

Eurostar quick guide

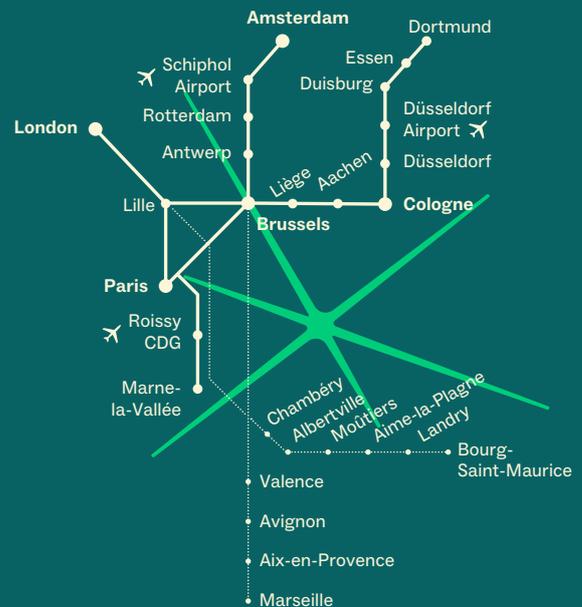
Everything you need to know

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Contents

Our network	1
Club Eurostar	2
Club Eurostar benefits	2
Eurostar Premier Lounge access	3
Our travel classes	4
Ticketing and aftersales	4
Boarding guarantee	5
Compensation	5
Luggage	6
What assistance do we offer?	7
Border control	8

Our network



Club Eurostar



- **Digital membership** card only
- Members earn **status points** to maintain or upgrade their membership level. Their balance is cleared and restarts every 12 months on their membership anniversary
- Members earn separate **reward points** to use on benefits
- Members earn more reward points the higher the level they're in

Here's a breakdown of the membership levels and their required status points.

Classique	Avantage	Carte Blanche	Étoile
0 to 499 status points	500 to 2899 status points	2900 to 4999 status points	5000+ status points

Club Eurostar benefits

Here's what each Club Eurostar membership level offers.

	Classique	Avantage	Carte Blanche	Étoile
Use points on free tickets	•	•	•	•
Use points on discounts	•	•	•	•
Use points on upgrades or share them with friends and family	•	•	•	•
Get partner discounts	•	•	•	•
Access Eurostar Premier Lounges in Paris, London and Brussels			•	•
Access Railteam lounges			•	•
Boarding guarantee for the train before or after the one booked (excludes trains to/from London)		•	•	•
Access priority ticket gates (to/from London only)			•	•
Boarding guarantee for any other train on the day of departure				•
Receive exclusive invitations to events				•
Receive companion vouchers				•

Eurostar Premier Lounge access

Certain travellers can get into our lounges. Here's how the rules change based on who's visiting and when. Travellers can only access our lounges for up to 2 hours before their departure, or once check-in has opened for their train.

	Weekdays	Weekends
Based on Club Eurostar level		
Carte Blanche	Member + 1 guest	Member + 4 guests
Étoile	Member + 2 guests	Member + 4 guests
Based on class of service		
Eurostar Premier ticket holders	Ticket holder only (ticket must be for the same day that access is required)	
Other		
Other	<ul style="list-style-type: none"> - Wheelchair users* (booked in the wheelchair space on board), plus their 1 or 2 companion fare ticket holders and/or their children under 16 years old** - Qualifying Railteam card holders with a Eurostar ticket for that day 	

*This does not apply to station wheelchair users or passengers with assistance dogs/cats.

*This does not apply to visually impaired customers unless they pre-booked special assistance.

**Children under 4 do not count against the traveller's guest allowance.



Our travel classes

	Eurostar Standard	Eurostar Plus	Eurostar Premier
Seats	Standard seat	More spacious seat	More spacious seat
Exchanging tickets	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee up to 1 hour before departure. If the new ticket is more expensive, a price difference will apply	Exchangeable with no fee up to 2 days after departure. If the new ticket is more expensive, a price difference will apply
Refunding tickets	Refundable up to 7 days before departure with fee of €25/£25/\$40	Refundable up to 7 days before departure with fee of €25/£25/\$40	Refundable with no fee up to 2 days after departure
<u>Boarding guarantee*</u>	No	No	Yes
Seated meal	No	Routes to and from London only	Yes
Priority ticket gates	No	No	Routes to and from London only
Lounge access	No	No	Yes

*See page 5

Tickets and aftersales

Here are a few important rules to remember.

- When exchanging a ticket, any price difference will need to be paid if the new ticket is **more expensive**
- When exchanging a ticket, there will be no refund of the price difference if the new ticket is **cheaper**
- If a Eurostar Standard or Eurostar Plus ticket is exchanged within 7 days of travel, it's not refundable
- A ticket cannot be upgraded from Eurostar Standard or Eurostar Plus to Eurostar Premier
- Children (up to the age of 11) can travel in Eurostar Standard or Eurostar Plus with up to a 50% discount on the adult price. There is no discount for children travelling in Eurostar Premier

Boarding guarantee

How it works

Here are the rules of the boarding guarantee:

- Eurostar Premier travellers can exchange their ticket for any train on their day of their departure without paying the price difference
- Eurostar Premier travellers can exchange their ticket online or go to the station and talk to the train manager or service desk
- Travellers are not guaranteed the same travel class or catering
- On our routes between Belgium, France, the Netherlands, and Germany, they're not guaranteed a seat

Access	Eurostar Premier	Corporate Fares	Avantage	Carte Blanche	Étoile
The train before or after the one booked (between Belgium, France, the Netherlands, and Germany only)		•	•	•	
Any train on the day of departure (between Belgium, France, the Netherlands, and Germany only)					•
Any train on the day of departure (all routes)	•				

Compensation

Here's what customers are entitled to following a delay...

	60 – 119 minutes	120 – 179 minutes	Over 180 minutes
Eurostar e-voucher	30% of the cost of the affected journey	60% of the cost of the affected journey	75% of the cost of the affected journey
Refund	25% of the cost of the affected journey	50% of the cost of the affected journey	50% of the cost of the affected journey

Please note:

- We also have compensation available if we are unable to provide catering, access to our lounges, or fulfil our boarding guarantee. Customers will be directed to the Eurostar Contact Centre for more information in these instances.
- Customers can claim compensation on a connecting leg of a journey by contacting the operator directly. More information about connecting journeys is available [here](#).

Luggage

Our luggage allowances, labelling guidance, and rules for bikes can differ. Here's a helpful summary.

	Routes between France, Belgium, the Netherlands, and Germany	Routes to and from London
Eurostar Standard / Eurostar Plus	Adults: 2 bags + 1 handbag or daypack Children: 1 bag + 1 handbag or daypack	
Eurostar Premier	Adults: 3 bags + 1 handbag or daypack Children: 1 bag + 1 handbag or daypack	
Pushchairs	Pushchairs and prams travel for free	
Labelling luggage	All luggage must be labelled	
Exceeding policy (in number or size)	Fee of €30 per item of luggage	Travellers must pay and register at Eurostar Travel Services (travelservices@eurostar.com)
Bikes	Both wheels must be removed, and everything must be covered by a non-rigid cover that's no larger than 135cm x 85cm x 30cm Travellers with a bike must present themselves on the platform 30 minutes before departure	Bike spaces must be reserved by emailing travelservices@eurostar.com Between London and Brussels: Fully assembled bikes or disassembled bikes in a bag or box Between London and Paris: only disassembled bikes in a box or bag Folding/children's bikes (<85cm in length) must be in a bag, can be taken as part of a luggage allowance, and do not need to be reserved We do not accept electric scooters or hoverboards. Spaces for electric bikes can be reserved by emailing travelservices@eurostar.com Travellers must take their bike to the luggage area before departure



What assistance do we offer?

We offer a range of services to make travel easier for customers with accessibility needs. From booking tickets to help at our stations and on board, our services cover most aspects of the customer's journey. You can find full details on the [accessible travel pages](#) on our website.

Our own Eurostar Assist team is based at London St Pancras International and we rely on third parties to provide assistance at all our other stations.

There are two types of assistance:



Pre-booked assistance

We recommend that customers book assistance 24 hours before departure so we can guarantee that we can help them.



Last-minute assistance

If customers have been unable to pre-book, they can ask for assistance at the station on the day of their journey.

They must arrive at least 30 minutes before departure or 1 hour before if travelling to/from London. The service provider will aim to assist the customer as soon as possible, but we can't guarantee they will travel on their originally planned train. We may need to move them to a later train, free of charge.

Booking assistance

For any assistance requests, we recommend customers contact our assistance team directly in order to express their needs. They can call +44 3432 186186, and press option 6.

Border control

Border control processes are changing for customers on our routes to and from London. These include...

Advance Passenger Information (API)

A UK government border security measure that gives advance notice of anyone who is entering or leaving the UK.

Electronic Travel Authorisation (ETA)

A UK government authorisation scheme for certain nationalities who aren't already required to have a visa to enter the UK.

Entry/Exit System (EES)

A European Commission system that automates border management processes, using biometric data, and replaces the need to manually stamp passports.

European Travel Information and Authorisation System (ETIAS)

A European Commission digital authorisation to enter most European countries for nationalities who aren't already required to have a visa.

More information on travel documents and border requirements for all Eurostar routes can be found [here](#).