

# Your Eurostar pocket guide

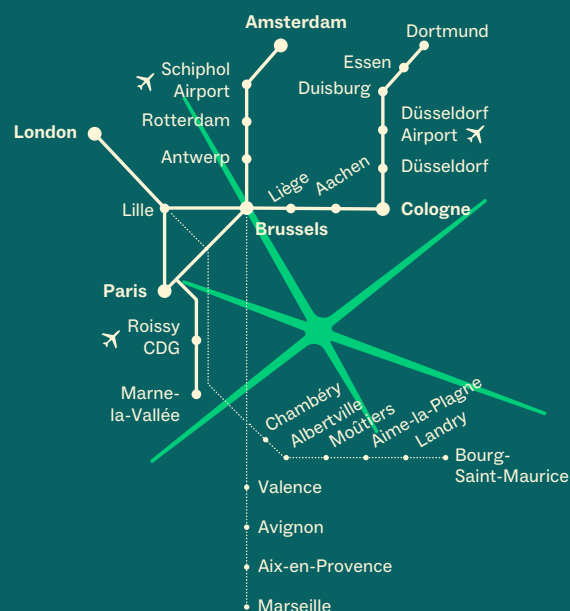
Everything you need to know

Updated April 2024

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## Our network



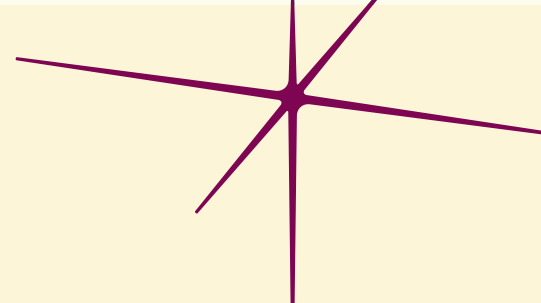
## Our service charter (Bienvenue chez nous)

A new Eurostar means new opportunities to go further for our travellers. So, we've worked with colleagues across the business to develop a new service charter called Bienvenue chez nous.

*We are proud to offer the warmest of welcomes to our customers. We make them feel at home and do our best to create a connection.*

*We are a bigger, bolder, better, multicultural family, proud of our past and excited for the future. Our diversity is our strength.*

*We are passionate about excellent service. Each of us has the power to make our customers' journeys even more special.*



# Service behaviours

Our three service behaviours will help us raise the bar ever higher...

## 1. We're here for you

We look for any opportunity to proactively help our customers and offer a positive experience. We work in multicultural teams, and we adapt our service style to our customers.

## 2. We build on trust

We are open-minded and genuine with our customers and colleagues, letting our personalities shine through. We are always transparent with our customers and earn their trust.

## 3. We spark your day

We have the power to make someone's day and spark positive emotions. We make our customers feel special.

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# Club Eurostar

- **Digital membership** card only
- 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 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	•	•	•	•
Access Eurostar Lounges in Paris and Brussels		•	•	•
Access Business Premier Lounges and Railteam lounges			•	•
Access the train before or after the one you've booked (excludes trains to/from London)		•	•	•
Be prioritised when you call us			•	•
Access priority ticket gates (to/from London only)			•	•
Access any train on the day you travel (excludes trains to/from London)				•
Receive exclusive invitations to events				•
Receive companion vouchers				•

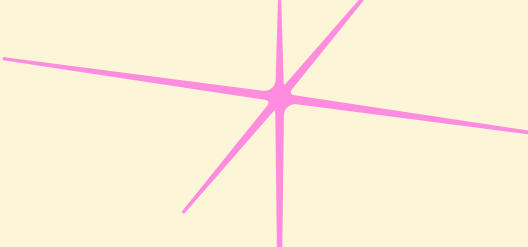
## Lounge access

Certain travellers can get into our lounges. Here's how the rules change based on who, when, and where.

	<b>Eurostar lounges</b> Routes between France, Belgium, the Netherlands, and Germany		<b>Business Premier Lounges</b> Routes to and from London	
Based on Club Eurostar level				
	Weekdays	Weekends	Weekdays	Weekends
Avantage	Member		N/A	N/A
Carte Blanche	Member + 2 guests		Member + 1 guest	Member + 4 guests
Étoile	Member + 4 guests		Member + 2 guests	Member + 4 guests
Based on class of service				
Business Premier ticket holders (Routes to and from London)	Ticket holder only (ticket must be for the same day that access is required)		Ticket holder only (ticket must be for the same day that access is required)	
Premium ticket holders (All other routes)	Ticket holder only (ticket must be for the same day that access is required)		N/A	
Other				
Other	- Railteam card holders (card holder only) - Taxi reservation option - Children under 4 do not count against the traveller's guest allowance		- VIPs when escorted by a Eurostar station manager - Wheelchair and companion fare ticket holders - Railteam card holders (card holder only) - Children under 4 do not count against the traveller's guest allowance	

## Our current travel classes

For travel until November 2024



	Standard	Comfort and Standard Premier	Premium and Business Premier
Seats	Standard seat	More spacious seat	More spacious seat
Exchanging tickets	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee
Refunding tickets	Refundable up to 7 days before departure with fee of €25/£25/\$40	Refundable up to 7 days before departure with fee of €25/£25/\$40	Premium: refundable with no fee up to 1 hour after departure  Business Premier: refundable with no fee up to 60 days after travel date
Seated meal	No	Routes to and from London only	Yes
Priority ticket gates	No	No	Routes to and from London only
Lounge access	No	No	Yes

## Our new travel classes

On sale April 2024 for travel after November 2024

	Eurostar Standard	Eurostar Plus	Eurostar Premier
Seats	Standard seat	More spacious seat	More spacious seat
Exchanging tickets	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee up to 2 days after departure. If the new ticket is more expensive, a price difference will apply
Refunding tickets	Refundable up to 7 days before departure with fee of €25/£25/\$40	Refundable up to 7 days before departure with fee of €25/£25/\$40	Refundable with no fee up to 2 days after departure
Boarding guarantee*	No	No	Yes
Seated meal	No	Routes to and from London only	Yes
Priority ticket gates	No	No	Routes to and from London only
Lounge access	No	No	Yes

\*Option to exchange ticket without fees or price difference for a train on the same day, subject to availability. Can be done online, in the station or via our contact centres. For routes between France, Belgium, the Netherlands and Germany, customers can also speak to the train manager.

## Tickets and aftersales

Here are a few important rules to remember.

- When exchanging a ticket, any price difference will need to be paid if the new ticket is **more expensive**
- When exchanging a ticket, there will be no refund of the price difference if the new ticket is **cheaper**
- If a Eurostar Standard or Eurostar Plus ticket is exchanged within 7 days of travel, it's no longer refundable
- A ticket cannot be upgraded from Eurostar Standard or Eurostar Plus to Eurostar Premier. This is to prevent an upgraded ticket becoming refundable
- From November, children (up to the age of 11) can travel in Eurostar Standard or Eurostar Plus with up to a 50% discount on the adult price. There is no discount for children travelling in Eurostar Premier

## Compensation

Here's what customers are entitled to following a delay...

	60 – 119 minutes	120 – 179 minutes	Over 180 minutes
Eurostar e-voucher	30% of the cost of the affected journey	60% of the cost of the affected journey	75% of the cost of the affected journey
Refund	25% of the cost of the affected journey	50% of the cost of the affected journey	50% of the cost of the affected journey

### Please note:

- We aim to email travellers within 24 hours of their delayed train's arrival to help them make a claim
- Travellers should only contact us if they don't receive this email

# 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 / Comfort / Standard Premier	Adults + children: 2 bags + 1 hand luggage	Adults: 2 bags + 1 hand luggage Children: 1 bag + 1 hand luggage
Premium / Business Premier	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 must be reserved by emailing <a href="mailto:travelservices@eurostar.com">travelservices@eurostar.com</a>  Between London and Brussels: Fully assembled bikes or disassembled bikes in a bag or box  Between London and Paris: Disassembled bikes in a box or bag  Folding/children's bikes (<85cm in length) must be in a bag, can be taken as part of a luggage allowance, and do not need to be reserved  We do not accept electric scooters or hoverboards. Spaces for electric bikes can be reserved by emailing <a href="mailto:travelservices@eurostar.com">travelservices@eurostar.com</a>  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	<p>Requests must be made at least 24 hours before the journey, no matter where the journey starts and ends.</p> <p>For journeys starting or ending in France, contact Service Assist'en Gare:</p> <ul style="list-style-type: none"><li>- By phone: +33 (0)9 72 72 00 92 (dial 3212 from France)</li><li>- Online form (available in French and English): <a href="https://www.garesetconnexions.sncf/en/assistances-psh-pmr">https://www.garesetconnexions.sncf/en/assistances-psh-pmr</a></li></ul> <p>For all other journeys, call the numbers shown below (according to where the traveller is based):</p> <ul style="list-style-type: none"><li>- UK and ROW: +44 (0)3432 186 186</li><li>- France: +33 (0)1 70 70 60 88</li><li>- Belgium: +32 (0)2 400 6776</li><li>- The Netherlands: +31 20 5323232</li><li>- Germany: +49 (0) 30 700 70000</li></ul>	<p>Submit a request via <a href="https://eurostar.com">eurostar.com</a> at least 24 hours before departure or call us:</p> <ul style="list-style-type: none"><li>- In the UK, the Netherlands and Germany: +44 (0)3432 186 186</li><li>- In France: +33 (0)1 70 70 60 99</li><li>- In Belgium: +32 (0)2 400 67 76</li></ul>
On the day of travel	N/A	<p>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).</p> <p>At all other stations, we won't be able to organise assistance on the day. Travellers must make arrangements in advance.</p>

# Border control

Border control processes are changing for customers on our routes to and from London. Some terminology to be aware of is below...

## **Advance Passenger Information (API)**

A UK Home Office border security measure that gives advance notice of anyone who is entering or leaving the UK.

## **Electronic Travel Authorisation (ETA)**

A digital authorisation scheme for certain nationalities who aren't already required to have a visa to enter the UK.

## **Entry/Exit System (EES)**

A system that automates border management processes and replaces the need to manually stamp passports.

## **European Travel Information and Authorisation System (ETIAS)**

A digital authorisation to enter most European countries for nationalities who aren't already required to have a visa.

## Find out more

- The **News Room** is an online information hub and it has more detail about how we're going further for our travellers

[Click here to visit the News Room](#)

- Chat to a Bienvenue Chez Nous ambassador to get to grips with our service charter

[Click here to find their details](#)

- Talk to your line manager if you have any burning questions that need answering