# ? What information is required?

Below are the details of the mandatory passenger information that will be required from **2nd April 2024:**

1. Last name
2. First name
3. Date of birth
4. Gender
5. Nationality
6. Travel document type
7. Travel document number
8. Travel document country of issue
9. Travel document expiry date

Important: national ID cards can only be used in a limited number of cases. If in doubt, passengers can check if they're eligible to use their national ID card before completing their API.

# ? Who needs to provide their API?

Everyone who has booked a Eurostar ticket to or from London.

API is not needed for children under 4 who travel without a ticket on an adult's lap.
For children under 4 who have a ticket booked, it is required to complete their API too.

# ? Is there a deadline?

API can be provided anytime up until the departure of the booked train. It will not be possible to access tickets without entering this information, so we recommend doing so well in advance. For same day bookings, API must still be completed either via Eurostar.com or via an SST machine at the station.

# ? Can the details be changed?

If you've provided incorrect information or the passenger has changed passport, you can resubmit the API before departure. You won't be able to update the existing form as details are encrypted as soon as they are submitted. But you will be able to complete a new form which will replace the old one.

# ? Is API required for each journey leg?

No – once API is submitted for a booking, both outbound and inbound tickets are released.

# ? Is API stored for future bookings?

No – frequent travellers need to resubmit their information for each booking. We are working on a solution for storing Advance Passenger Information in future.

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# How is API collected?

**Voyager**

Agents will be able to add Advance Passenger Information in Voyager via the "edit passenger details" section. From 2$^{nd}$ April, it will only be possible to generate tickets in Voyager if the advance passenger information has been captured either via Voyager or via Manage Your Booking.

**GDS Air**

Passengers or agents are already required to enter advance passenger information to collect tickets from Manage Your Booking since 29$^{th}$ January 2024.

For agents, there will be no change to the GDS Air booking process from 2$^{nd}$ April 2024.

**Partners API**

Partners connected to our API will need to make the necessary developments to capture advance passenger information from 2nd April 2024. This will allow for redirection after payment to a dedicated page on the partners website where passengers can submit their information to access tickets. Full details have been documented in the Partners API documentation. Alternatively, customers can be redirected to Eurostar.com to enter the information via MYB.

**PAO**

Two solutions will be available for partners selling Eurostar via PAO:

1. Customers will receive a PDF booking confirmation by e-mail after booking on the partners platform. This will provide instructions on entering advance passenger information via Manage Your Booking on Eurostar.com, and prompt them to do so to collect their tickets. This will be in place from 2$^{nd}$ April 2024

2. As above, partners can integrate a direct connection to our Partners API for customers to submit advance passenger information directly via a dedicated landing page on their own platform, before accessing their tickets.

# Is API required for group bookings?

No – API will not initially be required for group bookings of more than 10 passengers. This will be required in the future and the solutions for group bookings are to be confirmed.

# Is the data secure?

API is encrypted as soon as it's submitted. That's why the details can't be viewed again once provided. The data is only stored in our systems until the travel date and is deleted after travel.

The data is only used for border security measures and is securely transferred to relevant authorities through a dedicated system.

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## Can agents enter API using MYB?

Agents can provide API on behalf of the traveller via Manage Your Booking using the PNR & Last Name of the traveller. Agents are responsible for collecting and entering the correct passenger information.

If a traveller buys their ticket at the station, the traveller is responsible for entering their API directly via an SST machine, or via MYB or the Eurostar App.

## How does it work with multiple pax?

Advance Passenger Information must be entered for each traveller on the booking. If there are 2 people on the booking, you can enter and retrieve the ticket of one passenger even if the information is not yet submitted for the other person.

## Who does the passenger contact in case of issues?

If a passenger with a third-party booking is using MYB to submit their Advance Passenger Information and the ticket is not retrieved, they should contact Eurostar Customer Care. Their contact details are [here](here)

## Is API required for exchanges made to existing bookings?

No. For existing bookings, API is not required if an exchange is performed before the 2nd April, even if the travel date is after 2nd April.

If an existing booking is exchanged after the 2nd April, API will be required to download the new tickets.

## Is API required for exchanges to bookings made after 2nd April?

No. If Advance Passenger Information has already been entered, and then an exchange is made, resubmission of API is not required to retrieve the new tickets.

## Is API required for continental routes?

No. Advance Passenger Information is required by the UK government and only applies to travel to/from London.

## How does it work with connecting Eurostar services ? *e.g. London to Cologne via Brussels*

If you have a booking with a cross-channel segment and a continental segment, you can access the ticket for the connecting continental service without entering Advance Passenger Information. API is required to access the tickets for the cross-channel service.

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