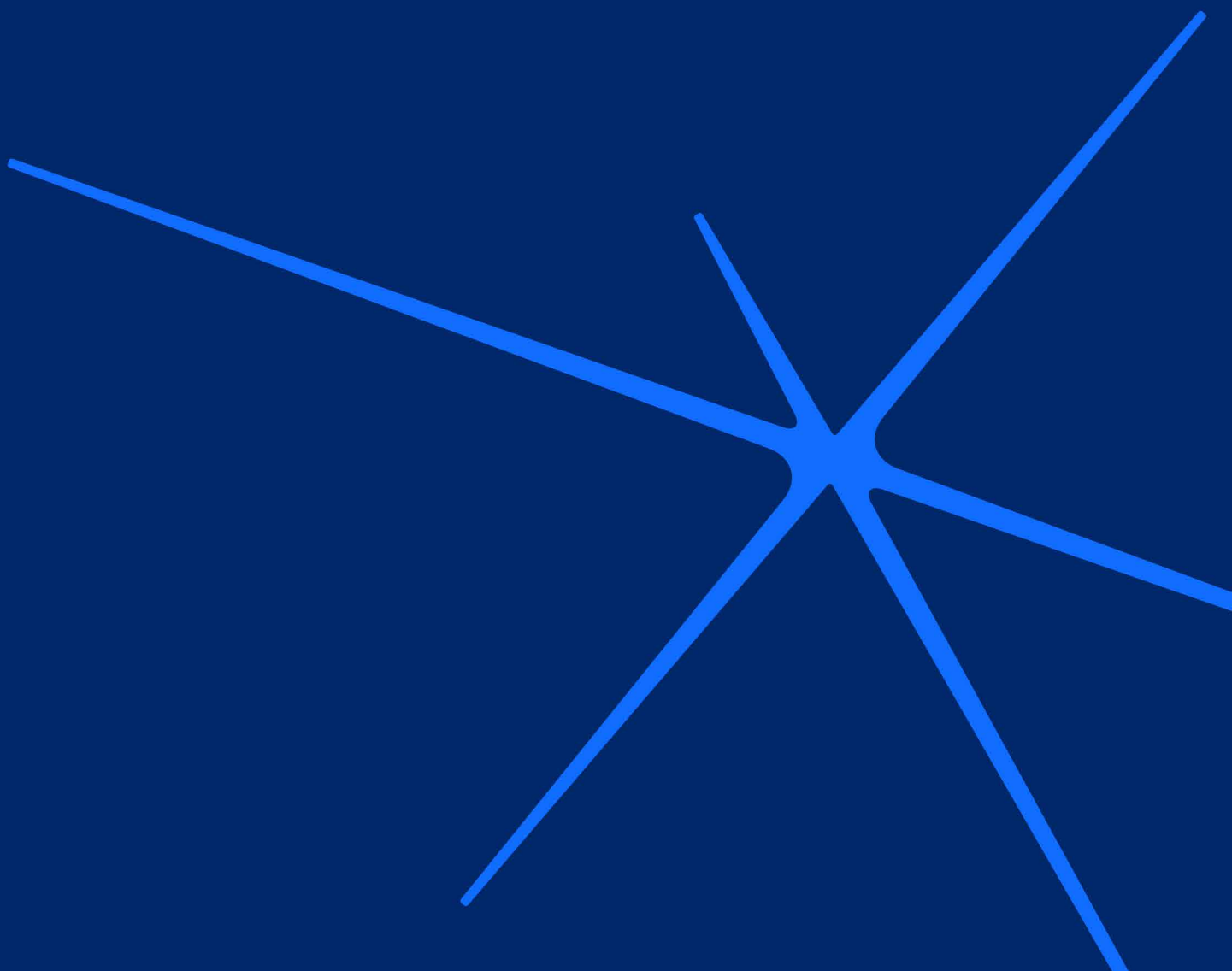




Your guide to Amadeus

October 2023



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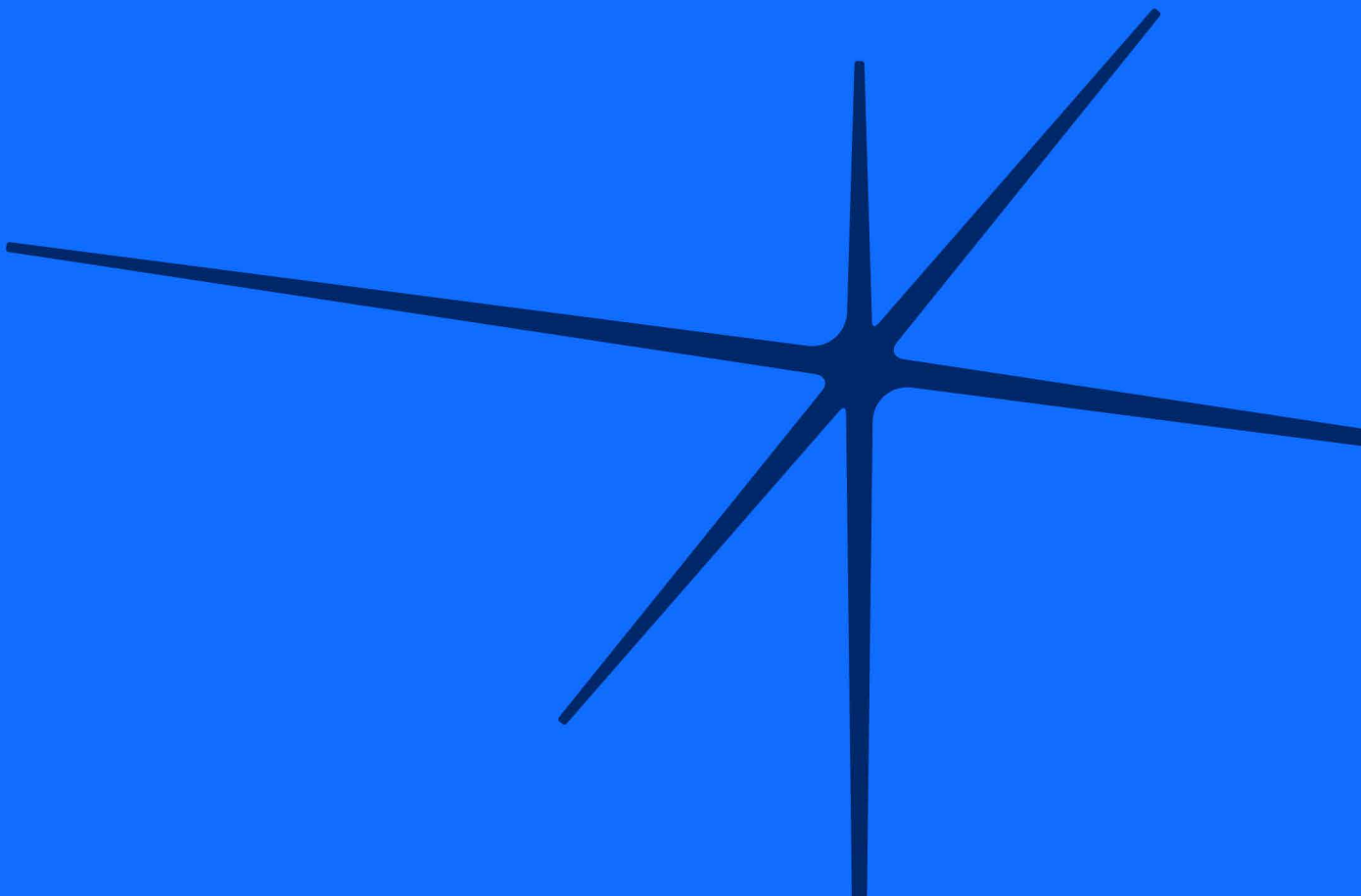
8 Schedule changes / irregularities

9 Refunds

- Refund calculation for partially used tickets.

1

Making a booking



Making a booking

Station codes:

Station	Country	3 Letter GDS Code
Antwerp Central	BE	ZWE
Brussels Midi	BE	ZYR
Liege Guillemins	BE	XHN
Aachen / Aix-la-Chapelle Hbf	DE	XHJ
Cologne Hbf	DE	QKL
Duesseldorf Hbf	DE	QDU
Duesseldorf Airport Hbf	DE	DUS
Duisburg Hbf	DE	DUI
Dortmund Hbf	DE	DTZ
Essen Hbf	DE	ESZ
Lille Europe	FR	XDB
Marne-la-Vallée, Disneyland	FR	XED
Paris Gare du Nord	FR	XPG
Paris Charles de Gaulle Airport Station	FR	CDG
London St Pancras International	GB	QQS
Amsterdam Centraal	NL	ZYA
Rotterdam Centraal	NL	QRH
Schiphol Airport Train Station	NL	AMS

Eurostar is bookable in the following booking classes for our classes of service:

GDS Air Eurostar (9F) Booking Classes					
Routes to/from London			Routes between France/Belgium/Germany/the Netherlands (Former Thalys)		
Business Premier	Standard Premier	Standard	Premium	Comfort	Standard
J	Z	Y	P	C	W
	W	L	F	D	B
	I	B	A	Z	K
	O	H		S	X
	G	M			L
	S	K			M
	T	X			O
	U	R			Q
	E	N			
		Q			
		V			
		A			

Making a booking

Please follow the steps below to create your Eurostar booking:

- 1 Create PNR using standard Amadeus entries. Include sell seat, name, received from, contact (phone) and ticketing field.
- 2 Request seat type or specific seat (optional) See **Seat Allocation** section below for help.
- 3 End and Retrieve, then Ignore and Retrieve booking to refresh display
- 4 Check SSR fields for seating confirmation and ticketing time limit (TTL), these should populate shortly after End and Retrieving.
- 5 Please ensure the seats returned via SSR are those requested, we also require the e-ticket to be issued before the Ticketing Time Limit as otherwise, the PNR will be automatically cancelled.
- 6 Add Club Eurostar number if your passenger has one and any special meal (SPML) request they have. Again, using standard Amadeus entries.
- 7 To price bookings use **FXP**.
 - It is best practice to have one passenger per PNR but if for any reason you opt to have a multi-passenger booking, all e-tickets must be issued together in the same e-ticketing entry (e.g., **FXP/P1-3**).
 - If you are pricing a corporate deal, please use **FXP/R,U(CORPCODE)** (e.g., UC000001, 7 Character Corp. Code)
 - Don't forget to check fare notes, specifically penalties.
- 8 For Corporate Deal bookings, please ensure you add the corresponding **OSI: OSI 9F CORP ClientName**
- 9 Complete booking using usual form of payment and e-ticketing entries.

2

Fares and pricing



Fares and pricing

To book Any Belgian Station (ABS) fares:

Any Belgian Station tickets allow travel from London St Pancras International to any stations in Belgium on one ticket. Board on any local (SNCB) train within 24 hours of arrival or departure from Brussels Midi/Zuid.

If passenger is travelling Business Premier or Standard Premier, they are entitled to any seat in First Class in the local Belgian SNCB train (cannot be pre-booked).

Alternatively, if they travel in Standard with Eurostar, they are entitled any 2nd class seat in the local Belgian SNCB train (cannot be pre-booked).

When booking, please book just to ZYR, to check Any Belgian Station fares:

FQD(CITYPAIR)/D(DEPTDATE)/A9F

FQDQQSZYR/D20SEP/A9F

AB	AF	AZ	A3	BA	BD	BM	BT	CY	TAX MAY APPLY
DE	EK	EW	EY	FB	FI	HG	IB	IG	
I2	JP	KL	LG	LH	LO	LX	NT	OS	
OU	PS	QR	RG	SK	SN	SQ	SU	TK	
UA	UX	VG	VY	W2	XG	XK	XQ	4U	
/YY*	AC	AG	AJ	AK	A0	BD	BE	B0	
CB	C6	DI	DL	DN	DY	D2	E6	FN	
FR	GX	G5	HJ	HS	HV	H1	H2	ID	
IF	IV	JD	JJ	J2	J9	KC	KE	KW	
LA	LF	LH	LL	LQ	LS	L9	MF	NB	
NW	NZ	OD	O2	O6	PZ	P0	QF	QU	
QW	Q7	Q9	RB	RY	R3	R7	SH	SP	
S3	S9	TB	TF	TO	TV	T4	T7	T9	
UA	UJ	UN	UR	UV	U2	VB	VK	VS	
VY	VZ	V6	V7	WN	W2	W5	W9	XF	
XJ	XL	XY	X3	X5	YC	YD	YZ	Y2	
ZD	ZE	ZH	ZJ	ZN	ZU	Z2	2L	3H	
3U	3W	4M	40	4U	5N	5Q	6B	6G	
6P	6Q	6S	7A	7C	7W	7Y	8H	8I	
8U	9B	9F	9G	9H	9N	9X			

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Fares and pricing

Then Move Down (MD). Any Belgian Station Fares do feature the wording ABS within the fare basis as seen in snapshot below:

LN	FARE BASIS	OW	GBP	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	R
01	JABSOW	343			J	-	-	-	-	-	R
02	JABSRT			588	J	-	-	-	-	-	R
03	ZABSEOW	270			Z	NRF	-	-	-	-	R
04	WABSEOW	253		506	W	NRF	-	-	-	-	R
05	ZABSERT			474	Z	NRF	-	-	-	-	R
06	IABSEOW	236			I	NRF	-	-	-	-	R
07	WABSERT			444	W	NRF	-	-	-	-	R
08	YABSEOW	218			Y	NRF	-	-	-	-	R
09	OABSEOW	213		426	O	NRF	-	-	-	-	R
10	IABSERT			414	I	NRF	-	-	-	-	R
11	LABSEOW	195		390	L	NRF	-	-	-	-	R
12	YABSERT			382	Y	NRF	-	-	-	-	R
13	GABSEOW	190			G	NRF	-	-	-	-	R
14	OABSERT			374	O	NRF	-	-	-	-	R
15	ZCABSEOW	176			Z	NRF	-	-	-	-	R
16	SABSEOW	173			S	NRF	-	-	-	-	R
17	BABSEOW	172			B	NRF	-	-	-	-	R
18	LABSERT			342	L	NRF	-	-	-	-	R

> PAGE 2/11

Then select the correct fare from the Fare quote list using the normal pricing entry of FXP.

e.g., **FXP1** to price fare basis JABSOW as per screenshot above.

If the fare is not displayed, you can use the entry below to force in the fare basis code you found in the fare display:

FXP/L-fare basis code

OR when you have more than one fare class in the booking:

FXP/L2-fare basis code/L3-fare basis code

Please note: The fare basis code must be booked in the correct RBD (booking class Reservation Booking Designator) as per the fare rules.

Fares and pricing

To book Child fares:

Child fares are available in Standard Premier and Standard classes (not in Business Premier).

If a child ticket is required in Business Premier, they will need to pay the adult fare.

Amadeus will automatically quote a child in the normal way if indicated by (CHD) in the name field. Alternatively, the manual entry FXP/RCH can be used to price.

Please note:

- Children between the ages of 4 and 11 years old inclusive qualify for a child fare.
- A child under four years old does not need to be included on your booking and will not require a ticket to travel on the Eurostar. However, he or she will not be allocated a seat and will be required to sit on the lap of a parent or guardian.
- If an allocated seat is required for a child under 4, when making the reservation you must state the child as being at least 4 years old, otherwise Amadeus will only offer an Adult Fare.

Remember: For multi-passenger bookings all ticket numbers must be issued before ending the transaction. To ensure this happens, use the pricing entry FXP/P1-3 to create one TST for all passengers.

FAQs on fares departing Continental Europe:

Why is there sometimes a fare difference when booking fares departing continental Europe within GDS from other UK sales channels?

Fares ex-continent via GDS, are quoted in Euros and then converted into GBP. The GDS exchange rate fluctuates daily unlike our own central booking system which is loaded with a fixed exchange rate. The rate fluctuations will mean fares being converted into GBP can be the same, more expensive or cheaper dependant on the exchange rate.

How does Eurostar propose to fix this issue?

Eurostar constantly monitors the variance within the market rate, if a variance of €0.10 is observed between the market rate and the system exchange rate for more than 40 consecutive days, Eurostar will start to plan a system change and implement this if the variance continues for more than 90 consecutive days.

Why can this not be changed more frequently?

Due to system constraints and the complex process to change the exchange rate, it is not possible to implement the change process more frequently

3

Seat allocation



Seat allocation

If seats are not requested, they are allocated automatically once a booking has been ended. Only confirm a booking to a client when a coach and seat number is shown as KK in the SSR.

Coach and Seat Availability Display entries:

First display which coaches are applicable to book for specific class of service booked:

SMC(SEGMENTNUMBER)

(e.g., **SMC2** for segment 2 in the itinerary)

You will then be displayed a response like below with the coaches you may book and the number of seats available in each:

Cross Channel Routes

Business Premier

```
SMC2
** 9F - EUROSTAR **                008 WE 13SEP 0000
TRAIN NO 9040      13SEP      QQS   XPG
16A2      15A2      14A2

-----
1A0 COACH FULL      2B7 COACH FREE      5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE      B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES      U UNACCOMPANIED MINOR
>
```

Standard Premier

```
SMC2
** 9F - EUROSTAR **                029 WE 04OCT 0000
TRAIN NO 9008      04OCT      QQS   XPG
3H1      2H2

-----
1A0 COACH FULL      2B7 COACH FREE      5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE      B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES      U UNACCOMPANIED MINOR
>
```

Seat allocation

```

Standard
SMC2
** 9F - EUROSTAR **                004 SA 09SEP 0000
TRAIN NO 9031      09SEP      XPG   Q05
4B1      5B1      6B2      7B4      8B1      9B1      10B3      11B2
12B4     13B4
-----
1A0 COACH FULL      2B7 COACH FREE   5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE   B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES U UNACCOMPANIED MINOR
>

```

The coach set up by class of service is identified as follows:

- “A” is Business Premier
- “H” is Standard Premier
- “B” is Standard

For Routes between France/Belgium/Germany/the Netherlands (formerly operated by Thalys) please note seats are allocated at the time of booking and cannot be modified. However, you may set-up the customer profile with a preference for either aisle or window seat and this should be taken into consideration at time of auto-allocation.

It is **very important** that the “coach availability” display is checked, as Standard Premier and Business Premier coaches are yield managed, so while on one train a coach may be Business Premier, on another it could be Standard Premier. If you select a seat in a Standard Premier coach when booking Business Premier your sectors will “UC”.

e.g., if the passenger was booked in “Standard Premier” the response would show different coach numbers and they could differ depending on the Train and day of operation.

To view the seat map of, for example, applicable Coach 16 then simply make the entry **SMT(SEGMENTNUMBER)/(COACHNUMBER)** (e.g., SMT2/16- for seat-map of booked segment 2, coach 16).

Table of correspondence for symbols	
Symbols	Signification
.	a seat that is available for selection
+	a seat that is already taken
> <	Seats facing each other.

Seat allocation

If required for long coaches, then you can scroll the seat map via:

- ML - move left
- MR - move right

All seats are either Window or Aisle or both Window/Aisle.

Coach and Seat Availability Display entries:

When booking for your passenger a specific Coach and Seat number then you must use the three numeric for the Coach and three numeric for the Seat number:

E.g.,

Request seat 44 in coach 15 on PNR segment 2: **STT/C015S044/S2**

Request seats 15 and 16 in coach 4 for segment 3: **STT/C004S015,C004S016/S3**

To request via seat type instead you can use: Eurostar seating entry **STT/SEATCODE/SEGMENTNUMBER**

Code	Eurostar Seat Type
-T2	Club 2 -2 seats facing each other Business Premier & Standard Premier class, with table
-T4	Club 4 and Carre - 4 seats facing each other Business Premier & Standard Premier & Standard class, with table
-E1	Solo - Single seat in Business Premier & Standard Premier class, with seat back table
-E2	Duo - 2 seats airline style with seat back tables
W	Window
A	Aisle

(e.g., STT/-E1/S2 for a solo seat on booked Segment 2)

Seat allocation

You can also check seat maps from availability:

Neutral Availability display on 20 Sep from QQS to XPG

```

SN20SEPQQSXPG/A9F
** EUROSTAR - SN ** XPG GARE DU NORD RA.FR          15 WE 20SEP 0000
 1  9F9080  J9 Z9 W9 I9 O9 G9 S9 QQS  XPG  0601  0921  E0.TRN  2:20
      TS US ES Y9 L9 B9 H9 M9 K9 XS RS NS QS VS AS
 2  9F9004  J9 Z9 W9 I9 O9 G6 S5 QQS  XPG  0701  1021  E0.TRS  2:20
      TS US ES Y9 L9 B9 H9 M9 K5 XS RS NS QS VS AS
 3  9F9008  J9 Z5 W5 I5 O5 G5 S5 QQS  XPG  0801  1117  E0.TRS  2:16
      TS US ES Y9 L9 B9 H5 M5 K5 XS RS NS QS VS AS
 4  9F9014  J9 Z5 W9 I5 O5 G5 S5 QQS  XPG  0931  1248  E0.TRS  2:17
      TS US ES Y9 L9 B9 H5 M5 K5 XS RS NS QS VS AS
 5  9F9018  J9 Z9 W9 I2 O5 G5 S5 QQS  XPG  1031  1350  E0.TRS  2:19
      TS US ES Y9 L9 B9 H8 M5 K5 XS RS NS QS VS AS
 6  9F9022  J9 Z9 W5 I5 O5 G5 S5 QQS  XPG  1131  1448  E0.TRS  2:17
      TS US ES Y9 L9 B9 H5 M5 K5 XS RS NS QS VS AS
 7  9F9024  J9 Z7 W5 I5 O5 G5 S5 QQS  XPG  1231  1548  E0.TRS  2:17
      TS US ES Y9 L9 B9 H9 M5 K5 XS RS NS QS VS AS
 8  9F9028  J9 Z9 W9 I7 O5 G5 S5 QQS  XPG  1331  1647  E0.TRS  2:16
      TS US ES Y9 L9 B9 H9 M9 K5 XS RS NS QS VS AS
 9  9F9032  J9 Z9 W9 I9 O9 G5 S5 QQS  XPG  1431  1748  E0.TRS  2:17
      TS US ES Y9 L9 B9 H9 M9 K9 XS RS NS QS VS AS
10  9F9036  J9 Z9 W9 I9 O9 G9 S1 QQS  XPG  1531  1850  E0.TRN  2:19
      TS US ES Y9 L9 B9 H9 M9 K9 X7 RS NS QS VS AS
>|
    
```

Seat allocation

SMT/2-Y to check a Coach/Seat map for Standard Class (Y) on line 2 as above:

```

SMT/2-Y
** 9F - EUROSTAR **                015 WE 20SEP 0000
TRAIN NO 9004 COACH NO 13 WE 20SEP QQS XPG SEATS CLASS B 76

 /-----B-----\ >
 .98 +94 +88 +84 +78 +74 +68 +58 +54 +48 +44 +38
 .97 +93 +87 .83 +77 +73 +67 +57 +53 +47 +43 +37

 +96 +86 +82 +76 +72 +66 +64 +62 +56 +52 +46
 +95 +85 <81 +75 +71 +65 +63 +61 +55 +51 +45
 \-----N-----/ >

 . AVAILABLE >< FACING + OCCUPIED X BLOCKED /-A-\ CLASS GROUP
 SM FORWARD H HANDICAPPED B BICYCLE S SIDEWAYS \-S-/ SMOKING
 >|
  
```

Response above provides Coach 13, so first available Standard Class Coach is displayed.

Long request seeking any coach applicable for a specific class of service (RBD):

e.g., SMT-9F9004/10OCTQQSXPG-J for an applicable Coach Seat map on 20th September on the 9F 9004 from London to Paris in J class.

```

SMT-9F9004/10OCTQQSXPG-J
** 9F - EUROSTAR **                035 TU 10OCT 0000
TRAIN NO 9004 COACH NO 16 TU 10OCT QQS XPG SEATS CLASS A 40

 /-----A-----\ >
 .75 .71 .65 +61 .55 .51 >44 <43 >38 <34 .28 .24
 >37 <33 .27 .23

 .77 .73 .67 .63 >57 <53
 .78 .74 .68 .64 >58 <54 >42 <41 +35 .31 +25 .21
 \-----N-----/ >

 . AVAILABLE >< FACING + OCCUPIED X BLOCKED /-A-\ CLASS GROUP
 SM FORWARD H HANDICAPPED B BICYCLE S SIDEWAYS \-S-/ SMOKING
 >|
  
```


Seat allocation

Specific coach:

e.g., **SMT-9F9116/14NOVQQSXDB/8** for an applicable Coach Seat map for coach 8 on the 9F 9116 on 14 November from London to Lille.

```

SMT-9F9116/14NOVQQSXDB/8
** 9F - EUROSTAR **                070 TU 14NOV 0000
TRAIN NO 9116 COACH NO 8 TU 14NOV QQS XDB SEATS CLASS B 32

/-----B-----\
+11 +15 .21 >31 <35 .41 .51 .55
+12 +16 .22 >32 <36 .42 .52 .56

.13 .17 +23 >33 <37 +43 >53 <57
.14 .18 +24 >34 <38 +44 >54 <58
\-----N-----/

. AVAILABLE >< FACING + OCCUPIED X BLOCKED /-A-\ CLASS GROUP
SM FORWARD H HANDICAPPED B BICYCLE S SIDEWAYS \-S-/ SMOKING
>|
    
```

Coach map from availability:

```

SN10NOVQQSXDB/A9F
** EUROSTAR - SN ** XDB EUROPE RAILWAY.FR                66 FR 10NOV 0000
1 9F9116 9 Z9 W9 I9 O5 G5 S5 QQS XDB 0901 1126 E0.TRS 1:25
   TS US ES Y9 L9 B9 H9 M9 K9 XS RS NS QS VS AS
2 9F9126 J9 Z9 W4 I5 O5 G5 S5 QQS XDB 1104 1326 E0.TRS 1:22
   TS US ES Y5 L5 B5 H5 M5 K5 XS RS NS QS VS AS
3 9F9132 J9 Z9 W9 I9 O9 G9 S9 QQS XDB 1301 1527 E0.TRN 1:26
   TS US ES Y9 L9 B9 H9 M9 K9 X9 RS NS QS VS AS
4 9F9136 J9 Z9 W9 I9 O9 G9 S9 QQS XDB 1404 1628 E0.TRN 1:24
   T8 US ES Y9 L9 B9 H9 M9 K9 X9 R5 NS QS VS AS
5 9F9142 J9 Z9 W9 I9 O9 G9 S9 QQS XDB 1504 1726 E0.TRS 1:22
   T9 US ES Y9 L9 B9 H9 M9 K9 X9 R9 NS QS VS AS
6 9F9158 J9 Z9 W9 I9 O9 G9 S9 QQS XDB 1934 2200 E0.TRS 1:26
   T9 U9 E9 Y9 L9 B9 H9 M9 K9 X9 R9 NS QS VS AS

NO MORE LATER FLTS 10NOV QQS XDB
USE DECODE ENTRY TO DISPLAY ALT*ORIG*DEST

>|
    
```

Seat allocation

e.g., **SMC/1** for all coaches from availability on line 1:

```
SMC/1
** 9F - EUROSTAR **                066 FR 10NOV 0000
TRAIN NO 9116      10NOV      QQS   XDB

16A4      15A4      14H2C1  13B6      12B6      11B5      10B6      9B1

8B2       7B5       6B5      5B6       4B6       3H3C1

-----
1A0 COACH FULL      2B7 COACH FREE    5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE  B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES  U UNACCOMPANIED MINOR
>|
```

e.g., **SMC/1/J** for the applicable J class coaches from availability:

```
SMC/1/J
** 9F - EUROSTAR **                066 FR 10NOV 0000
TRAIN NO 9116      10NOV      QQS   XDB

16A4      15A4

-----
1A0 COACH FULL      2B7 COACH FREE    5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE  B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES  U UNACCOMPANIED MINOR
>|
```

Direct entry for coaches from long format:

e.g., **SMC-9F9116/10NOVQQSXDB/O** for applicable coaches for Standard Premier (O) on 9F 9116 on 10 November from London to Lille.

```
SMC-9F9116/10NOVQQSXDB/O
** 9F - EUROSTAR **                066 FR 10NOV 0000
TRAIN NO 9116      10NOV      QQS   XDB

14H2      3H3

-----
1A0 COACH FULL      2B7 COACH FREE    5A7B0 CLASS A AVAILABLE /CLASS B FULL
X SEAT MAP UNAVAILABLE  B PAID BICYCLE      F FAMILY COMPARTMENT
H HANDICAPPED FACILITIES  U UNACCOMPANIED MINOR
>
```

Seat allocation

To make an advance Seat Reservation for a specific coach and seat:

Once an inventory element is booked and there is a name element in the PNR seats can be reserved using below entry:

e.g., STT/C012S035 (to make an advance seat reservation for Coach 12 and Seat 35 for a single pax PNR)

Seat Change:

To change a seat that is already allocated:

- Cancel the seating SSR element number (e.g., XE5 to cancel SSR on line 5).
- Request new seats using the command formats as per above.
- RF
- End and Retrieve.
- Ignore and retrieve to refresh booking.

Then check SSR to verify seat and coach number.

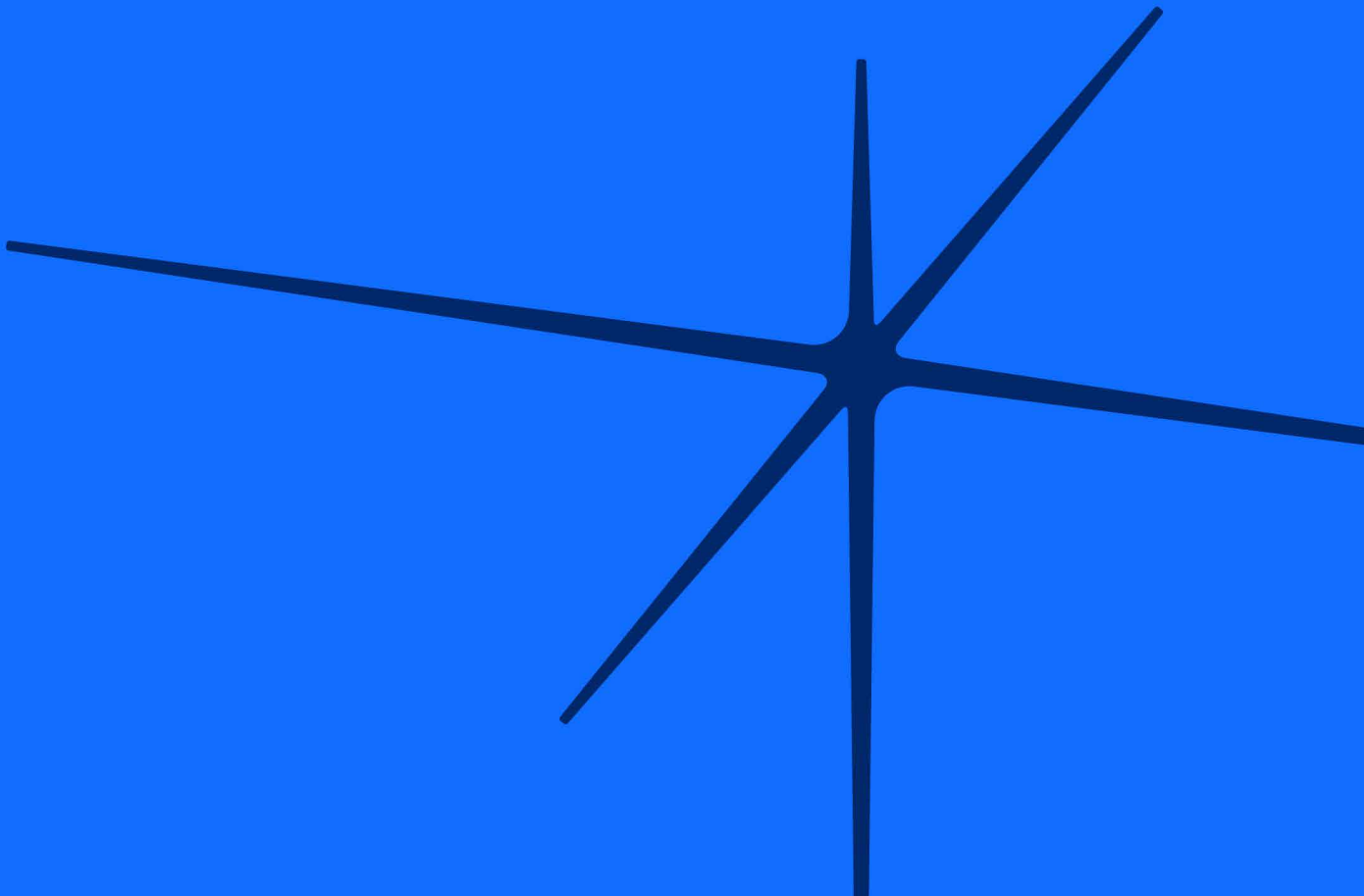
Interactive Seat Map (GUI – Graphic User Interface):

This user-friendly point and click function display coaches according to on board class of travel and booking class and enables you to choose specific seats for more than one person.

To activate, ensure that the rail map button is enabled from the customization dialog box, or contact your Amadeus account manager for more details.

4

Club Eurostar



Club Eurostar

Club Eurostar numbers can be added via the profile or booking using the full 17 digits, all numbers begin with 308381.

e.g., FFN9F-30838112345679810

This must be added before ticket issuance and cannot be added after. It must be added accurately as the number is not verified in Amadeus.

Details and benefits of the Club Eurostar program can be found on [our website](#). If the number was not added to the booking before ticketing, the passenger may add the booking to their account by [logging in](#) and using the “Claim Missing Points” feature online.



5

Special meals



Special meals

Meals are included in Business Premier and Standard Premier. For travellers in Standard class, light meals, snacks and hot drinks are available to purchase from the bar buffet.

You can use the below entries to request meals once the seating SSRs have been received.

- To order vegetarian meal for all passengers in a PNR, the entry is: SRVLML
- To order a vegan meal for a specific passenger, the entry is: SRVGML/P1 (for passenger 1)

You will then need to receive the booking, ER and IR and check that the meal SSR has been confirmed (KK).

Special Meal	Notice required	GDS Code
Vegetarian (diary and eggs)	24 hours	VLML
Vegan	48 hours	VGML
Kosher	48 hours	KSML
Muslim/Halal	48 hours	MOML
Diabetic	48 hours	DBML
Low fat	48 hours	LFML
Low salt	48 hours	LSML
Gluten free	48 hours	GFML
Dairy/Lactose free	48 hours	DFML (needs to be booked via Manage Booking)
Child (Standard Premier only)	24 hours	CHML

6

Changing booking



Changing a booking

The recommend process for changes to Eurostar GDS bookings is as follows:

- Cancel unwanted segments.
- Book new segments.
- End and Retrieve.
- Change/Reissue ticket manually (no Automated Ticket Changers / Scripts). Eurostar does not currently file on CAT31 or CAT33, hence it is best practice to set a manual reissue mask.

When exchanging a ticket:

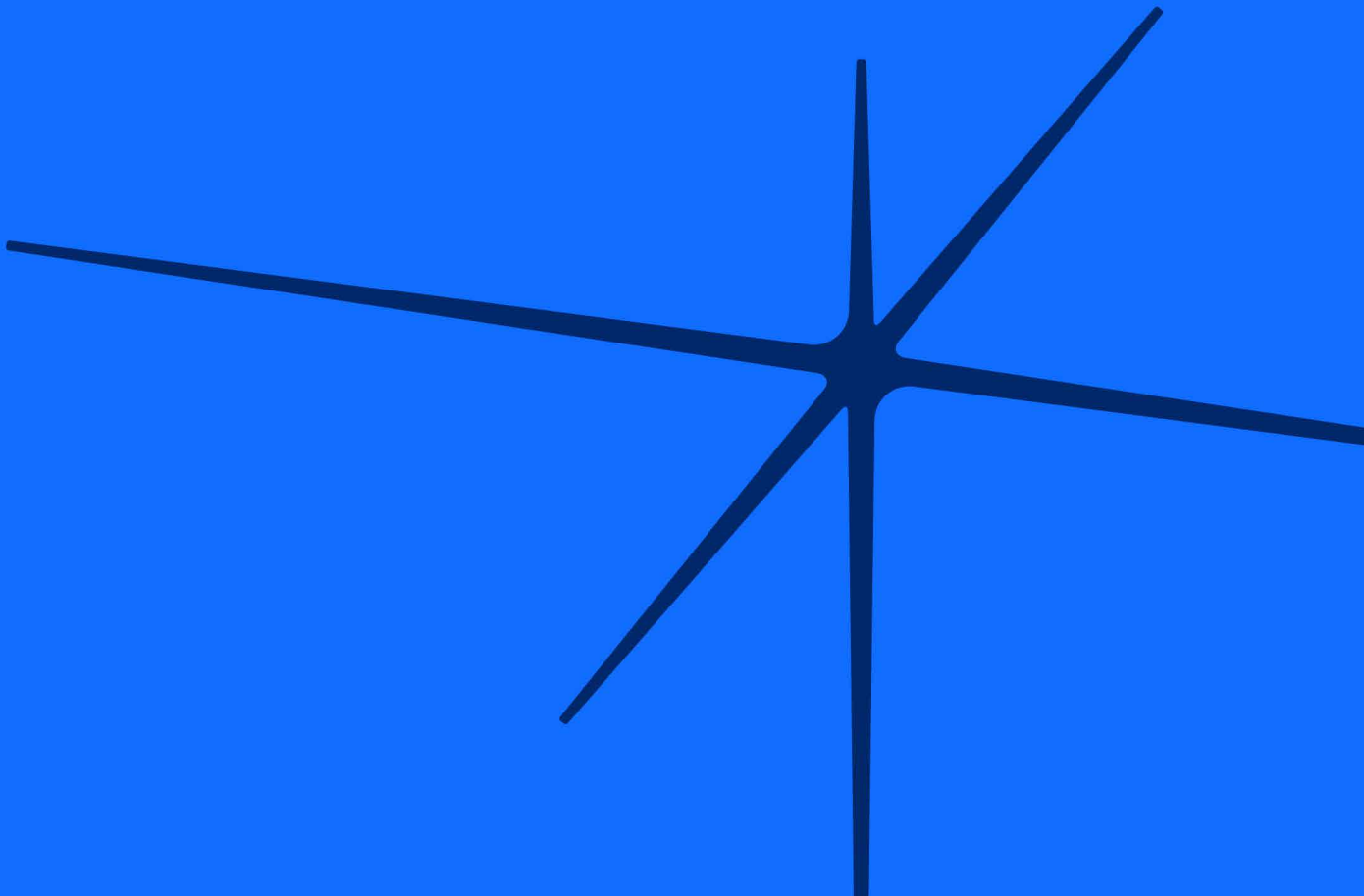
- Ensure that any increase in appropriate fare is collected.
- Collect the appropriate change/penalty fee on the new ticket via the **OD (Oscar Delta)** tax code (please note that each segment change, incurs a change/penalty fee therefore changing the outbound and inbound segment incurs 2 change/penalty fees).

Please note that once the original sector has been cancelled and the new one assigned, the ticket **must** be exchanged and reissued before the original journey was due to commence to comply with our exchangeable ticket conditions. The ticket conditions can be found in the CAT 16 of the filed fare.

If the new fare is less expensive, unfortunately we cannot refund the difference.

7

Revalidation and voiding



Revalidation and voiding

Important Reminder

All exchanges/reissues should be made in Amadeus. If any changes are made by a Eurostar point of sale, these are not reflected into your GDS. Please do not add any passive segment status sectors as these are not supported by Eurostar and could fault the booking. If you need to have a note in the booking of the change, just enter this as a remark.

When can I revalidate?

Please use revalidation process where there is no fare change (Fully Flexible), and the booking is staying in J class for Routes to/from London and P, F or A class for Routes between France/Belgium/Germany/the Netherlands.

Revalidation must be completed within 60 days of travel date, to comply with the ticket conditions.

Below process must be followed:

- Always check ticket conditions (CAT16) before processing.
- Where an e-ticket shows OPEN status, you can revalidate on Amadeus.
- Cancel unwanted segments.
- Book new segments.
- End and Retrieve.
- Revalidate the e-ticket

When can I void a ticket?

Voiding can be carried out on the day of issue only if no aftersales have taken place on the PNR*

To successfully void a ticket please follow below steps:

- Ensure the e-ticket record is voided before cancelling the itinerary.
- Once you have voided the ticket, do not attempt to rebook in the same PNR as you will not be able to issue a new ticket there. If you do manage to issue a ticket on this PNR it will not be valid for travel in our internal reservations system.
- Please rebook in a new PNR.

If you have a multi-passenger booking and you intend to void just one of the e-tickets, this will corrupt the booking in our internal system, please **do not split** the booking either as this will also corrupt the booking our end. You should **void all tickets** and preferably start from afresh in a brand new individual PNR as that is best practice.

*A seat change (amongst other transactions) is considered an aftersales and **it will invalidate** the ability to void. The only option will be to cancel the ticket and send a manual refund request via BSP Link.



8



Schedule changes / irregularities

Schedule changes / irregularities

The following scenarios count as a Schedule Change or Irregularity:

- Train departure time change.
- Train is cancelled with notice.
- Train does operate but does no longer serve the station booked (does not stop there).

You may take one of the following options, if the train is **cancelled**:

- Nil (0) value reissue of the affected coupon for a different train / date in the same class of service. If re-routing, this is only permitted to another station in the vicinity of the originally booked or to/from (as applicable) an intermediate stop in the same route originally booked.
- Full refund 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 (see Refunds section).

You may take one of the following options, if the train has a **schedule change of 60 minutes or more**:

- If passenger accepts the new departure time, nil (0) value reissue of the affected coupon.
- If passenger prefers another departure time, nil (0) value reissue of the affected coupon on a different train on the same date in the same class of service. If re-routing, this is only permitted to another station in the vicinity of the originally booked or to/from (as applicable) an intermediate stop in the same route originally booked.
- Full refund 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 (see Refunds section).

If the schedule change is of **less than 60 minutes**, the only option is accepting the new scheduled departure time.

For any disruption on date of departure, reaccommodation will be handled directly by Eurostar, passenger will be booked on the next available train. You may still take one of above options if passenger prefers another choice but the one given.

9

Refunds



Refunds

All refunds should be carried out in accordance with the ticket conditions. Please refer to fares (CAT16) for more information.

- Refunds must be completed within 60 days of travel date, where ticket conditions permit.
- Where an e-ticket shows OPEN status, a refund can be performed on Amadeus. Should this not be possible, please manually request via BSP Link.
- After refunding, if you need to rebook your passenger you MUST do so in a new PNR.

Please note: You should not attempt to refund either the outbound or the return sector of any return journey while the booking is still pre travel. If a refund is attempted on one sector but travel is expected on another, the booking will corrupt, and the passenger will not be able to collect it at the station. Therefore, please refund after the journey that is still required is complete.

Refund calculation for partially used tickets:

- If the ticket is partially used and fully flexible (e.g., Business Premier for Cross Channel routes/ Premier for Routes between France/Belgium/Germany/the Netherlands):
 - o Calculate the difference between the return fare and the one-way fare of the part used that would have been charged, then request the difference between both.
 - You may use the following entry:

FQPUSEDDEPARTURECITYARRIVALCITY/S/R,ISSUEDATE,ISSUEPLACE,UCORPCODE (if a corporate code is applicable).

e.g., **FQPZYRQQS/S/R,12AUG23,LON** to bring a mask for a ticket that has been partially used from Brussels to London, issued on 12 August 2023 in London.

```
FQP/R,12AUG23,LON ;
U.YY . . .05SEP.ZYR. . . .QQS.0.S
>
>| PAGE 1/ 1
```

Please edit the fields accordingly as seen on snapshot below:

```
FQP/R,12AUG23,LON ;
U.9F. J.06SEP.ZYR. . . .QQS.0.s|
>
>| PAGE 1/ 1
Carrier RBD Change S to lower case
```

Refunds

To price with fare basis code J2FFLXOW you would type FQQ2 (FQQ line 2):

```
FQP/R,12AUG23,LON
U.9F . . .J .12SEP.ZYR. . . .QQS.0.S
* FARE BASIS * DISC * PTC * FARE<GBP> * MSG *T
01 JABSOW * * 1 * 322.90 * *Y
02 J2FFLXOW * * 1 * 304.90 * *Y
*1-2*FARE VALID FOR E TICKET ONLY
*1-2*RESTRICTIONS MAY APPLY/CHECK FQN
*1*ARPT RESTR FARE ZYR SEG 1
> PAGE 1/ 1

>FQQ2
```

It will then price the itinerary (ZYR, Brussels to QQS, London) using the selected fare:

```
FQQ2
02 J2FFLXOW * * 1 * 304.90 * *Y

-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
BRU
LON 9F J J 12SEP J2FFLXOW 3P

EUR 345.00 12SEP23BRU 9F LON376.11NUC376.11END ROE
GBP 298.00 0.91728
GBP 5.20-YR
GBP 1.70-S3

GBP 304.90
RATE USED 1EUR=0.86460348GBP
PRICING OVERRIDE USED *V*
BG CXR: 9F
PRICED WITH VALIDATING CARRIER 9F - REPRICE IF DIFFERENT VC
FARE VALID FOR E TICKET ONLY
> PAGE 2/ 3
>
```


Refunds

It will then price the itinerary (ZYZ, Brussels to QQS, London) using the selected fare:

The only tax that does apply is YR, should any other taxes be added, you may deduct them from the total.

As per snapshot above, this would mean actual total is GBP304.90 minus GBP1.70 = **GBP303.20**

For illustration purposes only using figures above, let's say the return (originally issued) ticket value was **GBP500**.

You would then deduct GBP303.20 from GBP500, which equals **GBP196.80 to be requested for refund**.

- If the ticket has been partially used and there is a cancellation either outbound or inbound:
 - o Use the fare calculation line, example below:
 - LON 9F PAR294.41 9F LON294.41NUC588.82END ROE0.79394
 - o There will also be YR tax for each coupon issued.

LON	9F	PAR	294.41	9F	LON	272.41	NUC566.82	END	ROE 0.793947
Dept City	Carrier	Arrival City (O/B)	Amount in NUC for O/B fare	Carrier	Arrival City (I/B)	Amount in NUC for I/B fare	NUC total for O/B and I/B	End of Farecal.	Rate of Exchange

Using example above you will multiply 272.41 by ROE (0.793947), that equals GBP216 (rounded figure)

Fare Issued	YR Tax	Total
GBP450	GBP10	GBP460
Travelled	YR Tax	Total
GBP216	GBP5	GBP221
	Difference to be refunded	460 minus 221 = GBP239

Inbound train cancelled: Using example above you will multiply 294.41 by ROE (0.793947), that equals GBP234 (rounded figure)

Fare Issued	YR Tax	Total
GBP450	GBP10	GBP460
Travelled	YR Tax	Total
GBP234	GBP5	GBP239
	Difference to be refunded	460 minus 239 = GBP221