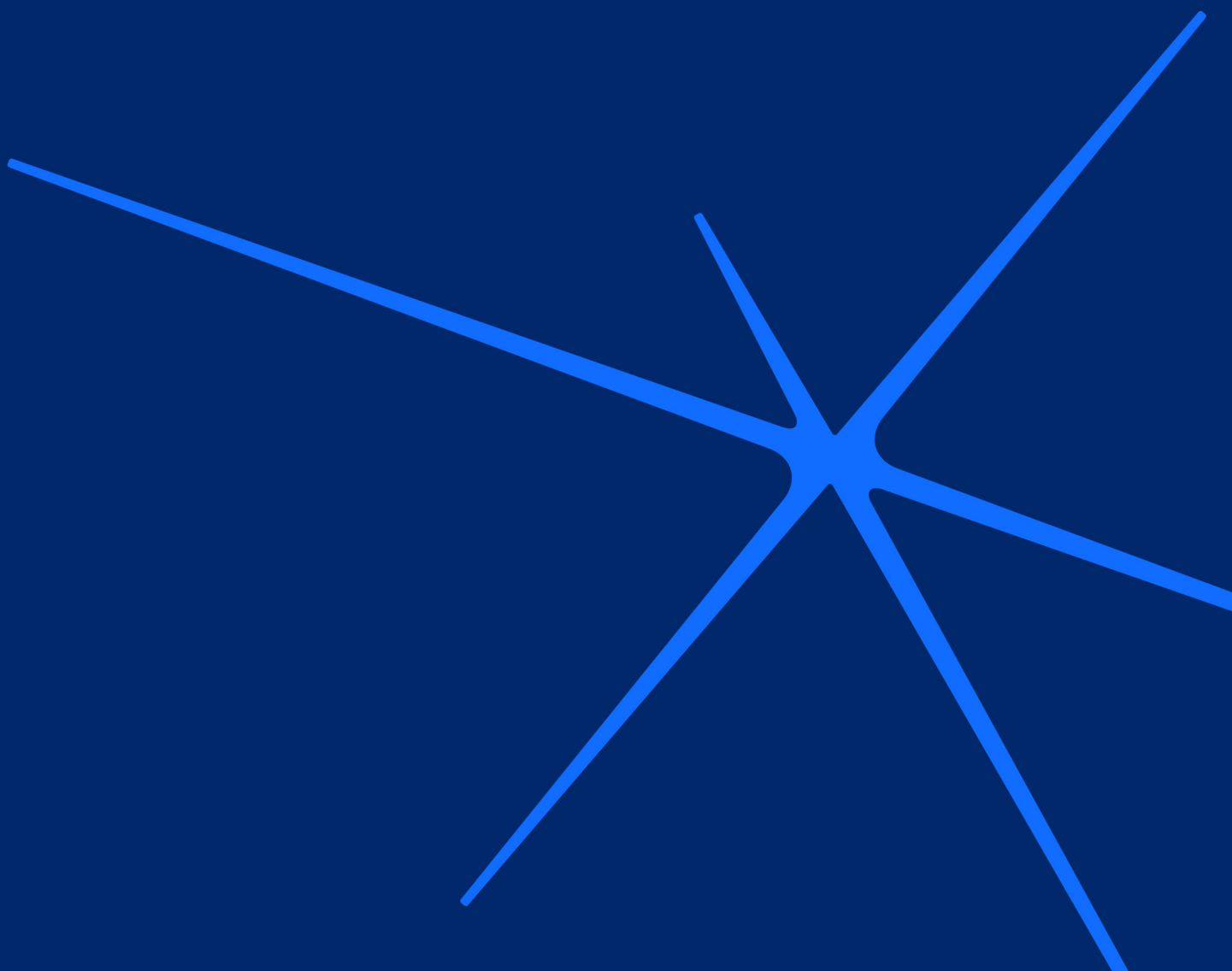




Frequently Asked Questions

October 2023

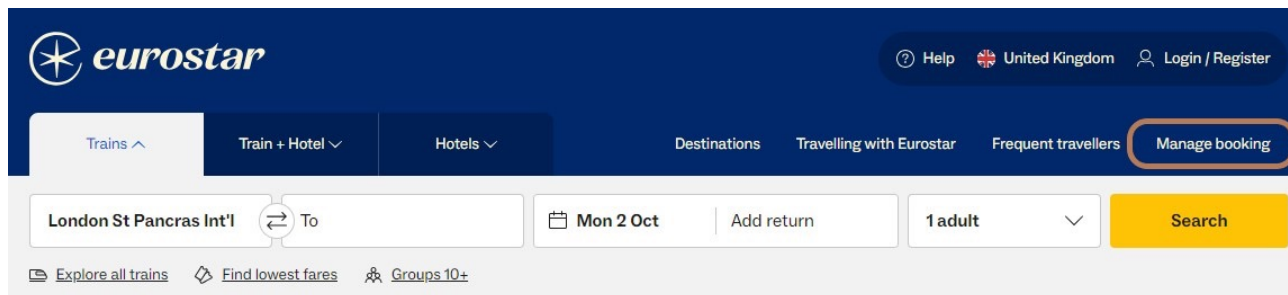


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Frequently Asked Questions

1 - How to download Eurostar boarding passes

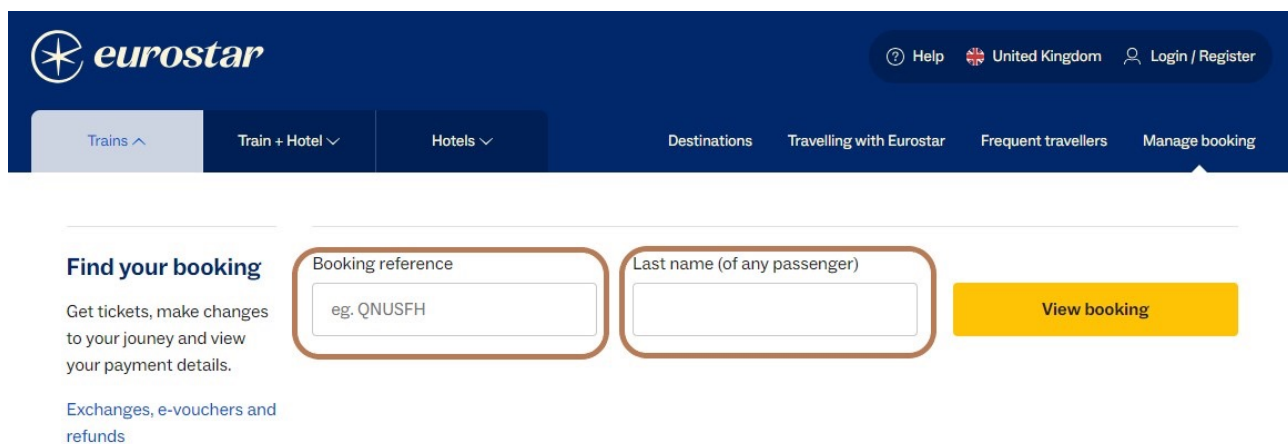
Visit Eurostar.com and click on “Manage Booking” as seen on snapshot below:



The screenshot shows the Eurostar website homepage. The top navigation bar includes links for 'Help', 'United Kingdom', and 'Login / Register'. Below this, there are tabs for 'Trains', 'Train + Hotel', 'Hotels', 'Destinations', 'Travelling with Eurostar', 'Frequent travellers', and 'Manage booking'. The 'Manage booking' link is highlighted with a red box. Below the navigation bar, there is a search bar with fields for 'From' (London St Pancras Int'l), 'To', 'Date' (Mon 2 Oct), 'Add return', and 'Passengers' (1 adult). A yellow 'Search' button is on the right. At the bottom of the search bar, there are links for 'Explore all trains', 'Find lowest fares', and 'Groups 10+'.

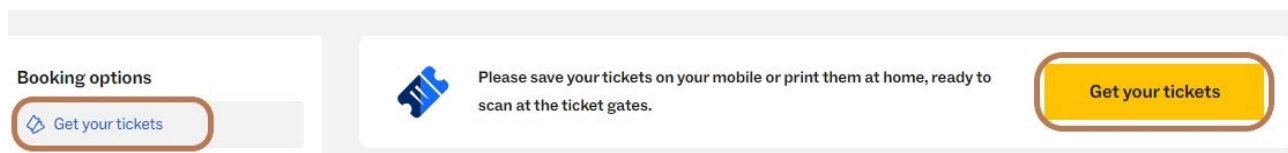
Fill out “Booking Reference” and “Last name” accordingly, please remember to use the vendor locator under “Booking Reference”.

If the last name is double barred, hyphenated or there is more than one last name, please write this as per your GDS (e.g., if there are any spaces or hyphens, these should also be featured).



The screenshot shows the 'Find your booking' page on the Eurostar website. The page has a dark blue header with the Eurostar logo and navigation links. Below the header, there is a section titled 'Find your booking' with the text 'Get tickets, make changes to your journey and view your payment details.' and 'Exchanges, e-vouchers and refunds'. There are two input fields: 'Booking reference' (with the example 'eg. QNUSFH') and 'Last name (of any passenger)'. Both fields are highlighted with red boxes. A yellow 'View booking' button is on the right.

Once inside the booking, please ensure the itinerary on display matches your GDS. If it does, then click “Get your tickets” and follow on-screen instructions.



The screenshot shows the 'Get your tickets' page on the Eurostar website. The page has a dark blue header with the Eurostar logo and navigation links. Below the header, there is a section titled 'Booking options' with a yellow 'Get your tickets' button highlighted with a red box. To the right of the button, there is a message: 'Please save your tickets on your mobile or print them at home, ready to scan at the ticket gates.' and a yellow 'Get your tickets' button.

Should you encounter any errors/discrepancies at any stage, please do write us an email to gds.helpdesk@eurostar.com

Frequently Asked Questions

2 - PRR (delay and cancellation compensation)

Compensation is offered for most delays of 60 minutes or more and cancellations.

Passenger must complete one of the following links:

- Claim an e-voucher: <https://compensation.eurostar.com>
- Claim a refund: <https://prr.eurostar.com/>

All they need is their Eurostar PNR/booking reference composed of six letters and numbers and their 9-digit Eurostar ticket number.

If more than one of them travelled, they will need to complete a separate claim for each ticket.

Find out more about compensation [here](#)

If the link does not work, the passenger will need to send a request to contactus@eurostar.com from their own email (due to GDPR) stating whether they would prefer PRR or an e-voucher.

The following details must be included:

- Eurostar PNR (Vendor locator).
- All affected 9-digit Eurostar ticket numbers, retrievable via [Manage Your Booking](#) or from their boarding passes.
- Details of the delay.
- Bank details.

If it is a PRR cash refund for a BACS transfer, the following details are required:

- Account name.
- Sort code or IBAN, BIC/SWIFT.
- Account number.

In case of cancellation, should a refund of the affected coupon had been requested and approved via BSP Link, this will invalidate any PRR/e-Voucher request to prevent double dipping.

3 - PAO booking

For any bookings created via PAO (Portail d'Acces aux Offres) you will need to contact the technical/booking support of the distributor (SNCF, SNCB, NS, DB or CFF) for assistance.

Frequently Asked Questions

4 - Routes between France/Belgium/Germany/the Netherlands (Former Thalys) and Routes from/to London

Routes between France/Belgium/Germany/the Netherlands (Former Thalys) and routes to/from London cannot be issued in the same GDS ticket.

If you're creating a booking with segments between France/Belgium/Germany/the Netherlands and to/from London, it is best practice to do so on separate PNRs (one for the channel-crossing part, another for the continental part).

Please note continental and channel-crossing fares are not combinable; hence, they require separate tickets. (e.g., No through fares are published to cover an itinerary like London to Cologne, you would have to issue London to Brussels in one ticket and Brussels to Cologne in another.)

5 - Name change policy

Names cannot be changed in ticketed GDS bookings.

If a name change is required in the booking, you would need to create a new PNR and issue a new ticket.

For minor spelling mistakes, wrong titles, married/maiden names see FAQs and TIPS.

6 - Requesting a GDS ticketing plate

Please write an email to our colleagues at trade.contracts@eurostar.com

Ticketing plates are only available in the following markets:

- Belgium (BSP)
- France (BSP)
- Germany (BSP)
- Great Britain (BSP)
- The Netherlands (BSP)

Eurostar is also a member of ARC in the United States.

If your agency is based anywhere else, you may use [Hahn Air](#) as the plating carrier.

7 - Special assistance (incl. wheelchair requests)

For any Special Assistance request please contact [Eurostar Assist](#).

This is not bookable via GDS, so any SSRs or OSIs regarding Special Assistance matters (e.g., WCHR) will not be processed.

Frequently Asked Questions

8 - Error 118

There could be a set of reasons behind this error, see below:

- An automation/script is being used to expedite reissue, these tools could fail as we do not file in either (ATPCO) CAT31 or CAT33. GDS tickets must be reissued manually.
- The new fare is lower than originally ticketed.
- The ticket is being reissued to a different cabin than originally booked :
 - i.e. ticket is being upgraded from Standard or Standard Premier to Business Premier in our routes to/from London.
- The reissue mask has not been set-up correctly:
 - e.g., a one-way fare has been set up in the reissue mask instead of a return fare (if you are reissuing a return ticket).
- There is a discrepancy between the itinerary booked in GDS and our internal reservations system. The best way to check this is via Manage Booking at [Eurostar.com](https://eurostar.com), trains/dates displayed there should match those with HK status in GDS.

If none of these apply and you are still getting Error 118, please do write us an email to gds.helpdesk@eurostar.com.

9 - FAQs and Tips

The ticket shows “Exchanged status”, there is no new ticket number and I’d like to make an exchange. How should I proceed?

Please write us an email to gds.helpdesk@eurostar.com including the following:

- PNR / Vendor Locator.
- Ticket Number

If this is for a same day departure, please ensure you mention this in the subject line.

We will prioritise this for you and come back with a workaround.

Can you change e-ticket coupon status?

We are unable to do so, if there is an unexpected ticket status (for Exchange, see previous point), please write us an email to gds.helpdesk@eurostar.com and we will have a look for you and share suggestions.

Frequently Asked Questions

Do Eurostar GDS tickets expire?

Whilst our tickets do not expire, you will only be able to exchange them if the original issue / reissue date took place within the last 12 months.

Tickets can be exchanged multiple times as long as above condition is met.

How far in advance can I book Eurostar trains on GDS?

Our booking horizon is 120 days.

Is there a character limit for passenger names?

Our internal reservations system has a limit of 50 characters (including title) for passenger names. Please note this figure might be shorter in your GDS.

There's a spelling mistake in our passenger's name or they are booked under the wrong title, are they OK to travel?

For spelling mistakes of either 2 or 3 characters within the name or wrong title (*i.e.*, MRS instead of MISS) passengers will be OK to travel unless they need a visa to enter the United Kingdom or the Schengen Area.

Our passenger was booked under their married name instead of their maiden name, which is what shows on their passport (or v.v.), are they OK to travel?

There is no need to amend the name in the booking, passenger will be OK to travel if they bring a Certificate of Marriage (can also be a copy) with them.

Can I book open jaw tickets?

It is best practice to issue open jaw tickets on separate PNRs (*i.e.*, one PNR for the outbound and another inbound). However, if you opt to issue them on the same PNR you must issue each segment on separate tickets.

Frequently Asked Questions

Are upgrades / downgrades permitted?

- **Routes to/from London:**

From either Standard / Standard Premier to Business Premier:

- The only way to upgrade is either in station speaking to a member of staff or approaching the train manager onboard, this is subject to availability and applicable fee.

From Standard to Standard Premier:

- Upgrades allowed paying the applicable additional collect and penalty if changed within 7 days from departure date.

Downgrades are not allowed in any circumstances.

- **Routes between France/Belgium/Germany/the Netherlands (Former Thalys):**

- Upgrades are allowed between all classes of service (Standard, Comfort and Premium) subject to availability and payment of additional collect and applicable penalty (if any).

Downgrades are not allowed in any circumstances.

Can I mix travel class?

If combining either Business Premier (routes to/from London) or Premium [routes between France/Belgium/Germany/the Netherlands (Former Thalys)] with any other class of service, it is best practice to do so in separate PNRs.

Any other combination of classes is fine to book in the same PNR.

Are YR and OD taxes refundable?

Both taxes are refundable if the corresponding ticket is unused and fully refundable. YR tax may also be partially refunded if one of the coupons in the ticket is unused. For non-refundable tickets, YR and OD taxes are only refunded if the corresponding coupon is unused and has been affected by either disruption greater than 60 minutes or cancellation.

How do I change seating?

There are guides on how to do so in each GDS handbook. You may also change seating via [Manage Booking](#) at Eurostar.com.

Can I divide bookings?

It is best practice to create individual PNRs as opposed to multi-passenger PNRs. Dividing / splitting bookings will highly likely fault the booking in our internal reservations system and leave it unusable.

Frequently Asked Questions

Can I add the passenger's Club Eurostar number to the booking after the ticket has been issued?

If the ticket has already been issued, you cannot add their Club Eurostar number to the booking. They must [log in](#) to their account and use the "Claim Missing Points" feature on the left-hand side of the screen.

I cannot sell segments from Rotterdam/Amsterdam to London journeys?

There is a known issue where the seating allocation (limited to 200 pax per station) is exhausted but availability will still show when searching for a journey. Unfortunately, in these situations the availability shown is false, the train is at capacity for that embarkation point and the only workaround is to book an alternative service.