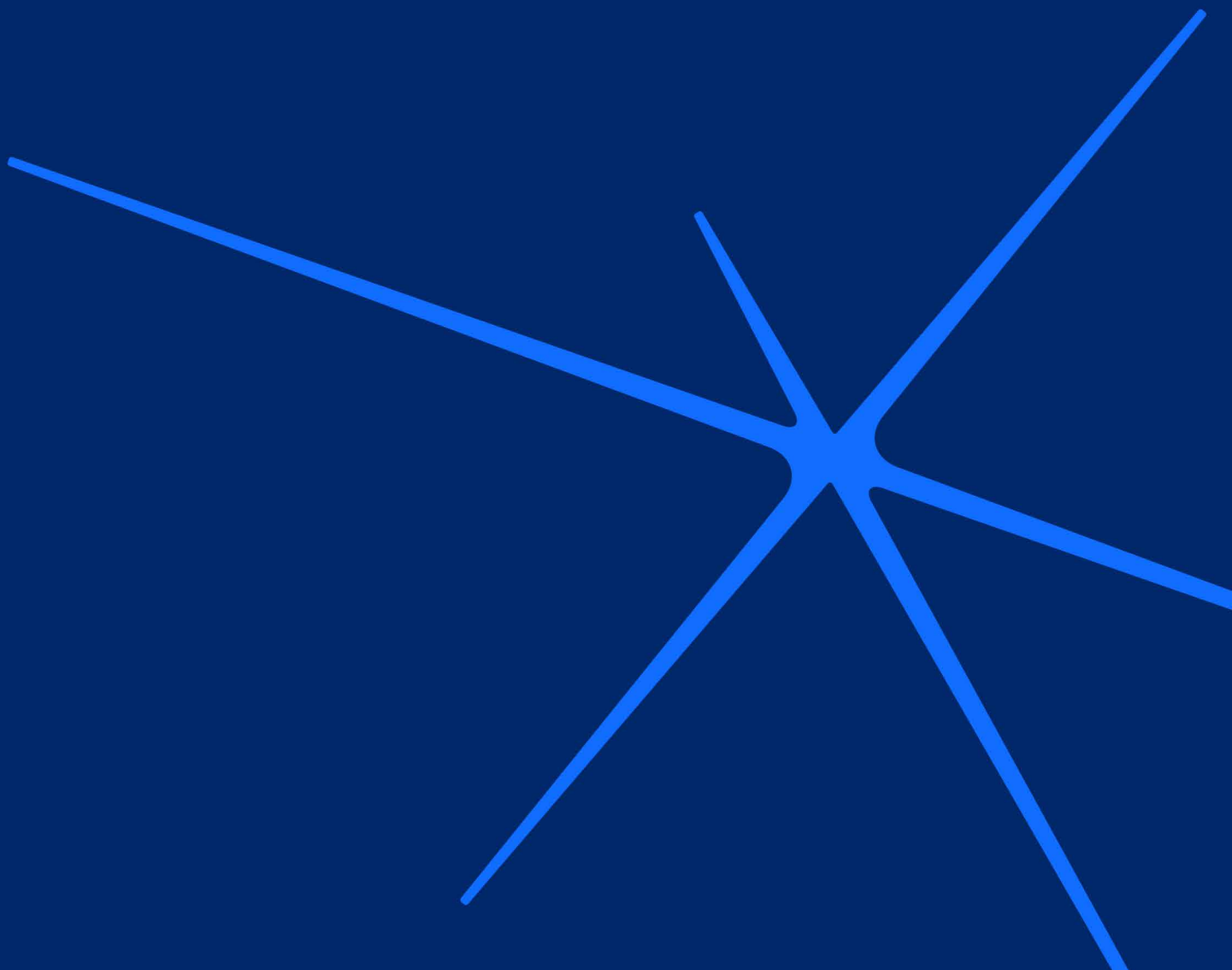
Eurostar - GDS Air Disruption Guide

August 2026



Content

1 What is considered as disruption?

2 How can I ensure that a train is disrupted?

3 My client is travelling today and their train is affected. What can I do?

4 The train is disrupted and my client wants to exchange or refund their ticket. What should I do?

5 What is the process to exchange a ticket when disruption mode is activated?

6 Can I upgrade or downgrade the class of service when rebooking due to disruption?

7 What is the process to refund a ticket when disruption mode is activated?

8 What if the booking is not eligible for a free exchange / refund (i.e., you do not see any banners via Manage Your Booking and train is not cancelled)?

9 Can my client claim for other expenses incurred because of disruption?

10 What if I need more help?

Eurostar – GDS Air Disruption Guide

Dear partner,

We would like to share with you this useful GDS Air guide that explains how to handle Eurostar travel disruption. We hope it will give you all the information that you need.

Enjoy the reading!

1 - What is considered as disruption?

- Your client's train is delayed for 60 minutes or more.
- Your client's train has been cancelled.
- Your client's train is likely to be affected by disruption.

Eurostar will then activate disruption mode in all affected bookings to allow passengers to make a free exchange (within the same cabin) or refund of their ticket.

As disruptions may eventually affect more trains than originally planned, it is highly likely disruption mode will be activated for more trains if required.

You can verify if your booking is eligible to a free exchange/refund by checking the reservation via "Manage Your Booking".

- If the train **has been cancelled**, this will show as a **red** cancellation banner/alert via Manage Booking at Eurostar.com
- If the train is **likely to be affected** by disruption, this will show as a **yellow** banner/alert via Manage Your Booking at Eurostar.com

You can still process a free exchange (within the same cabin) or refund if your train has not been cancelled but shows a yellow banner via Manage Your Booking.

Please note you will not be notified of any cancellations resulting from disruption via GDS (i.e., segment will not go UN status). Instead, you should be notified by email.

2 - How can I ensure that a train is disrupted?

Please check this website for a list of cancelled/delayed trains in real time.

Clients will receive a notification from Eurostar about their booking.

3 - My client is travelling today and their train is affected. What can I do?

For any cancellation on date of departure, re-accommodation will be handled directly by Eurostar. Passenger will be booked on the next available train.

Should passenger prefer to travel on an alternative train to the one Eurostar has allocated, you may still refund or exchange his ticket.

If there has been no re-accommodation made by Eurostar, you may still proceed to do this yourself as long as you adhere to the guidelines available within our GDS Handbooks.

4 - The train is disrupted and my client wants to exchange or refund their ticket. What should I do?

When trains are disrupted, Eurostar gives you the opportunity to override certain fare rules. Please check that the booking is eligible to a free exchange / refund by checking the ticket status on "Manage Your Booking".

On disruption mode, you are fully autonomous to do a free refund/exchange of the ticket though your GDS.

Please note that Eurostar will not be able to do it for you, as it would corrupt your GDS Air booking (Eurostar can only re-accommodate passengers the day of departure whenever there is disruption to our operation, this re-accommodation is done automatically or in station).

We exceptionally allow out of sequence usage of our tickets during involuntary cancellations / delays more than 60 min (i.e. : outbound disrupted but passenger may use inbound). Once travel is completed, you may apply GDS ticket for partial refund (coupon 1).

5 - What is the process to exchange a ticket when disruption mode is activated?

If you opt to reissue the ticket, you may do so at nil (0) value for the affected coupon only. This can be done on a different train / date in the same class of service.

Please note when exchanging 9F tickets you must ensure you follow below sequence:

1. Book new segments.
2. Cancel segments.
3. ER
4. Change/Reissue ticket manually (no Automation / Scripts).

Should you follow any other sequence or use any Automations/Scripts, it will likely fault the booking in our internal reservations system.

If you are unable to reissue in the same PNR, you may try doing so (i.e., manual reissue) on a brand new PNR.

Please ensure you add "***train number/ date***" to the endorsement field when reissuing.

6 - Can I upgrade or downgrade the class of service when rebooking due to disruption?

It is possible to upgrade or downgrade the class of service of your booking but only if there are no more seats available in the same cabin.

This opportunity is only offered for trains with disruption mode (i.e., with either a red or yellow banner at Manage Your Booking) activated.

In case of downgrade: should the new fare be lower, no refund will be given.

If you can book any RBD within the same cabin (preferably the next one available), you must do it. No need to upgrade or downgrade then.

7 - What is the process to refund a ticket when disruption mode is activated?

In the event of a disruption, no waiver codes are required. You may simply proceed with cancelling the ticket and submit it for a partial or full refund, depending on whether the passenger has utilized any of the segments.

If the ticket status is open, you can process the refund directly through your GDS (Amadeus / Sabre / Travelport). Please ensure that the impacted train segment(s) and date are clearly indicated in the endorsement field when processing the refunds.

Alternatively, if the method above does not work, you may then submit the ticket for a partial or full refund via BSPlink or ARC, making sure to include the relevant details in the refund application remarks section.

You have up to **90 days** (3 months) from your travel date to request the refund.

8 - What if the booking is not eligible for a free exchange / refund (i.e., you do not see any banners via "Manage Your Booking" and train is not cancelled)?

In that case, the ticketed conditions still apply, and you can only make an exchange/refund according to the fare rules.

9 - Can my client claim for other expenses incurred because of disruption?

In that case, the ticketed conditions still apply, and you can only make an exchange/refund according to the fare rules.

We can only consider reimbursing you for the following expenses if the passenger is stranded as a direct result of the delayed or cancelled train:

- Overnight accomodation
- Food
- Transport between the station and accomodation
- The cost of calling anyone who was waiting for the passengers at their destination

We can't cover:
The cost of alternative transport by rail, coach, or ferry if:

- The passenger was advised of their options within 100 minutes of the scheduled departure and they didn't wait for the next available Eurostar train.
- The unused Eurostar ticket is refunded.
- Any other expenses

To see if you can claim, please Contact us and fill in the online form.

10 - What if I need more help?

Please check our GDS handbooks on our dedicated GDS Air page:

- Your Guide to Amadeus
- Your Guide to Sabre
- Your guide to Travelport

You may also find our FAQs useful.

If you read all those guides, checked all the information on our GDS Air page, and still have a technical issue, please contact our GDS Helpdesk:

https://trade-partners-contact.eurostar.com/

Note that this helpdesk does not make or exchange bookings.

We hope that you found this guide helpful.

Apologies for any inconvenience caused and thank you for choosing Eurostar.

GDS Helpdesk Team