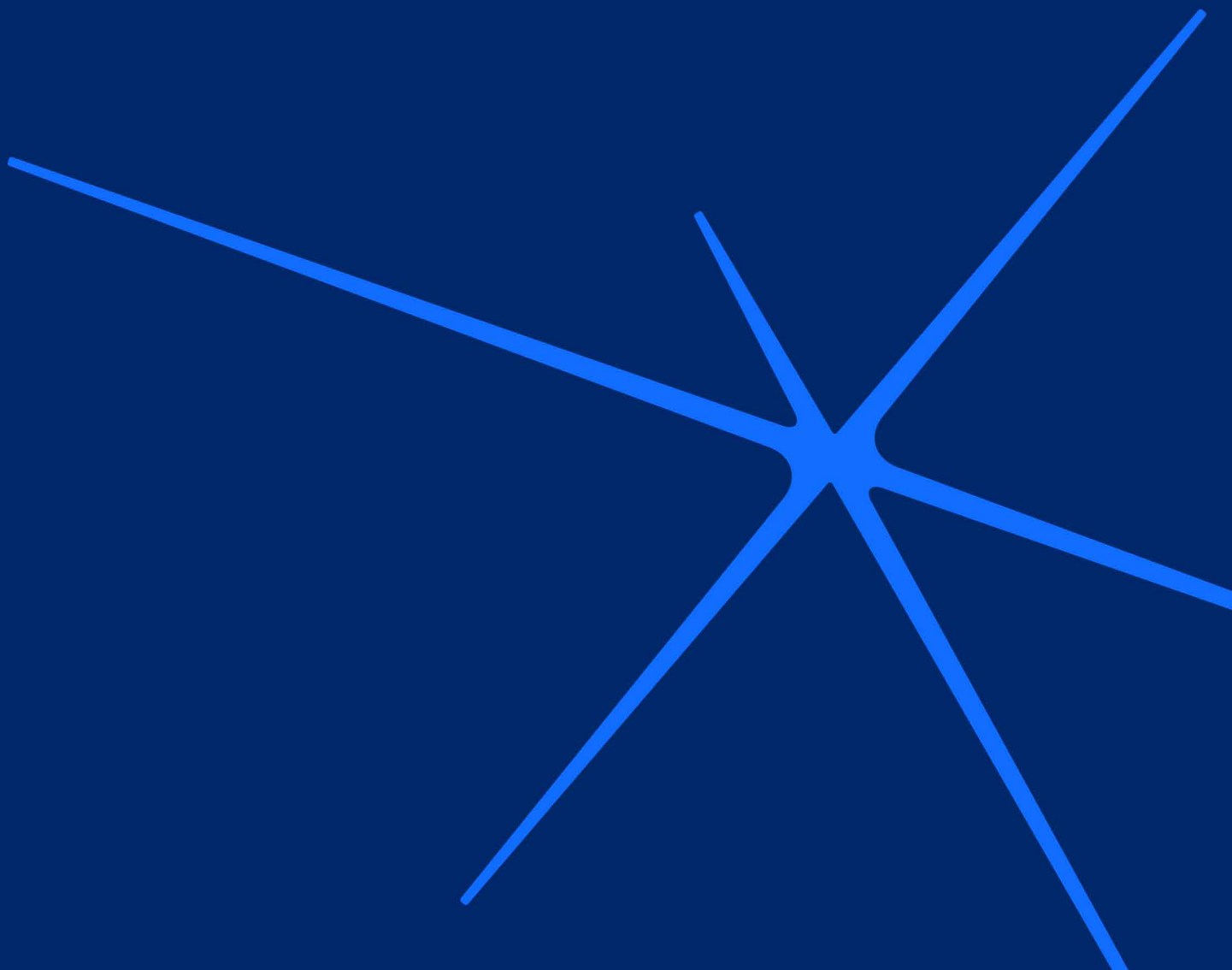
eurostar

Your guide to Travelport

July 2026



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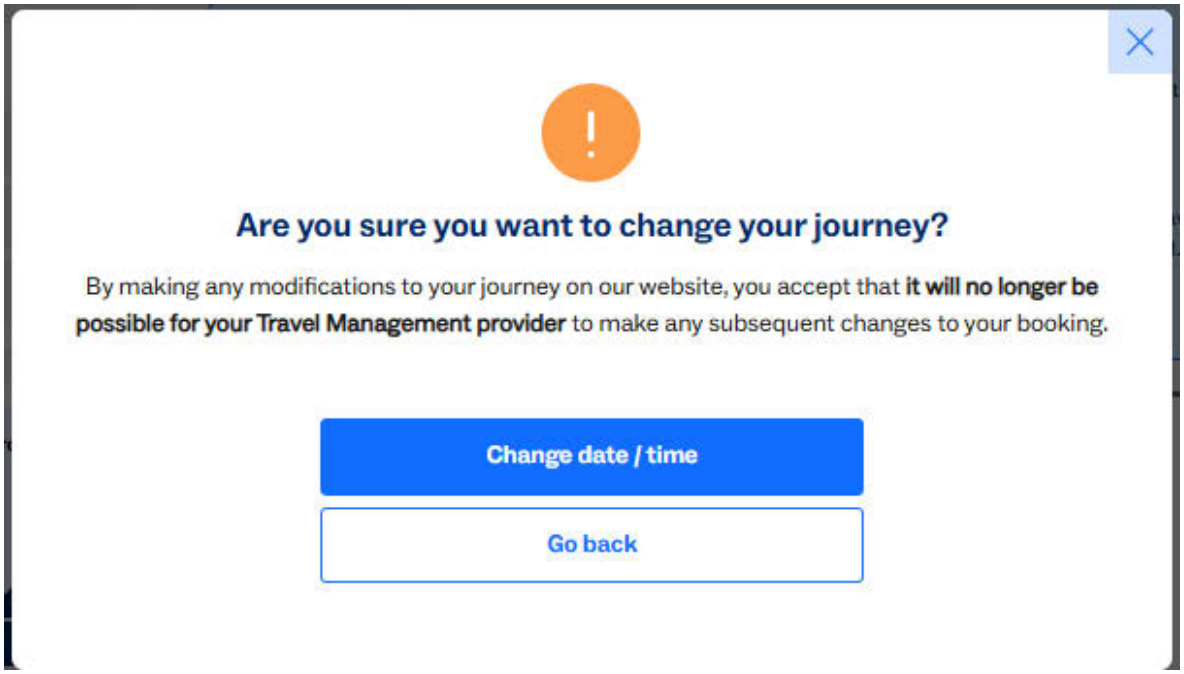
IMPORTANT:

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.

This warning banner will display as soon as the passenger attempts any modifications to their GDS Air booking:



1

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

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) :

GDS Air Eurostar (9F) Booking Classes Between France, Belgium, the Netherlands and Germany		
Eurostar Premier	Eurostar Plus	Eurostar Standard
P	C	W
F	D	B
A	Z	K
	S	X
		L
		M
		O
		Q

Making a booking

Please follow the steps below to create your Eurostar booking:

1. Create PNR using standard Travelport 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 Travelport entries.
7. To price bookings use **FQAC9F**.
    - 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., **FQP1-2**).
    - If you are pricing a corporate deal, please use **FQP1-(CORPCODE):P** (e.g., **FQP1-TEST:P** if your Corporate Code is TEST to price Passenger 1)
    - 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

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. To price a single child, the passenger type CNN must be replaced with the passenger age, and the system must be told that the child will be accompanied on the service by using the /ACC

FQ*C10/ACC/C9F

To quote adults and children in the same booking you can use the following entry, the example is for 2 adults a 7 years-old child and a 5 years-old child:

FQP1-2.3*C07.4*C05

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 Travelport 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 (e.g., **FQP1-2**) to create one FQ for all passengers (example is for 2 passengers)

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 Seating data (i.e., *SD).

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 available to book for class of service required for sector 1 (as per snapshot below):

```
 1. 9F 9114 J 20OCT QQSZYR HS1   0816   1112  O          E FR
```

SA*9F9114J20OCTQQSZYR

SA*9FTRAINNUMBERCLASSDEPTDATECITYPAIR

Response below advises that Coaches 16 is applicable for the Train segment booked:

```
1-SA*9F9114J20C
9F - EUROSTAR          TRAIN NO: 9114       20OCT      QQS  ZYR
COACH CLASS SEATS
  16  BUS N   32
>SA*C.
>
```

It is very important that the "coach availability" display is checked, as Eurostar Premier and Eurostar Plus 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.

Then to display a specific coach

For example, to display coach 16 please enter the following command:

SA*C16

```
1-SA*C16
9F - EUROSTAR          TRAIN NO: 9114       20OCT      QQS  ZYR
COACH NO: 0016                 NON-SMOKING

(-------------------------------------------------------------)
   11     ..     ..     ..     31     35

   13     17     23     27     33R    37F
   14     18     24     28     34R    38F
(-------------------------------------------------------------)
>SA*C.      >SA*C*.      >SA*PR.
>
```

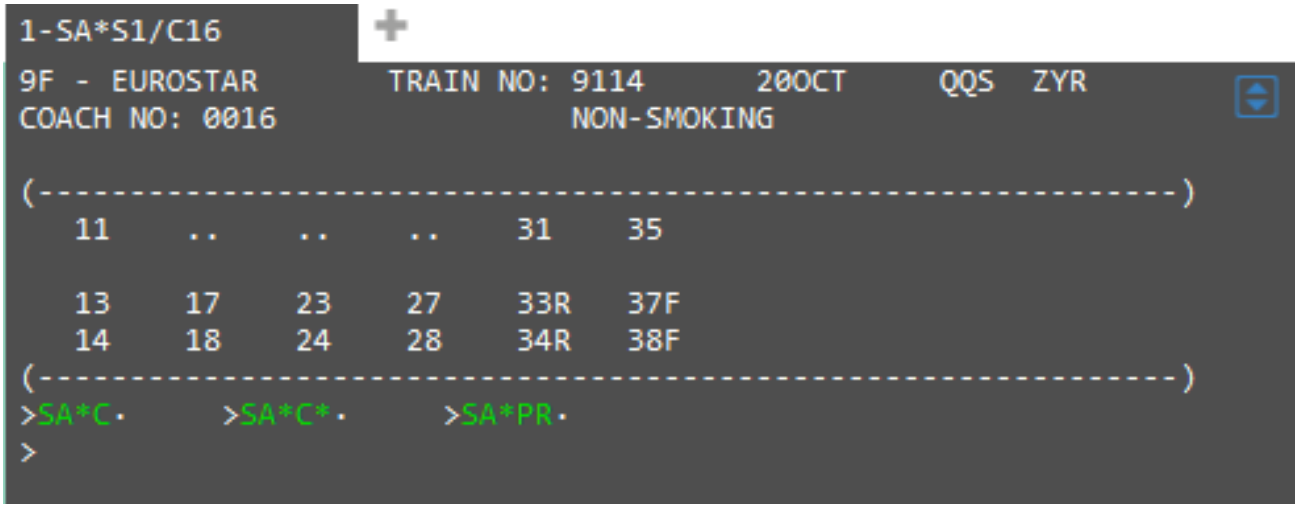
Response above shows Coach 16.

To pan left or right, please use either **SA*PR** (right) or **SA*PL** (left)

Alternatively, you can display the Coach from the PNR by inputting the Coach Number.

For example, in segment 1 of your PNR to display directly Coach 16 enter

SA*S1/C16



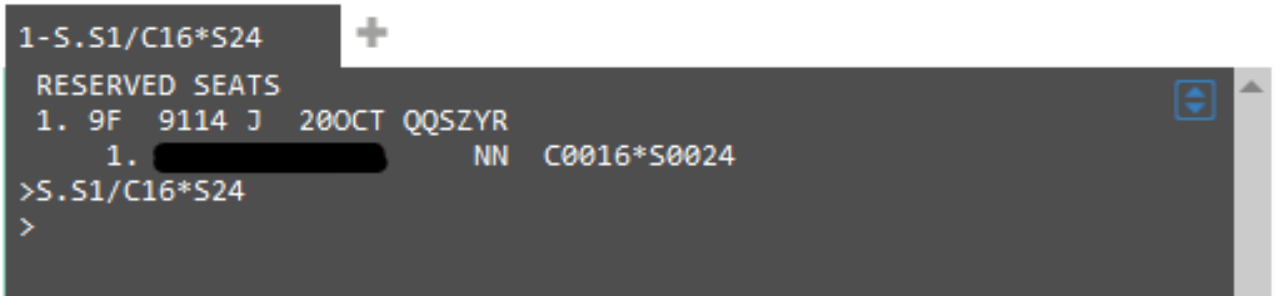
Advance Coach/Seat assignment:

To enable your customer to hold an advance coach/seat assignment on the Eurostar service booked use the following entries in Travelport native:

- (e.g., request Seat 24 in coach 16 which is segment 1, the entry is:

S.S1/C16*S24

Response to request – note the response will show the Coach and Seat number as 4 digits



For a 2 pax PNR requesting seats 23 and 24 in Coach 16 for segment 1 of your PNR, the entry is:

S.S1P1.2/C16*S23.S24

Seat allocation

For a 2 pax PNR requesting seats 23 and 24 in Coach 16 for segment 1 of your PNR, the entry is:

S.S1P1.2/C16*S23.S24

The long format for a specific coach using the 9F train number class of service DDMMM and city pair then the specific Coach map you want to view

e.g., for the 9F 9114 in J class on 20OCT between QQS (London St. Pancras) and ZYR (Brussels Midi) and for Coach 16:

SA*9F9114J20OCTQQSZYR/C16

Alternatively, you may use Travelport Marketplace to assign seats.

Seat Change:

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

Procedure	Code
Check the seat availability display e.g., coach 5 sector 1	**SA*S1/C05**
Request new coach and seat number using change seat entry e.g., coach 5 seat 31 for sector 1	**S.S1@C5*S31**
Request new coach and seat number using change seat entry for multiple passengers eg coach 5 seat 31 and 32 for sector 1	**S.S1P1.2@C5*S31.S32**
Receive	**R.INITIALS**
ER	**ER**
IR	**IR**
Check new seats in Seat Data field	***SD**

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.

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., M.9F30838112345679810

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

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: **SI.VLML**
- To order a vegan meal for a specific passenger, the entry is: **SI.P2VGML** (for passenger 2)

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

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 recommend process for changes to Eurostar GDS bookings is as follows:

- Book new segments.
- Cancel unwanted segments.
- End and Retrieve.
- Change/Reissue ticket manually (no Automation / Scripts) *
  **in case the automated command fails*

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:

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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 Travelport. 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 for routes to/from London and P, F or A class for routes between France/Belgium/Germany/the Netherlands (Former Thalys).

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 Travelport.
- 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 Travelport 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.
- 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.

- Refunds must be completed within 60 days of travel date, where ticket conditions permit.
- Where an e-ticket is unused, the refund may be processed through Travelport. 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.
- If the ticket has been partially used and there is a cancellation either outbound or inbound:
  - Use the fare calculation line, example below:
    - LON 9F PAR294.41 9F LON272.41NUC566.82END ROE0.793947
  - 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

Outbound train cancelled: Using example above you will multiply 272.41 by ROE (0.793947), that equals GBP216 (rounded figure)

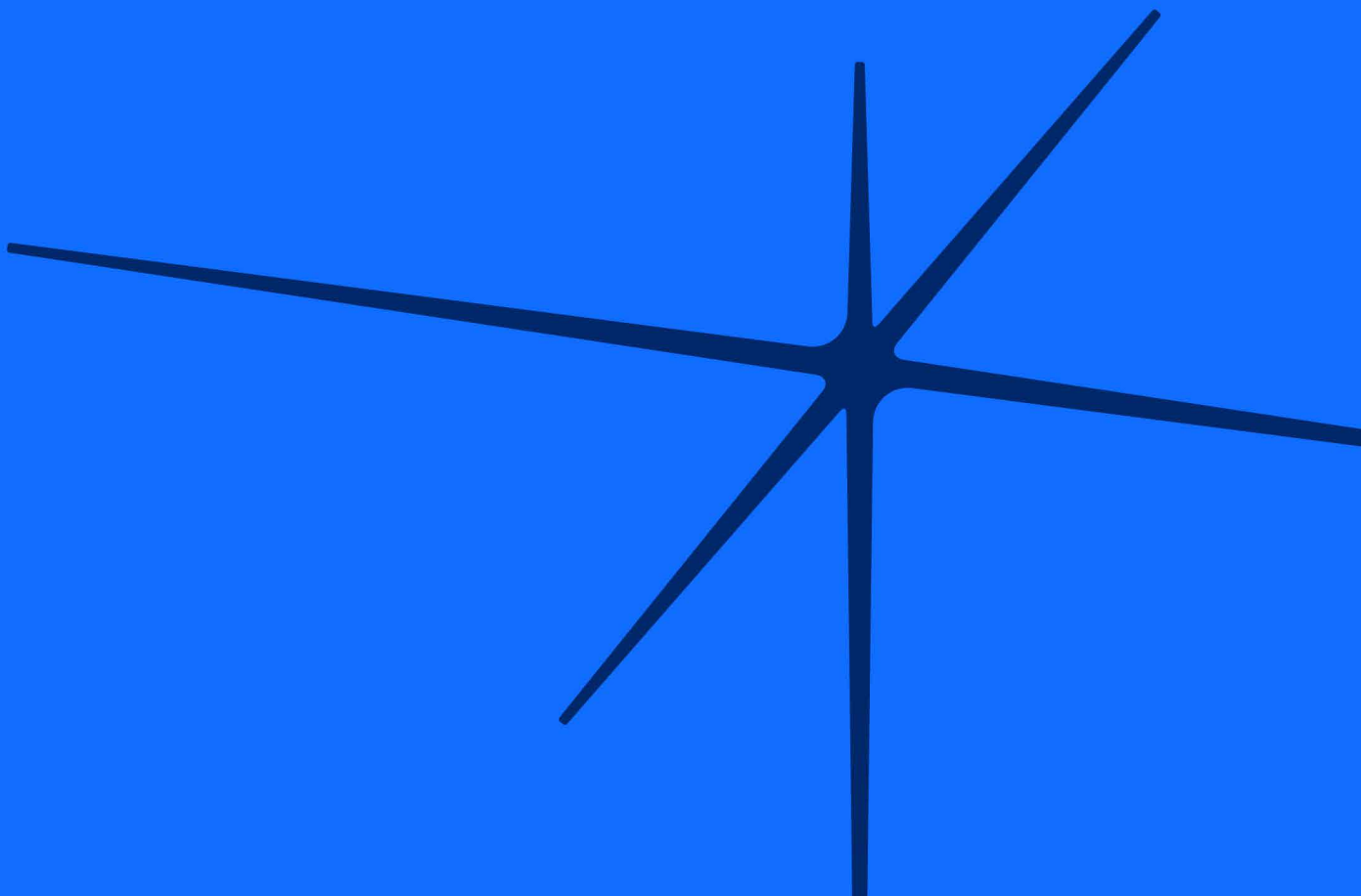
Fare Issued	YR Tax	Total
GBP450	GBP12	GBP462
Travelled	**YR Tax**	**Total**
GBP216	GBP6	GBP222
	Difference to be refunded	462 minus 222 = **GBP240**

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	GBP12	GBP462
Travelled	**YR Tax**	**Total**
GBP234	GBP6	GBP240
	Difference to be refunded	462 minus 240 = **GBP222**

10

Rich content & branding



Guidance for Using Travelport's Rich Content & Branding

Travelport users can access rich content and branding information.

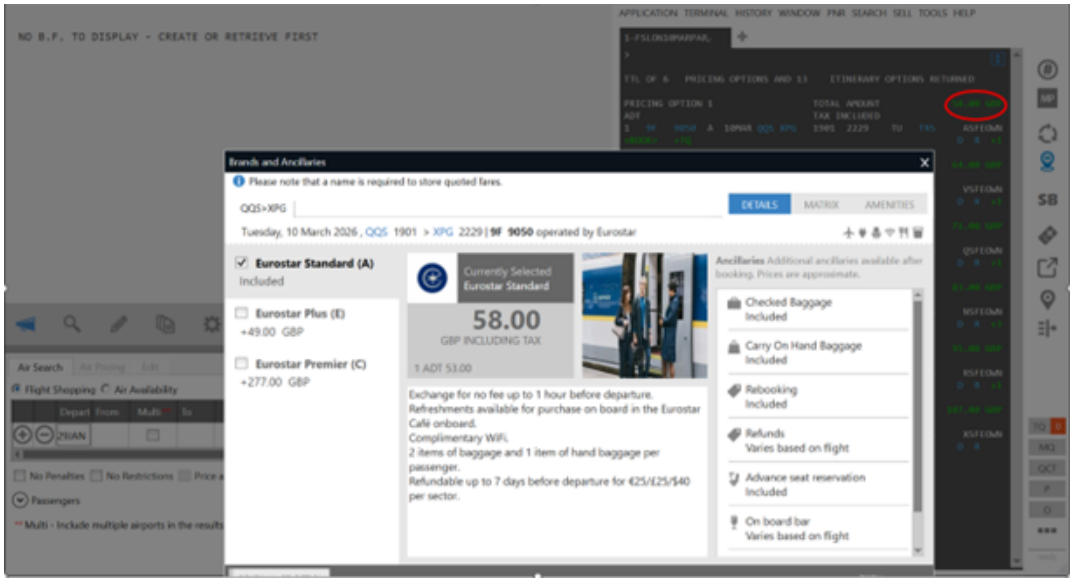
This information includes visual representations and summaries of the features offered in each of Eurostar's classes of service.

These features are exemplified in the screenshots below related to a search on the St Pancras International to Paris Nord route for travel on 10th March 2026:

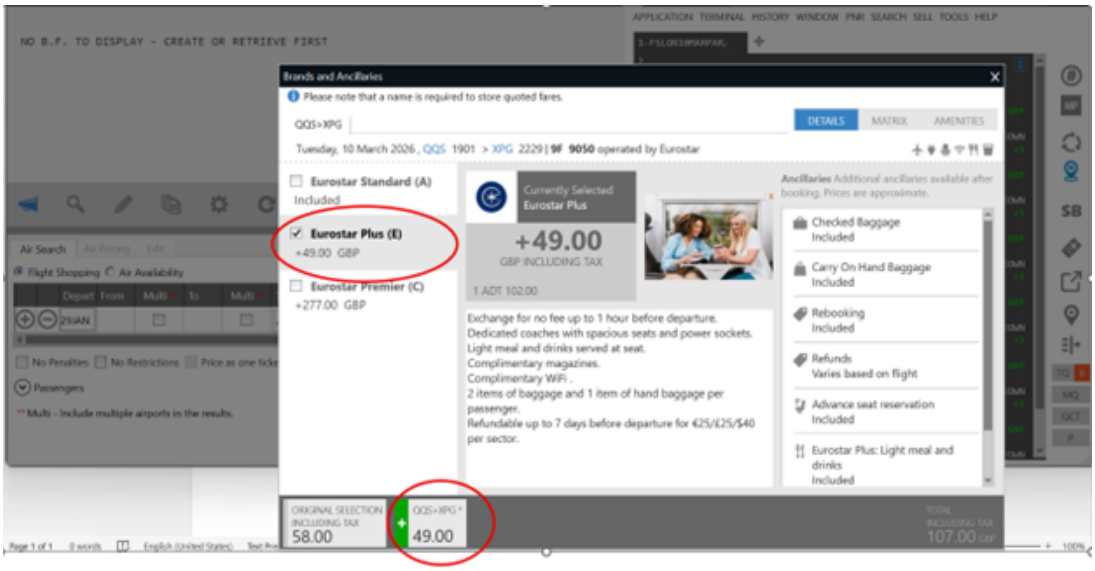
How to access images and details related to Eurostar's different classes of service:

On the Fare Shopping screen, (FSLON10MARPAR/9F) click on the fare for the desired option and this will launch the Brands and Ancillaries screen which provides a visual image of the class of service and a summary of product features and conditions.

In the example screenshot below, a search from London St Pancras International to Paris Nord on 10th March 2026 is made (FSLON10MARPAR/9F) and the agent selects an option at £58.00 by clicking on the £58.00 in the red circle. This opens the Brands and Ancillaries screen for the selected option.

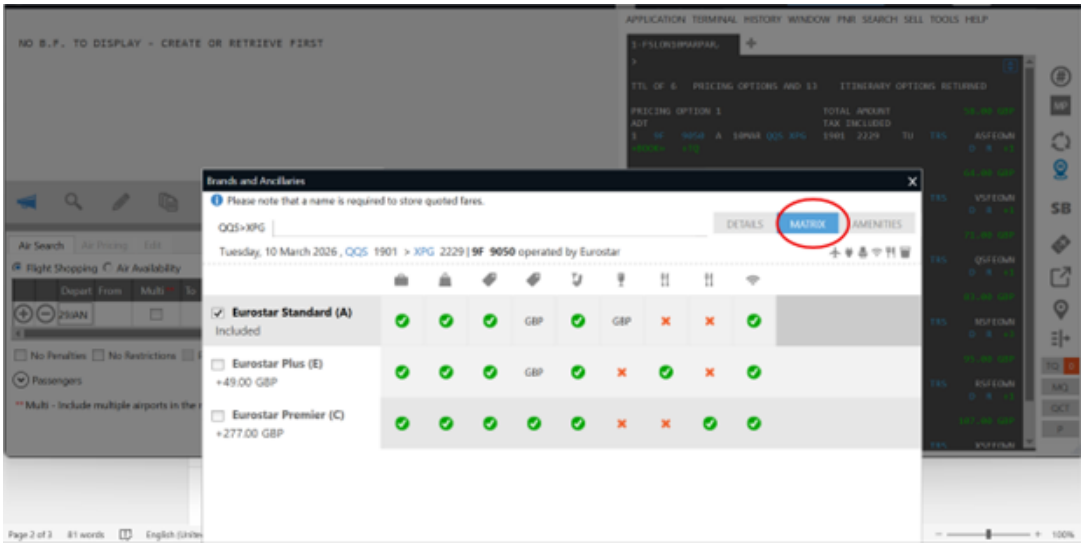


Simply check the box of the class of service to which you are making an upgrade and the additional cost for the upgrade is displayed.



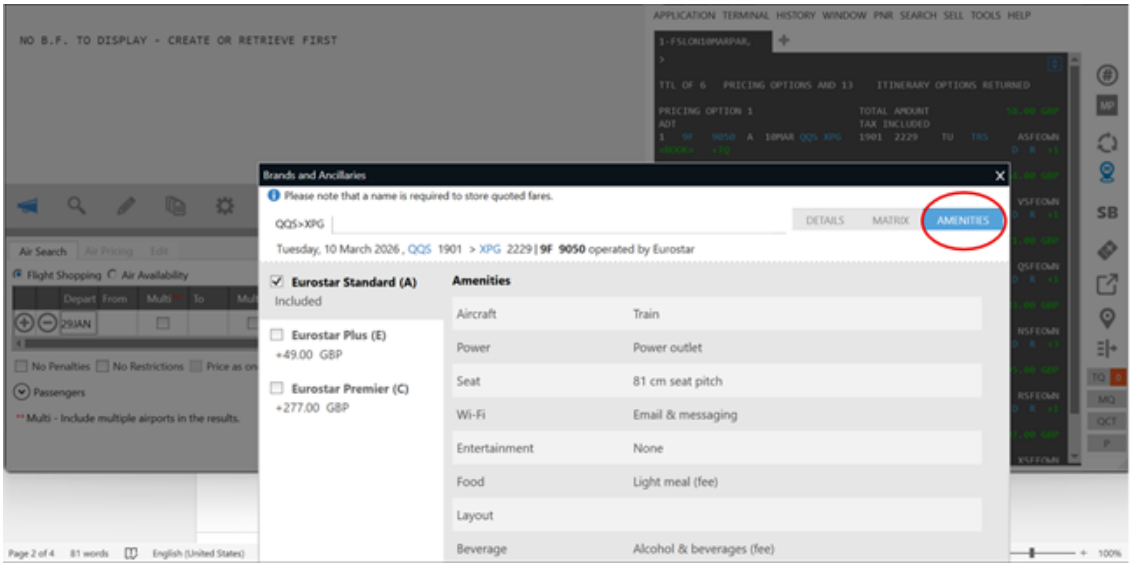
How to view a summary of product features for each Eurostar class of service

Click on the “MATRIX” tab to see a tabular summary of product features of each of Eurostar’s three classes of service



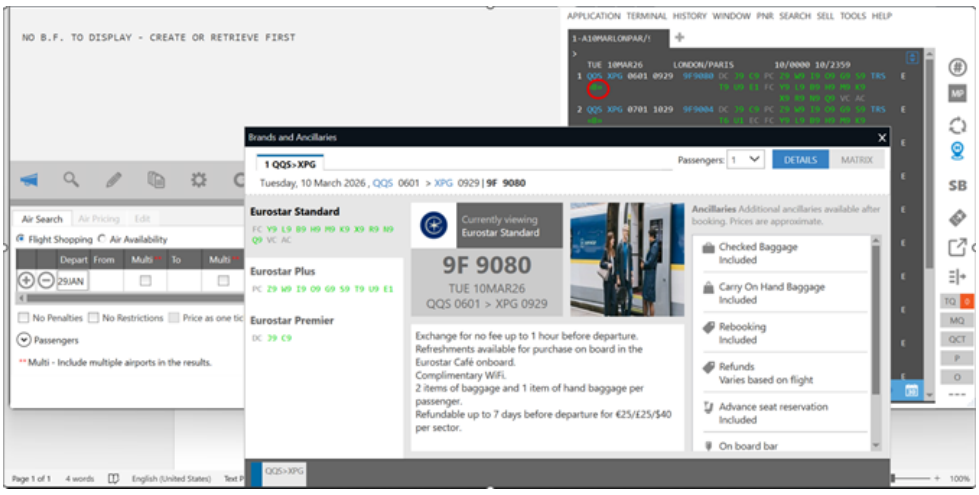
How to view features and benefits offered to customers in each class of service

Once you have selected your preferred itinerary, click on the “AMENITIES” tab to reveal a list of features and benefits, including at seat electrical points and catering provision:



How to access the brands and ancillaries screen from the availability screen

On the availability screen, (which in this example is for the entry A10MARLONPAR/9F), click on the “B” icon and the Brand screen will appear.



Further information on Travelport’s Rich Content and Branding (Branded Fares) can be found in the **Branded Fares - General Information KB0029528** section **in My Travelport.** https://my.travelport.com/