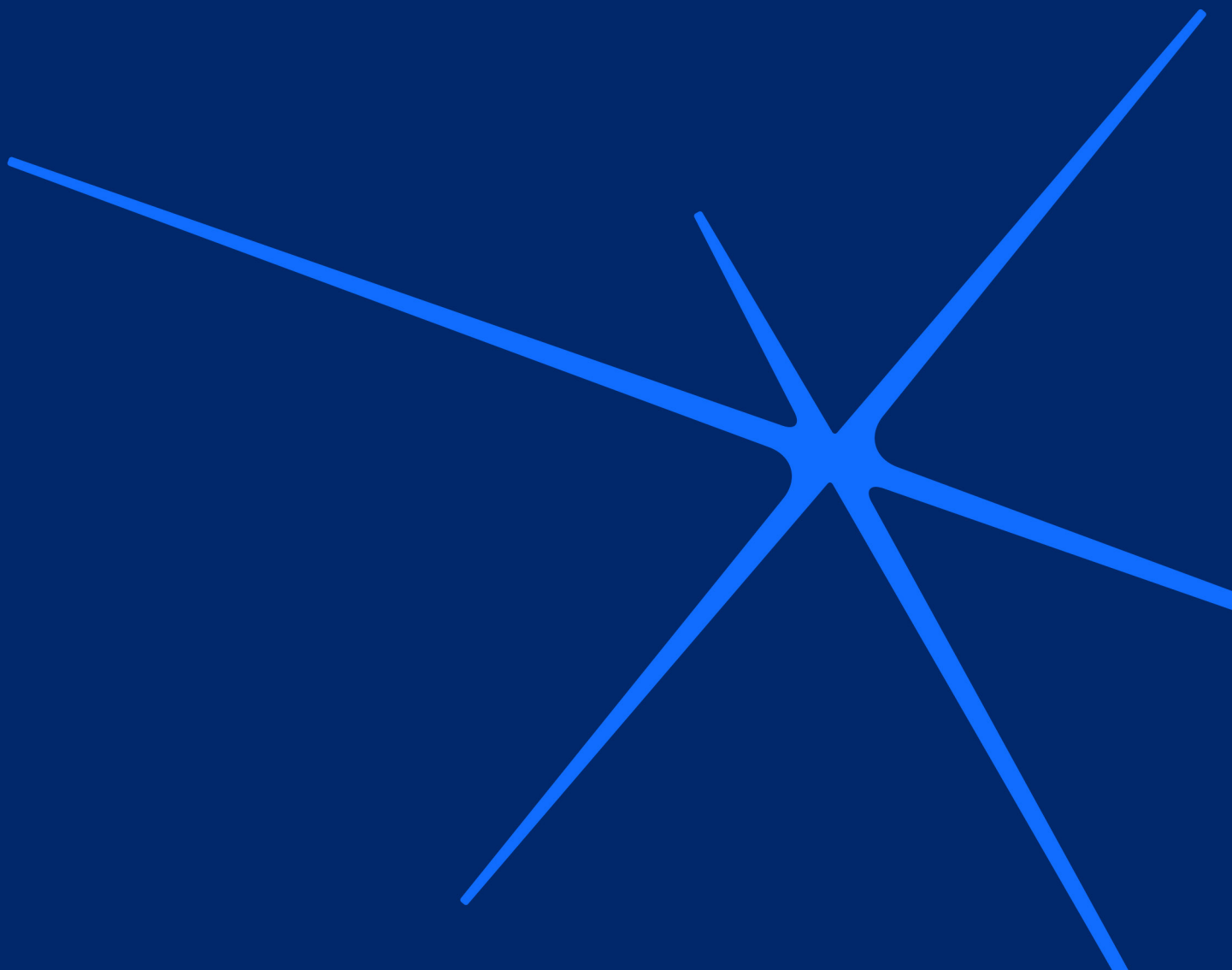
eurostar

Frequently Asked Questions

August 2026



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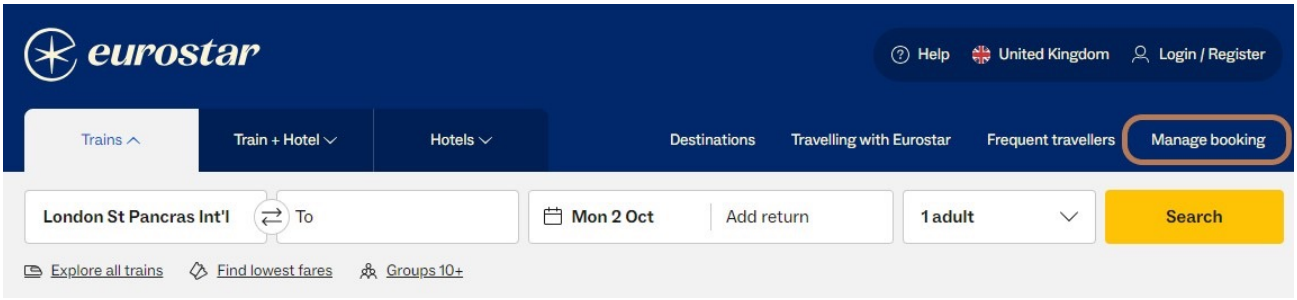
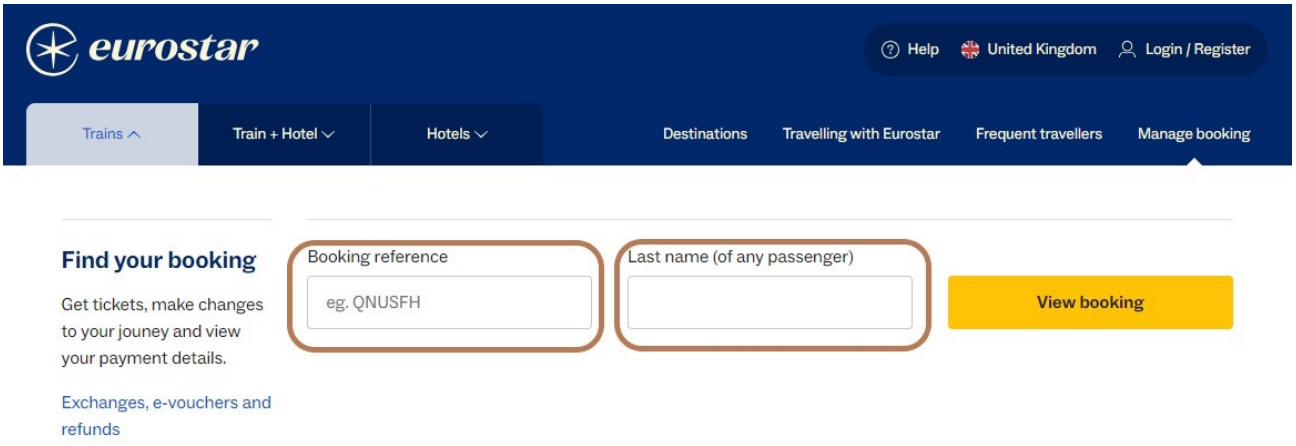
1 - How to download Eurostar boarding passes

Visit Eurostar.com and click on "Manage Your Booking" as seen on snapshot below:

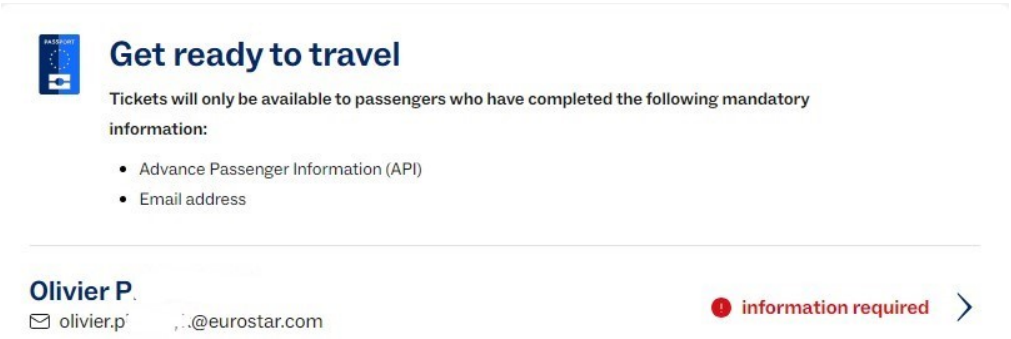


Fill out "Booking Reference" and "Last name" accordingly, please remember to use the vendor locator under "Booking Reference".

If the last name is double-barrelled, 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).
Apart from Amadeus bookings, all names must be without space.



Once inside the booking, you will need to complete the Advanced Passenger Information form. Click on the "information required" link:



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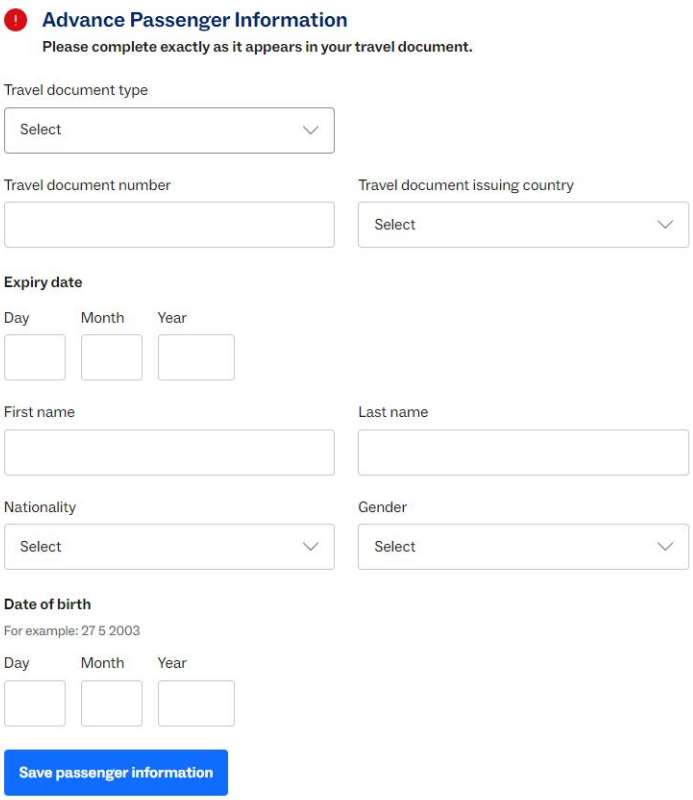
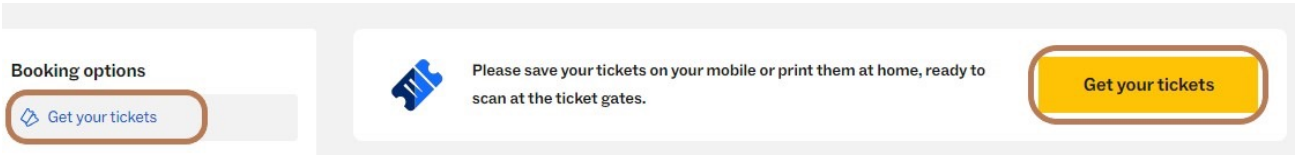
Then fill the information required and click on “save passenger information”:



When it’s done, you will be able to download the boarding pass.
Please ensure the itinerary on display matches your GDS. If it does, then click “Get your tickets” and follow on-screen instructions.



Should you encounter any errors/discrepancies at any stage, please do write us an email to https://trade-partners-contact.eurostar.com/

You must complete your API before you can print off tickets if travelling on a cross-channel route. Please also include your own valid email address as we will use this to inform you about any possible schedule changes.

2 - PRR (delay and cancellation compensation)

Compensation is offered for delays of 60 minutes or more.

GDS bookings are not eligible for compensation by e-voucher as they are not compatible with the GDS systems.

Therefore, to claim compensation for a delay of 60 minutes or more, the passenger should make the request using the following link: https://prr.eurostar.com/

They will need their Eurostar PNR/booking reference composed of six letters and numbers and their 9-digit Eurostar ticket number.

If more than one passenger travelled, a separate claim will need to be completed for each passenger each ticket.

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

PRR may not be claimed if a refund has already been submitted and approved in BSPLink or ARC or processed directly through your GDS.

You have three months from the date your train was delayed to make a claim.

Please note, for cancelled trains, if a refund of the affected coupon has been requested and approved either through your GDS or via BSP Link, this will invalidate any PRR request

Find out more about compensation here.

*If you live in the UK, your bank account number and sort code

If you live in the Eurozone, your IBAN and BIC/Swift code

If you live outside of Europe, the email address linked to your PayPal account

3 - PAO booking (GDS Rail)

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.

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)
- Ireland (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.

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 at https://trade-partners-contact.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 change the ticket status from either E or R to Open. Should you need the status changed from O to F or F to O, please write us at https://trade-partners-contact.eurostar.com/.

Coupon status changes for tickets plated on 169, please contact Hahn Air.

Why can't I see the passenger contact details when I access a GDS booking via Manage Your Booking?

Customer contact details added via the relevant GDS entries (i.e., SSR CCTE) do not fill passenger contact details in our internal reservations system.

For passenger contact details, either you or the passenger are requested to add these via Manage Your Booking following the steps outlined on Page 3 of this document under "How to download Eurostar boarding passes".

Please note if no passenger contact details are provided, nobody will receive notifications in case of disruption.

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 362 days.

Is there a character limit for passenger names?

Our internal reservations system has a limit of 50 characters (including title) for passenger names. For Sabre users only, the first name or last name must not exceed 29 characters.

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?

If your exchange includes an upgrade in travel class, you can upgrade to Eurostar Plus, but you cannot upgrade to Eurostar Premier.

Downgrades are allowed, however no refund for the fare difference will be given.

Can I use Eurostar tickets out of sequence ? (i.e. inbound but not the outbound)

We do not allow out of sequence usage, except in the event of involuntary cancellations and disruption, refer to our Disruption guide.

Fully flexible (Eurostar Premier) tickets only:
If passenger incurs a no-show outbound and changes to the inbound coupon are required, please write an email to gds.helpdesk@eurostar.com for guidance on the process to follow.

Is YR tax refundable?

The YR tax is 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 your Booking at Eurostar.com.

Please note that seat changes are not possible on our continental routes.

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.

If you have accidentally already divided a booking and changes are needed, please write to us at https://trade-partners-contact.eurostar.com/ and we will offer a workaround.

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.

Frequently Asked Questions

Are Eurostar tickets reroutable?

Rerouting not permitted at any time. If you want to change the OD, you must create another booking.

From which station can I book to Marne-la-Vallée?

Marne-la-Vallée, Disneyland is only available via ZYR/ZYA/AMS.

Can I book youth or senior fare in the GDS?

No, youth/senior fares are not available in the GDS

Can I mix classes of service in the same GDS ticket?

Yes you can.
Please remember that upgrades to Eurostar Premier are not allowed.

Are all Eurostar fares and all Eurostar routes accessible in GDS Air?

No, some of our fares and some of our routes are not accessible in the GDS.