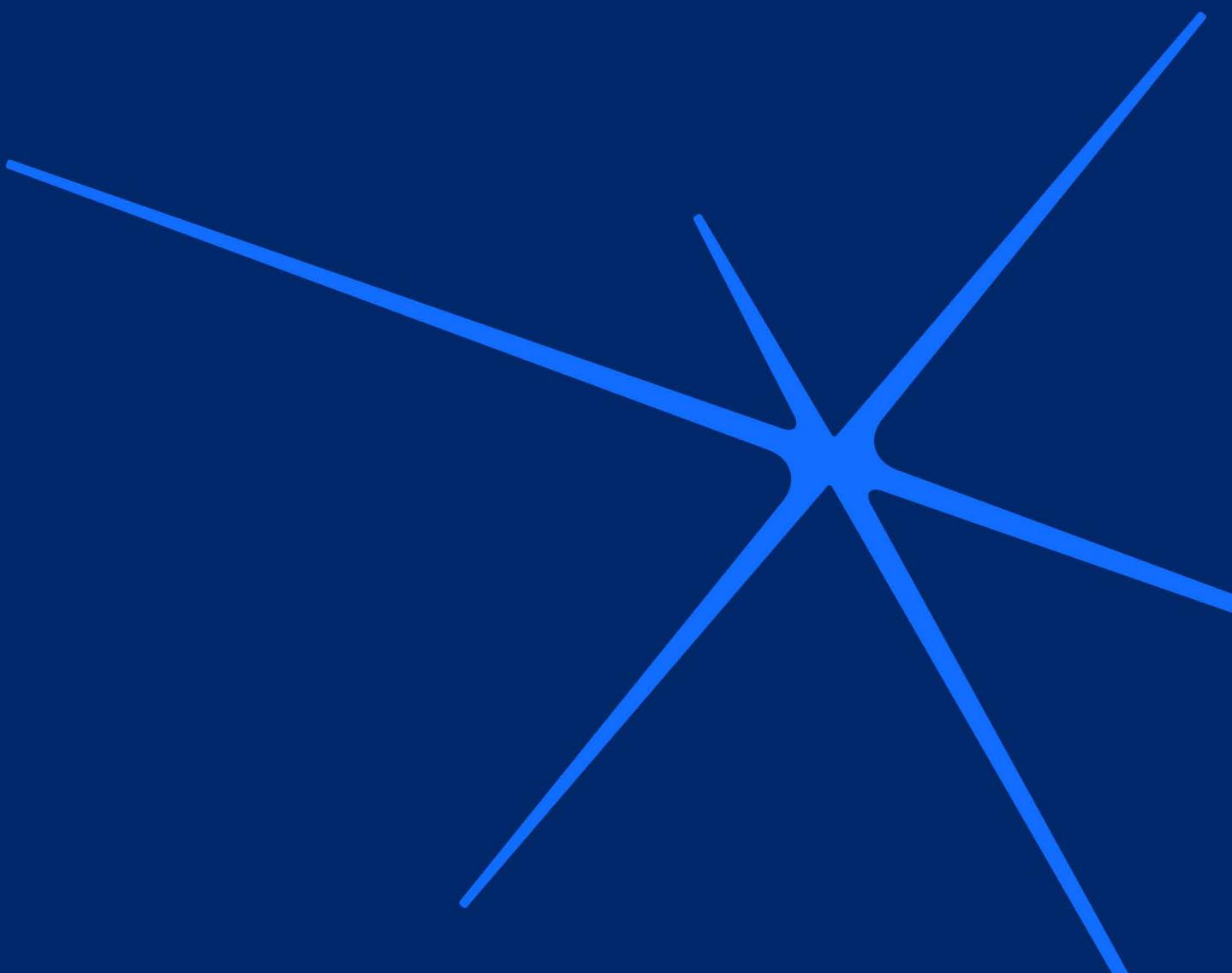




Your guide to Amadeus

February 2026



Content

1 Making a booking

- Station codes.
- GDS booking classes.

2 Fares and pricing

- Child fares.
- FAQs re. Routes between France/Belgium/Germany/the Netherlands.

3 Seat allocation

- Coach and seat availability display.
- Specific seats.
- Seat maps from availability
- Seek any coach applicable for a specific class of service (RBD).
- Specific coach.
- Coach map from availability.
- Coaches from long format.
- Advance seat reservation for a specific coach and seat.
- Seat change.
- Interactive GUI seat map.

4 Club Eurostar

5 Special meals

6 Changing a booking

7 Revalidation and voiding

- When can I revalidate a ticket?
- When can I void a ticket?

8 Schedule changes / irregularities

9 Refunds

- Refund calculation for partially used tickets.

Must-read information

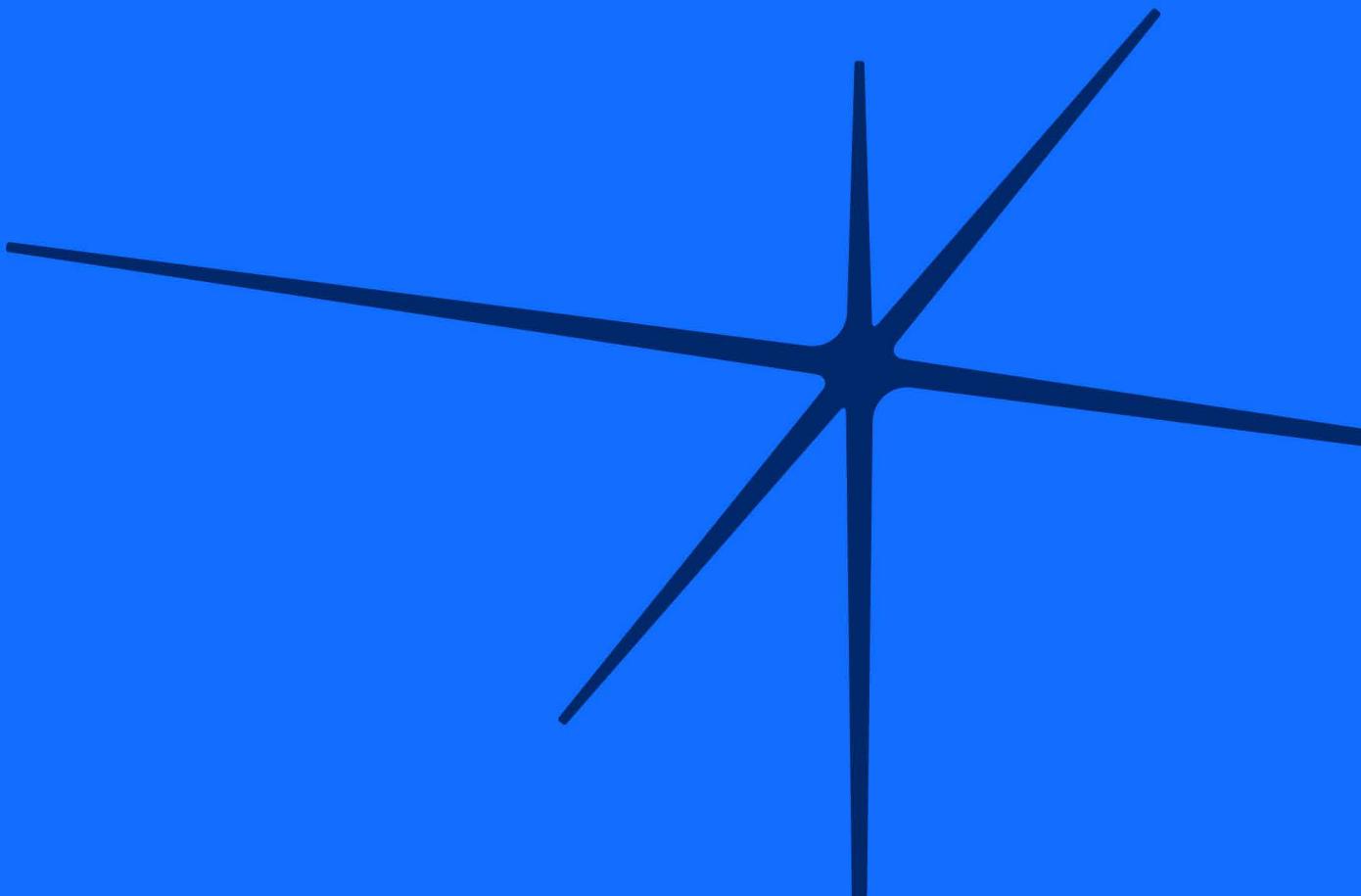
IMPORTANT:

Please note that any bookings issued via GDS Air which have since been modified via a Eurostar point of sale can only have subsequent modifications made to them via a Eurostar point of sale. For example, if a booking issued through a GDS Air system is exchanged by the passenger via the Eurostar app or website, further changes to the booking can only be made through the Eurostar app or website. It will no longer be possible to modify such bookings through the GDS Air system.

ATTEMPTS TO MAKE SUBSEQUENT CHANGES IN THE GDS PNR TO SUCH BOOKINGS WILL CORRUPT / CANCEL THE ENTIRE ITINERARY.

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

Making a booking

Booking Classes (To/From London):

GDS Air Eurostar (9F) Booking Classes		
To / From London		
Eurostar Premier	Eurostar Plus	Eurostar Standard
D	P	F
J	Z	Y
C	W	L
	I	B
	O	H
	G	M
	S	K
	T	X
	U	R
	E	N
		Q
		V
		A

Booking Classes (Between France, Belgium, the Netherlands and Germany):

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., U000001, 6 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 Child fares:

Child fares are available in Eurostar Plus and Eurostar Standard classes (not in Eurostar Premier). If a child ticket is required in Eurostar 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

Fares and pricing

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 depending 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.

Please note it is not possible to allocate seats or change seat selection on our continental train network. It's possible to do it on our cross-channel trains only.

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					
Eurostar Premier					
SMC2					
** 9F - EUROSTAR **	008 WE 13SEP 0000				
TRAIN NO 9040	13SEP	QQS	XPG		
16A2	15A2	14A2			
<hr/>					
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				
>					

Eurostar Plus					
SMC2					
** 9F - EUROSTAR **	029 WE 04OCT 0000				
TRAIN NO 9008	04OCT	QQS	XPG		
3H1	2H2				
<hr/>					
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

Eurostar Standard							
SMC2							
** 9F - EUROSTAR **				004 SA 09SEP 0000			
TRAIN NO	9031	09SEP	XPG	QQS			
4B1	5B1	6B2	7B4	8B1	9B1	10B3	11B2
12B4	13B4						
<hr/>							
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 Eurostar Premier
- “H” is Eurostar Plus
- “B” is Eurostar Standard

For routes between France/Belgium/Germany/the Netherlands (Former Thalys), please note seats are allocated at the time of booking. However, seating allocations for Eurostar Premier and Eurostar Plus class bookings can be modified via the Manage Your Booking option of our website or app. Unfortunately, it is not possible to modify the seating allocation of Eurostar Standard class bookings on these routes.

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

e.g., if the passenger was booked Plus” 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 Eurostar Premier & Eurostar Plus class, with table
-T4	Club 4 and Carre - 4 seats facing each other Eurostar Premier & Eurostar Plus & Eurostar Standard class, with table
-E1	Solo - Single seat in Eurostar Premier & Eurostar Plus 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											15	WE	20SEP	0000		
**	EUROSTAR	-	SN	**	XPG	GARE	DU	NORD	RA.FR							
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	KS	XS	RS	NS	QS	VS	AS
3	9F9008	J9	ZS	WS	IS	O5	GS	S5	QQS	XPG	0801	1117	E0.TRS	2:16		
		TS	US	ES	Y9	L9	B9	HS	MS	KS	XS	RS	NS	QS	VS	AS
4	9F9014	J9	ZS	W9	IS	O5	GS	S5	QQS	XPG	0931	1248	E0.TRS	2:17		
		TS	US	ES	Y9	L9	B9	HS	MS	KS	XS	RS	NS	QS	VS	AS
5	9F9018	J9	Z9	W9	I2	O5	GS	S5	QQS	XPG	1031	1350	E0.TRS	2:19		
		TS	US	ES	Y9	L9	B9	H8	MS	KS	XS	RS	NS	QS	VS	AS
6	9F9022	J9	Z9	WS	IS	O5	GS	S5	QQS	XPG	1131	1448	E0.TRS	2:17		
		TS	US	ES	Y9	L9	B9	HS	MS	KS	XS	RS	NS	QS	VS	AS
7	9F9024	J9	Z7	WS	IS	O5	GS	S5	QQS	XPG	1231	1548	E0.TRS	2:17		
		TS	US	ES	Y9	L9	B9	H9	MS	KS	XS	RS	NS	QS	VS	AS
8	9F9028	J9	Z9	W9	I7	O5	GS	S5	QQS	XPG	1331	1647	E0.TRS	2:16		
		TS	US	ES	Y9	L9	B9	H9	M9	KS	XS	RS	NS	QS	VS	AS
9	9F9032	J9	Z9	W9	I9	O9	GS	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 Eurostar Standard Class (Y) on line 2 as above:

```
SMT/2-Y
** 9F - EUROSTAR **
TRAIN NO 9004 COACH NO 13 WE 20SEP 015 WE 20SEP 0000
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 Eurostar Standard Class Coach is displayed.

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

e.g., SMT-9F9004/100CTQQSXPG-J for an applicable Coach Seat map on 20th September on the 9F 9004 from London to Paris in J class.

```
SMT-9F9004/100CTQQSXPG-J
** 9F - EUROSTAR **
TRAIN NO 9004 COACH NO 16 TU 100CT 035 TU 100CT 0000
QQS XPG SEATS CLASS A 40

/-----A-----\ >
.75 .71 .65 +61 .55 .51 >44 <43 >38 <34 .28 .24
.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  J9 Z9 W9 I9 05 GS SS  QQS XDB  0901  1126  E0.TRS  1:25
    TS US ES Y9 L9 B9 H9 M9 K9 XS RS NS Q5 VS AS
2  9F9126  J9 Z9 W4 I5 05 GS SS  QQS XDB  1104  1326  E0.TRS  1:22
    TS US ES Y5 L5 B5 H5 M5 K5 XS RS NS Q5 VS AS
3  9F9132  J9 Z9 W9 I9 09 G9 S9  QQS XDB  1301  1527  E0.TRN  1:26
    TS US ES Y9 L9 B9 H9 M9 K9 X9 RS NS Q5 VS AS
4  9F9136  J9 Z9 W9 I9 09 G9 S9  QQS XDB  1404  1628  E0.TRN  1:24
    T8 US ES Y9 L9 B9 H9 M9 K9 X9 R5 NS Q5 VS AS
5  9F9142  J9 Z9 W9 I9 09 G9 S9  QQS XDB  1504  1726  E0.TRS  1:22
    T9 US ES Y9 L9 B9 H9 M9 K9 X9 R9 NS Q5 VS AS
6  9F9158  J9 Z9 W9 I9 09 G9 S9  QQS XDB  1934  2200  E0.TRS  1:26
    T9 U9 E9 Y9 L9 B9 H9 M9 K9 X9 R9 NS Q5 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 **							
TRAIN NO	9116	10NOV	QQS	XDB	066	FR	10NOV 0000
16A4	15A4	14H2C1	13B6	12B6	11B5	10B6	9B1
8B2	7B5	6B5	5B6	4B6	3H3C1		
<hr/>							
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 **							
TRAIN NO	9116	10NOV	QQS	XDB	066	FR	10NOV 0000
16A4	15A4						
<hr/>							
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 Eurostar Plus (O) on 9F 9116 on 10 November from London to Lille.

SMC-9F9116/10NOVQQSXDB/O							
** 9F - EUROSTAR **							
TRAIN NO	9116	10NOV	QQS	XDB	066	FR	10NOV 0000
14H2	3H3						
<hr/>							
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.

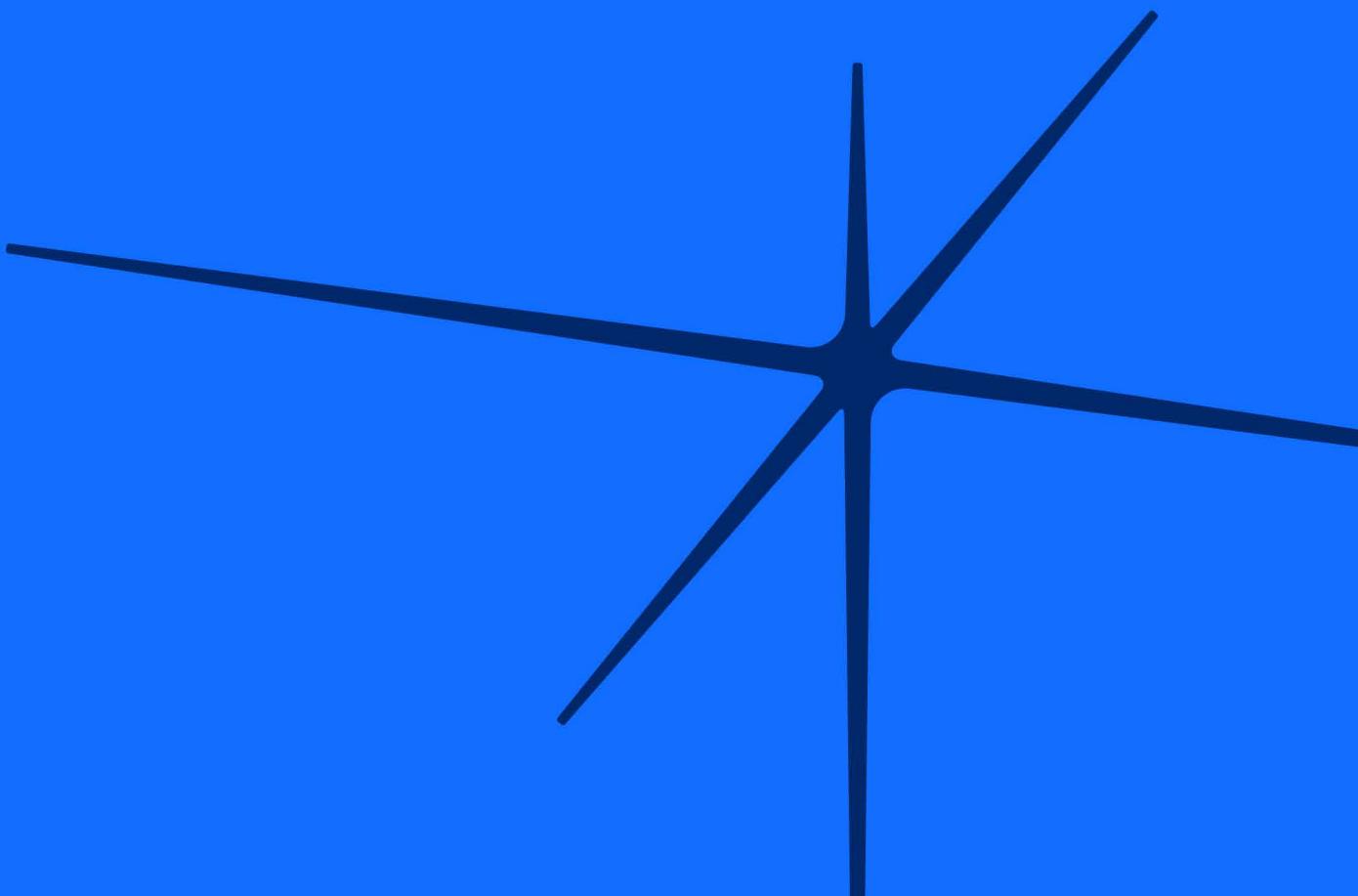
Interactive Seat Map (GUI – Graphic User Interface):

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

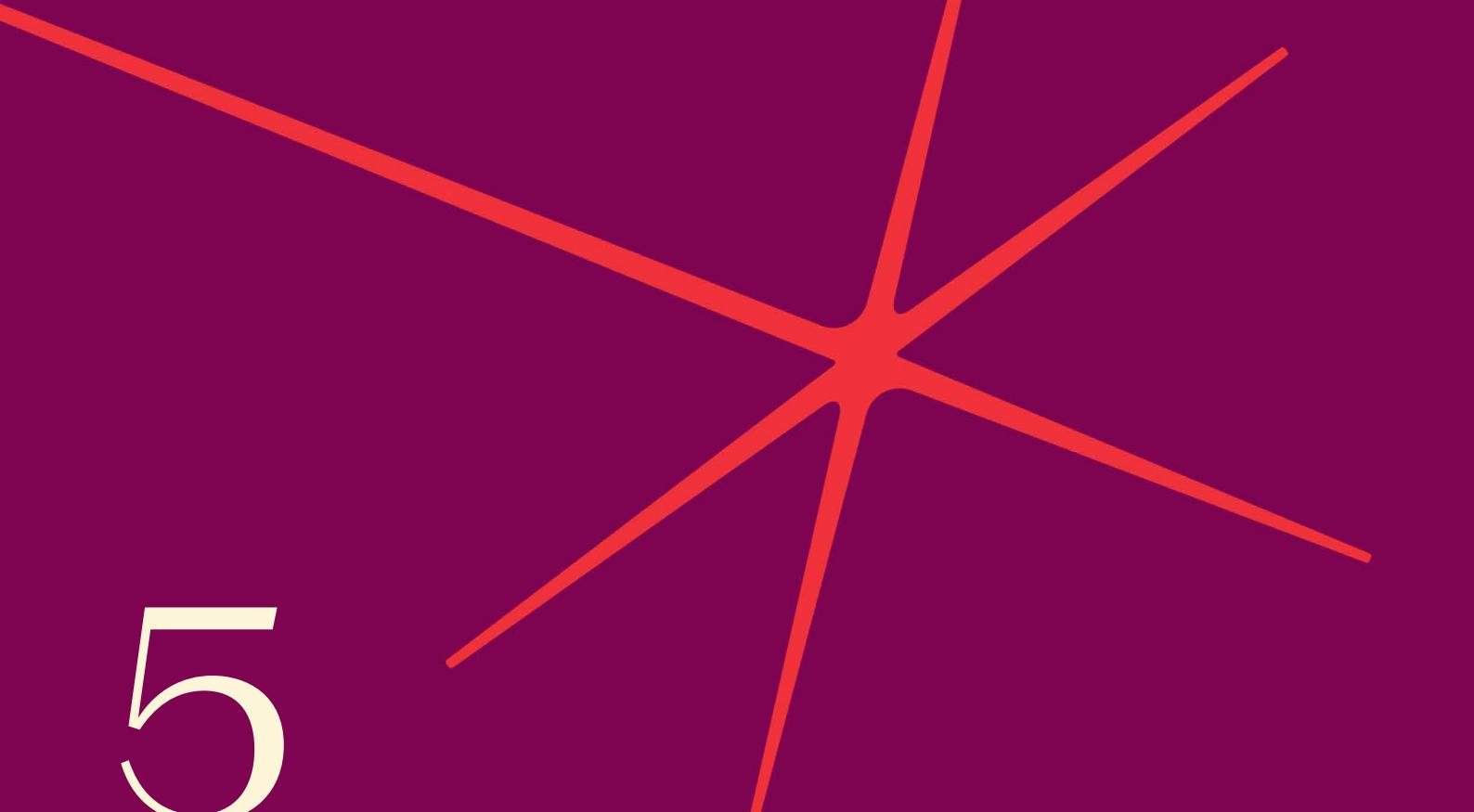
Club Eurostar numbers can be added via the profile or booking using the full 17 digits, all numbers begin with 308381.

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.

For any further queries about either a specific Club Eurostar account or general questions, please write to contactus@eurostar.com. Due to GDPR, this need to be done from the account holders email address



5

Special meals

Special meals

Meals are included in Eurostar Premier and Eurostar Plus. For travellers in Eurostar 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 (dairy 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 Your Booking)
Child (Eurostar Plus only)	24 hours	CHML

6

Changing booking



Changing a booking

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

- Book new segments.
- Cancel unwanted segments.
- End and Retrieve.
- Change/Reissue ticket manually (no Automated Ticket Changers / Scripts).

When exchanging a ticket:

- Ensure that any increase in appropriate fare is collected.
- All the tickets must be reissued before the original departure date or according to fare conditions.
- If the new fare is less expensive, unfortunately we cannot refund the difference.

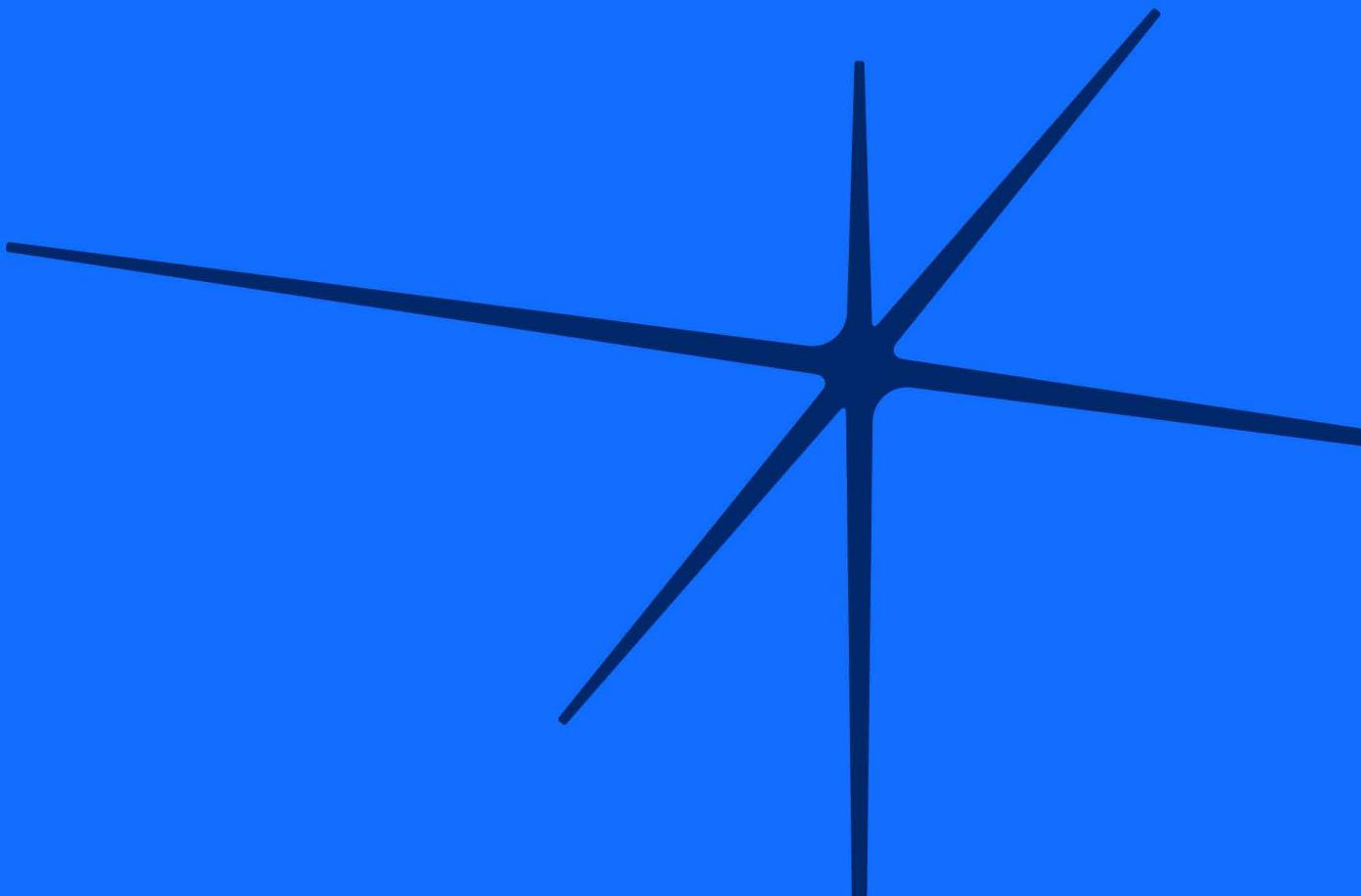
IMPORTANT:

Please note that any bookings issued via GDS Air which have since been modified via a Eurostar point of sale can only have subsequent modifications made to them via a Eurostar point of sale. For example, if a booking issued through a GDS Air system is exchanged by the passenger via the Eurostar app or website, further changes to the booking can only be made through the Eurostar app or website. It will no longer be possible to modify such bookings through the GDS Air system.

ATTEMPTS TO MAKE SUBSEQUENT CHANGES IN THE GDS PNR TO SUCH BOOKINGS WILL CORRUPT / CANCEL THE ENTIRE ITINERARY.

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 D, J, C class.

Revalidation must be completed within 48 hours after departure, 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.
- Book new segments.
- Cancel unwanted 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.
If the passenger uses part of the original journey e.g. Paris to Brussels instead of Paris to Cologne, we cannot process a partial refund via BSP, and you need to write to contactus@eurostar.com
- 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.

- Where an e-ticket is unused, 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 and issue a brand-new ticket there.

For partial refunds please process/request the refund only after completion of travel.

Refund calculation for partially used tickets:

- 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., **FQPZXRQQS/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. . . .QQ5.0.S  
>  
> PAGE 1/ 1
```

Please edit the fields accordingly as seen on snapshot below:

```
FQP/R,12AUG23,LON ;  
U.9F. . J.06SEP.ZYR. . . .QQ5.0.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 JAB5OW * * 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 (ZXR, 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	