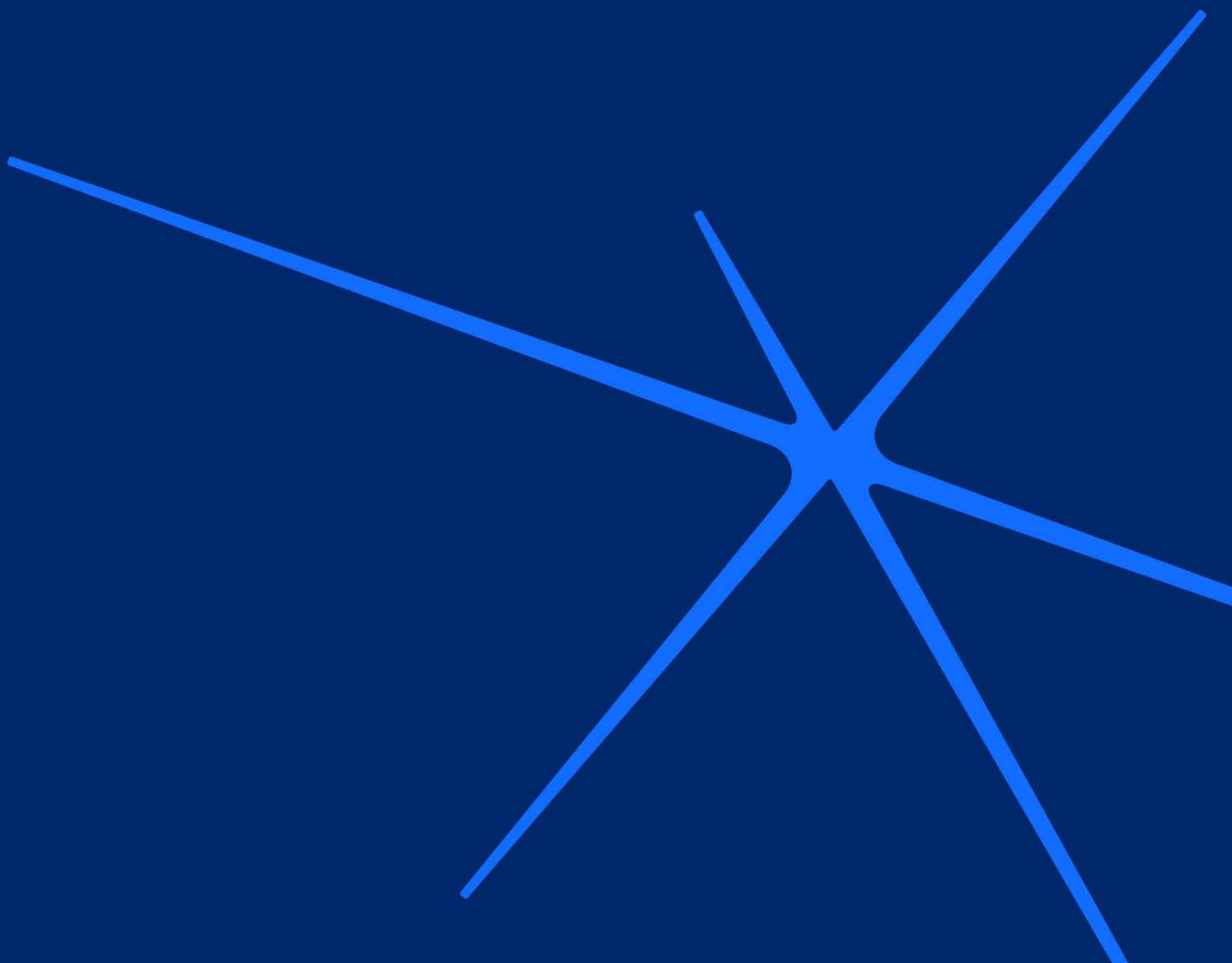




Eurostar - GDS Air Disruption Guide

December 2023



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Eurostar – GDS Air Disruption Guide

Dear partner,

We would like to share with you this useful GDS Air guide that explains how to handle Eurostar travel disruption. We hope it will give you all the information that you need.

Enjoy the reading!

1 - What is considered as disruption?

- Your client's train is delayed for 60 minutes or more.
- Your client's train has been cancelled.
- Your client's train is likely to be affected by disruption.

Eurostar will then activate disruption mode in all affected bookings to allow passengers to make a free exchange (within the same cabin) or refund of their ticket.

As disruptions may eventually affect more trains than originally planned, it is highly likely disruption mode will be activated for more trains if required.

You can verify if your booking is eligible to a free exchange/refund by checking the reservation via "[Manage Booking](#)".

- If the train **has been cancelled**, this will show as a **red** cancellation banner/alert via Manage Booking at Eurostar.com
- If the train is **likely to be affected** by disruption, this will show as a **yellow** banner/alert via Manage Booking at Eurostar.com

You can still process a free exchange (within the same cabin) or refund if your train has not been cancelled but shows a yellow banner via Manage Booking.

Please note you will not be notified of any cancellations resulting from disruption via GDS (i.e., segment will not go UN status). Instead, you should be notified by email.

2 - How can I ensure that a train is disrupted?

Please check this [website](#) for a list of cancelled/delayed trains in real time.

Clients will receive a notification from Eurostar about their booking.

3 - My client is travelling today and their train is affected. What can I do?

For any cancellation on date of departure, re-accommodation will be handled directly by Eurostar. Passenger will be booked on the next available train.

Should passenger prefer to travel on an alternative train to the one Eurostar has allocated, you may still refund or exchange his ticket.

If there has been no re-accommodation made by Eurostar, you may still proceed to do this yourself as long as you adhere to the guidelines available within our GDS Handbooks.

4 - The train is disrupted and my client wants to exchange or refund their ticket. What should I do?

When trains are disrupted, Eurostar gives you the opportunity to override certain fare rules. Please check that the booking is eligible to a free exchange / refund by checking the ticket status on "[Manage Booking](#)".

On disruption mode, you are fully autonomous to do a free refund/exchange of the ticket on your GDS.

Please note that Eurostar will not be able to do it for you, as it would corrupt your GDS Air booking (Eurostar can only re-accommodate passengers the day of departure whenever there is disruption to our operation, this re-accommodation is done automatically or in station).

5 - What is the process to exchange a ticket when disruption mode is activated?

If you opt to reissue the ticket, you may do so at nil (0) value for the affected coupon only. This can be done on a different train / date in the same class of service.

Please note when exchanging 9F tickets you must ensure you follow below sequence:

- 1 Cancel segments.
- 2 Book new segments.
- 3 ER
- 4 Change/Reissue ticket manually (no Automated Ticket Changers / Scripts).

Should you follow any other sequence or use any Automations/Scripts, it will likely fault the booking in our internal reservations system.

If you are unable to reissue in the same PNR, you may try doing so (i.e., manual reissue) on a brand new PNR.

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Please ensure you add “**disruption cause/ date**” to the endorsement field when reissuing.

If the ticket has been partially used this will not work, the only option will then be to request a refund of the coupon affected and to create a new PNR. You should then issue a brand-new ticket in the same cabin on the desired train in this brand new PNR.

6 - Can I upgrade or downgrade the class of service when rebooking due to disruption?

It is possible to upgrade or downgrade the class of service of your booking but only if there are no more seats available in the same cabin.

This opportunity is only offered for trains with disruption mode (i.e., with either a red or yellow banner at Manage Booking) activated.

- In case of upgrade: Change fee does not apply but you will have to pay the difference in fare.
- In case of downgrade: If the new fare is higher than the one originally booked, no penalty applies but difference in fare must be collected. Should the new fare be lower, no refund will be given.

If you can book any RBD within the same cabin (preferably the next one available), you must do it. No need to upgrade or downgrade then.

7 - What is the process to refund a ticket when disruption mode is activated?

If you opt for a refund, it may be requested via BSP Link / ARC. If this only affects the inbound coupon after the outbound coupon has been used, the amount requested for refund must be adjusted accordingly.

Please ensure you add “**disruption cause / date**” within the RA remarks in the BSP Link manual refund request.

There´s no need for a BSP Link / ARC waiver code in case of disruption/train cancellation.

8 - What if the booking is not eligible for a free exchange / refund (i.e., you do not see any banners via Manage Booking and train is not cancelled)?

In that case, the ticketed conditions still apply, and you can only make an exchange/refund according to the fare rules.

9 - Can my client claim for other expenses incurred because of disruption?

Please find all the answers [here](#)

10 - What if I need more help?

Please check our GDS handbooks on our dedicated GDS Air page:

- [Your Guide to Amadeus](#)
- [Your Guide to Sabre](#)
- [Your guide to Travelport](#)

You may also find our [FAQs](#) useful.

If you read all those guides, checked all the information on our GDS Air page, and still have a technical issue, please contact our GDS Helpdesk:

gds.helpdesk@eurostar.com

Note that this helpdesk does not make or exchange bookings.

We hope that you found this guide helpful.

Apologies for any inconvenience caused and thank you for choosing Eurostar.

GDS Helpdesk Team