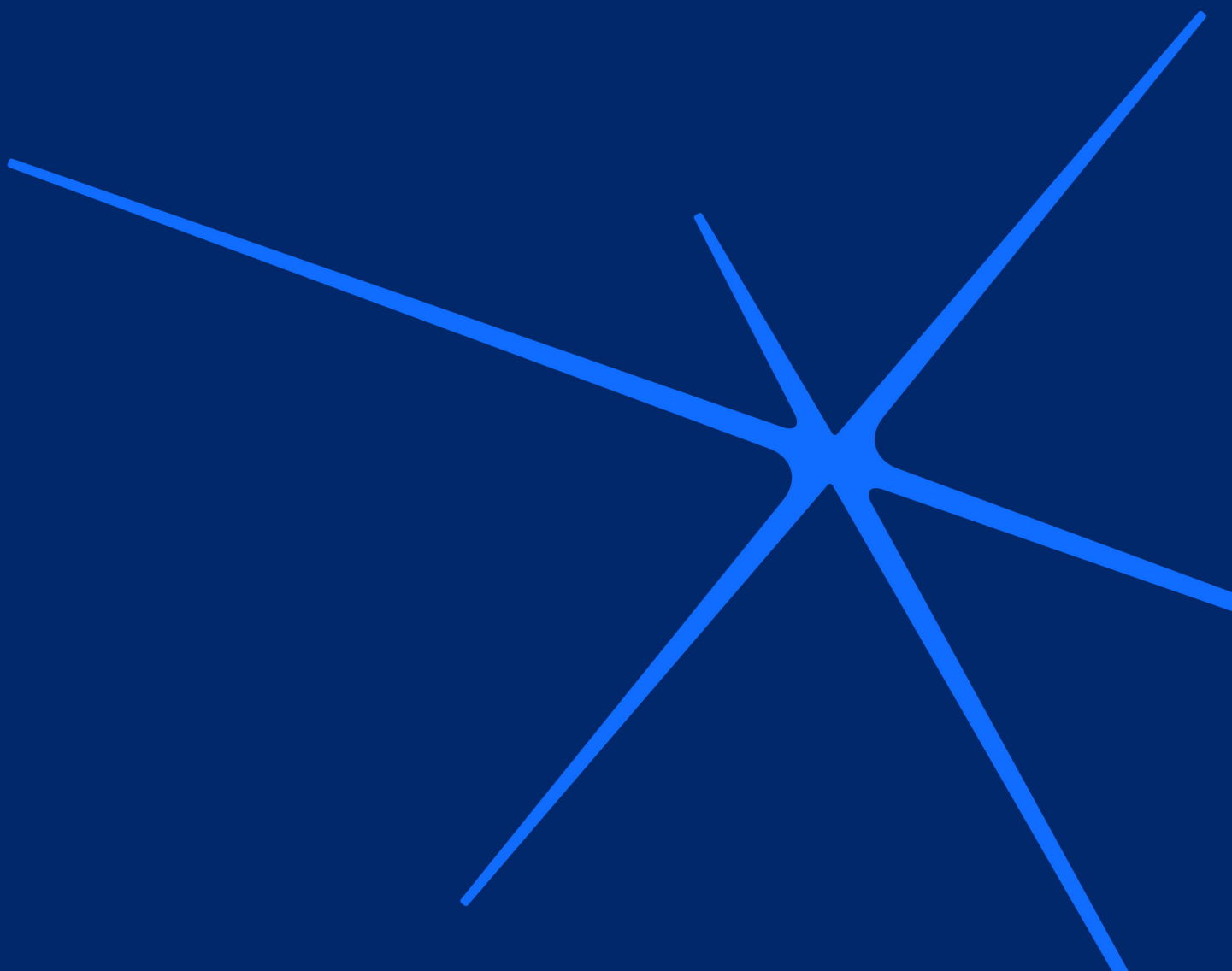




Your guide to Sabre

October 2023



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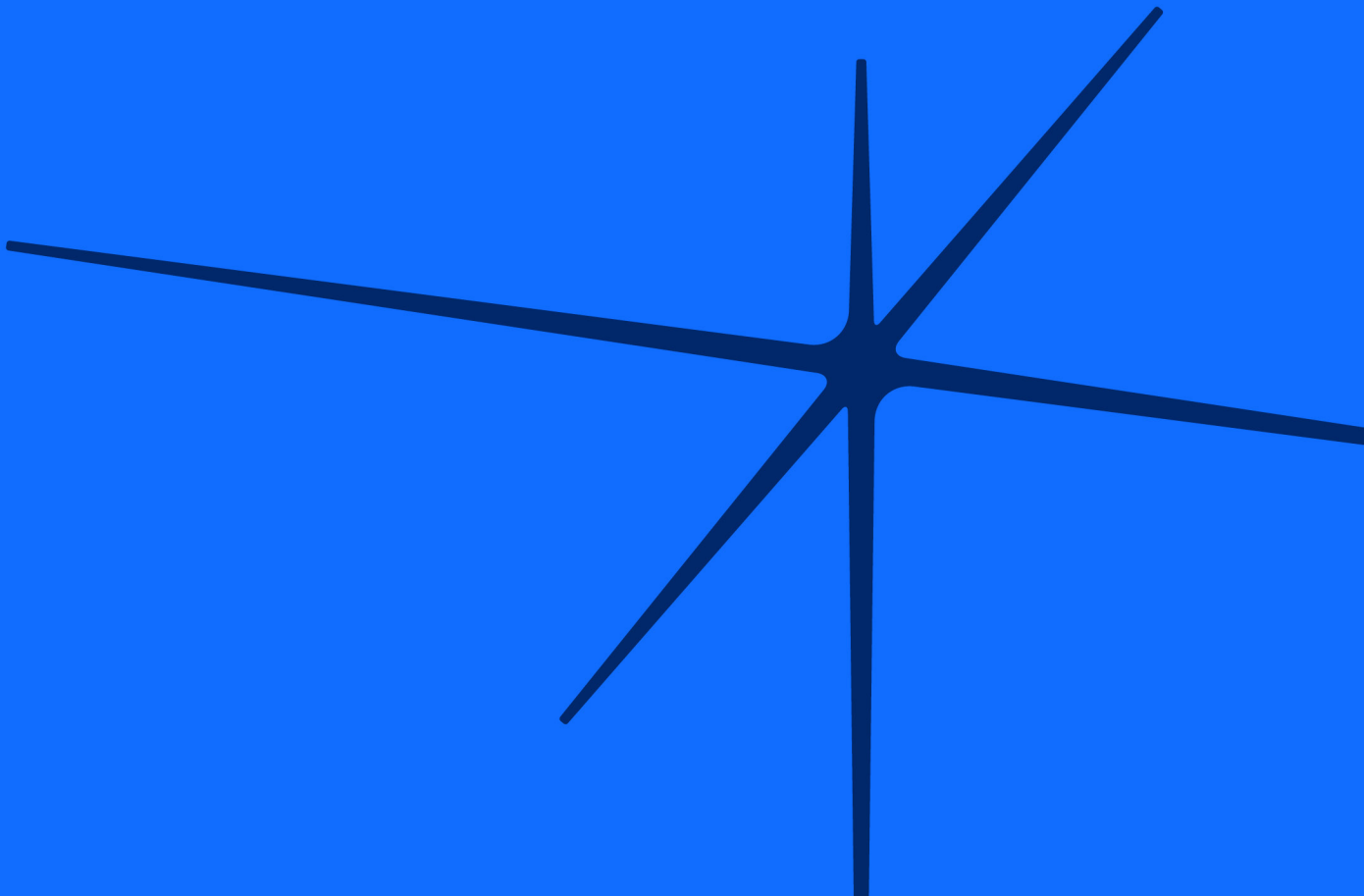
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1

Making a booking



Making a booking

① Now that Eurostar and Thalys have joined forces under the Eurostar name, we're making some changes to our travel classes. From 4 November, our current classes are becoming Eurostar Standard, Eurostar Plus and Eurostar Premier.

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 SABRE 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 SABRE entries.
- 7 To price bookings use **WP**.
 - 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., W†PQ).
 - If you are pricing a corporate deal, please use **WPAC*CorporateCode** (5 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.

Any Belgian Station Fares do feature the wording ABS within the fare basis as seen in snapshot below:

V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG¥
45	AABSERT	A R	112.00	----	-	- / -	EH01
46	VABSERT	V R	122.00	----	-	- / -	EH01
47	AABSEOW	A X	63.00	----	-	- / -	EH01
48	QABSERT	Q R	132.00	----	-	- / -	EH01
49	VABSEOW	V O	69.00	----	-	- / -	EH01
50	QABSEOW	Q O	75.00	----	-	- / -	EH01
51	NABSERT	N R	152.00	----	-	- / -	EH01
52	RABSERT	R R	172.00	----	-	- / -	EH01
53	NABSEOW	N O	86.00	----	-	- / -	EH01
54	XABSERT	X R	192.00	----	-	- / -	EH01
55	RABSEOW	R X	98.00	----	-	- / -	EH01
56	EABSERT	E R	204.00	----	-	- / -	EH01
57	KABSERT	K R	212.00	----	-	- / -	EH01
58	XABSEOW	X X	109.00	----	-	- / -	EH01
59	EABSEOW	E X	115.00	----	-	- / -	EH01
60	UABSERT	U R	234.00	----	-	- / -	EH01
61	MABSERT	M R	242.00	----	-	- / -	EH01
62	KABSEOW	K O	121.00	----	-	- / -	EH01¥

If Booking and Auto-Pricing for the “ABS” fare then use the following commands:

1. WPA

2. WPA*LINENUMBER¥RQ (e.g., WPA*01¥RQ if the ABS fare is in line 1)

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.

Fare quote using entry **WPP1ADT/1C10** (example for one adult and one child aged 10)

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 SABRE will only offer an Adult Fare.

Remember: For multi-passenger bookings (bookings with children would be) all ticket numbers must be issued before ending the transaction. To ensure this happens, use the pricing entry (e.g., WPPADT/C10/C09 for one adult, one 10-year-old child and one 9-year-old child) to create one PQ for all passengers including children.

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 in your *P4.

Coach and Seat Availability Display entries:

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

4GSEGMENTNUMBER*/O (O as in Oscar)

(e.g., **4G1*/O** for segment 1 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

```
9F  9080  20SEP  TRN  COACH MAP
0 - QQS  1 - XPG
```

```
COACH      AVAIL      FACILITIES
  12        A9
  11        A9
```

```
SEAT MAP UNAVAILABLE:X    PAID BICYCLE:B
FAMILY COMPARTMENT:F      HANDICAPPED FACILITIES:H
UNACCOMPANIED MINOR:U
```

Seat allocation

Standard Premier

9F 9080 20SEP TRN COACH MAP
0 - QQS 1 - XPG

COACH	AVAIL	FACILITIES
10	H9	
9	H9	
8	H9	
7	H9	

SEAT MAP UNAVAILABLE:X PAID BICYCLE:B
FAMILY COMPARTMENT:F HANDICAPPED FACILITIES:H
UNACCOMPANIED MINOR:U

Seat allocation

Standard

9F 9080 20SEP TRN COACH MAP
0 - QQS 1 - XPG

COACH	AVAIL	FACILITIES
18	B6	
17	B8	
16	B9	
15	B6	
14	B9	
5	B9	
4	B9	
3	B9	
2	B9	
1	B9	

SEAT MAP UNAVAILABLE:X PAID BICYCLE:B
FAMILY COMPARTMENT:F HANDICAPPED FACILITIES:H
UNACCOMPANIED MINOR:U

Seat allocation

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 1 then simply make the entry **4GSEGMENTNUMBER*/COACHNUMBER** (e.g., **4G1*/1** - 1 for booked segment then the 1 after the / for Coach 1).

Table of correspondence for symbols

Symbols	Significance
*	a seat that is available for selection
.	a seat that is already taken
TTT	location of a Table
R	this seat is in the Reverse direction of travel

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

Specific Seats:

The coach number and seat number must be three characters

- Request seat 44 in coach 16 on segment 1, the entry is: **3NSST1/C016S044**
- Request seats 15 and 16 in coach 4 on segment 2, the entry is: **3NSST2/C004S015016-1.1,2.1**

To request via seat type instead you can use: Eurostar seating entry **3NSST//T2**

Seat allocation

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

You can also check seat maps from availability:

4G*9FTRAINNUMBERRBDDATEOFDEPTCITYPAIR/O

e.g., 4G*9F9004Y16NOVQQSXPG/O

Or for a specific coach number:

4G*9FTRAINNUMBERRBDDATEOFDEPTCITYPAIR/COACHNUMBER/O

e.g., 4G*9F9004Y16NOVQQSXPG/2/O

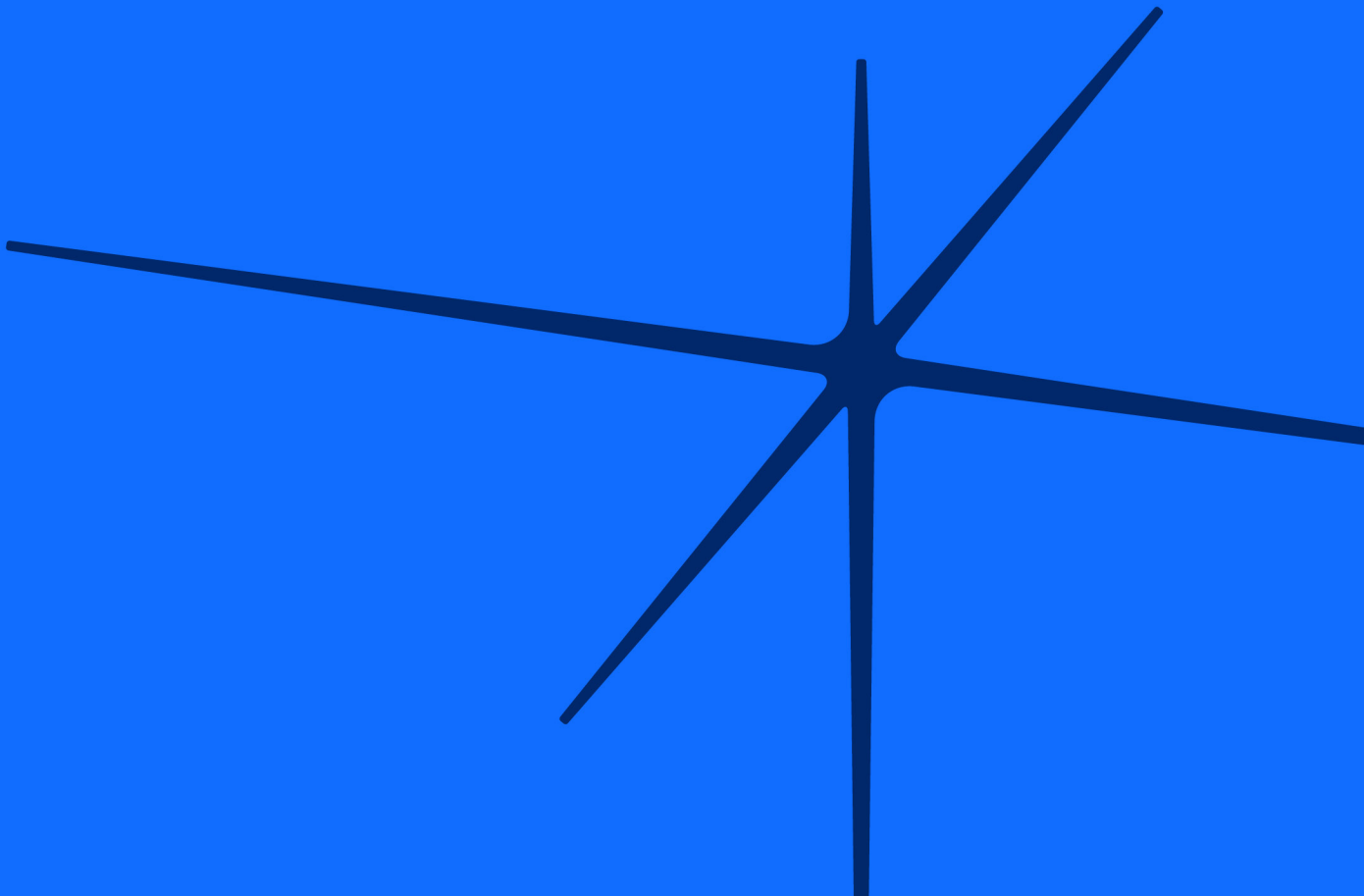
Seat Change:

To change a seat that is already allocated, please follow the below procedure.

1. Cancel seats from the P4.	41 (for segment 1)
2. Then check which coach is available for the on-board class of service you have chosen.	4G1*/O (for segment 1)
3. To check which seats are available in the chosen coach	4G1*/10 (for segment 1 coach 10)
4. Then request your chosen coach and seat number	e.g., 3NSST1/C010S011
5. ER	
6. IR	
7. Check new seats are KK in *P4	

4

Club Eurostar



Club Eurostar

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

e.g., FF9F30838112345679810

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

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: **3VLML**
- To order a vegan meal for a specific passenger, the entry is: **3VGML-1.1** (for passenger 1.1)

You will then need to receive the booking, ER and IR and check that the meal SSR has been confirmed (K) in your ***P4**.

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 AT31 or CAT33, hence it is best practice to set a manual reissue mask.

When exchanging a ticket:

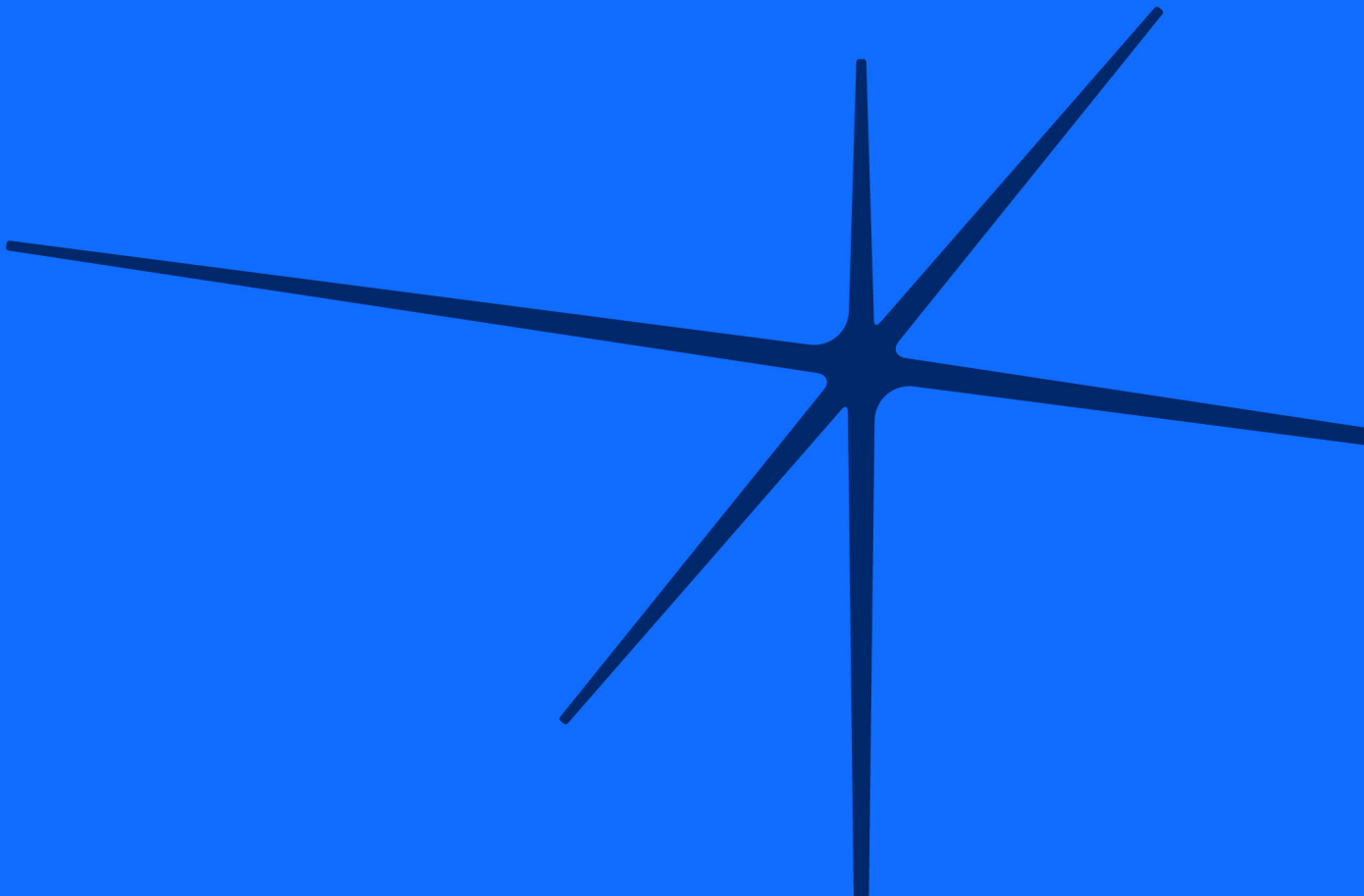
- Ensure that any increase in appropriate fare is collected.
- Collect the appropriate change/penalty fee on the new ticket via the **OD (Oscar Delta)** tax code (please note that each segment change, incurs a change/penalty fee therefore changing the outbound and inbound segment incurs 2 change/penalty 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 SABRE. 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 SABRE.
- 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.
- Through ARC (for US agents) all voids made in Sabre must be completed by 11.59pm local time the day after issuance and voids in IAR must be done prior to 11.59pm EST.

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.

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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 SABRE. 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.
- 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

Refunds

Outbound train cancelled:

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