

# Euro Railways

## Eurostar

**Eurostar trains operate between London and Paris, London and Brussels**

### Benefits and Features

#### Routes & Travel Times:

London to Paris	-	2h 15
London to Brussels	-	1h 51
London to Disneyland Paris	-	2h 15
Ashford to Avignon	-	5h 30
Ashford to Paris	-	1h 52
Ebbsfleet to Paris	-	2h 03
London to Calais	-	1h 02
London to Lille	-	1h 20

**Travel details:** Eurostar crosses the Channel Tunnel and reaches speeds of up to 186 mph. Clients board the train in the center of London and disembark in the center of Paris or in the center of Brussels.

- Tunnel Time: 19 minutes
- All terminals and trains are non-smoking since 2001

### Accommodations

- 6 Standard Premier/Business Premier Class Cars: 4 cars of 39 seats (7,8,11,12) and 2 cars of 24 seats (9, 10)
- 10 Standard Class Cars of 54 seats (coaches 1-5 & coaches 14-18)
- Two bar/buffet cars (coach 6 and 13)
- 2 Wheelchair spaces per train (coach 9 and 10)
- Baby changing area (coach 1 and 18)

#### Business Premier Exclusives

- Dedicated Ticket Desk and Check-in area
- Access to Le Salon (Eurostar Executive Lounges)
- Wifi access in terminals
- Laptop sockets on board the train
- Express Breakfast Option (cold choice)
- All the amenities of Standard Premier

#### Standard Premier

- Spacious reclining seats with generous legroom
- Each seat has either an individual slide out table, or a fixed table shared with adjacent passengers
- Complimentary newspapers
- At seat tray service of a light cold meal: Continental breakfast. For the rest of the day: savory light bites with an emphasis on fresh, healthy and organic
- Tea & coffee plus choice of wine, beer or soft drink

#### Standard Class

- Comfort, convenience and value.

### Child, Youth and Senior policies

- Child fare for children between 4 - 11 (*Free if under 4 years old.*)
- Youth fares are available for people under 26 years old
- Senior fares are available for people above 60 years old



### Conditions

#### Advance Booking

- Eurostar tickets can be booked up to 6 months in advance. However during the summer months, there may be a reduced booking horizon.
- While discounted fares are offered for holders of certain passes the client still needs to buy a pass-holder fare. The pass needs to be validated prior to boarding Eurostar. Clients holding a Flexipass do not need to use a travel day on their Flexipass for a Eurostar journey.

#### Check in procedures

- Client must check-in at least 30 minutes before the departure of the train or boarding may be denied. Groups, passengers with lots of baggage or those needing to change tickets before travel are advised to check in one hour prior to departure.
- A last minute check-in for Fully Flexible Business Premier clients with little baggage is available 20 minutes before departure

#### Immigration

- Client is responsible for all immigration documentation (identity card, valid passport, visa if necessary) to permit entry into the destination country.
- Passport, baggage and security checks take place on check in at the Eurostar Terminals and/or on board the train during the journey.
- If client is not a citizen of the European Union, he is required to fill in an Immigration landing card for entry into the UK. These are provided with your ticket and are available at the Eurostar terminals and on board the train.
- **Other details** must be checked directly with the embassies

## Refund policy

- Exchange and refund policies vary depending on the type of fare purchased. Each fares have its details sent on the confirmation email and on the product page at:  
[www.eurorailways.com/products/premier\\_trains/eurostar/](http://www.eurorailways.com/products/premier_trains/eurostar/)
- **Business Premier:** 100% refundable up to 60 days after the train departure date. Exchanges, when applicable, can be performed by the issuing office. Refunds/Exchanges, when applicable, are subject to a 7% administration fee and paper tickets must be returned to the issuing office within the time frame allowed.
- **Flexi Fare:** Refundable less a fixed fee of 33 Euros within 60 days of train departure date. Exchangeable once before departure with a 33 Euros fixed fee. Exchanges can be performed by the issuing office or at any Eurostar station. Refunds/Exchanges, when applicable, are subject to a 7% administration fee and paper tickets must be returned to the issuing office within the time frame allowed.
- **Leisure Fare:** Promotional fare. Not refundable. Not Exchangeable.
- **Promotional Roundtrip Fare:** Special Promotional Fare. Not exchangeable. Not refundable. Not valid for itinerary London/Disneyland Paris.
- All exchanges when applicable are subject to availability. Tickets must be available a at the clients new dates and times for the exchange to be possible at all.

## Bonuses

All bonuses are subject to change and availability. Client is responsible to confirm bonuses and other details, like address, locally.

- Culture Connect: Travelers can enjoy “2 for 1” entry into 15 wonderful museums and art galleries in London, Paris and Brussels, simply by showing their used Eurostar ticket\*
- Participating museums and galleries:  
**In London:** National Gallery, National Portrait Gallery, Tate Modern, British Museum, Victoria & Albert Museum  
**In Paris:** Musée d’Art modern, Jeu de Paume, Musée de Quai Branly, Cité de la Musique, Grand Palais  
**In Brussels:** Musical Instrument Museum, Museum of Modern Art, Royal Museum of Fine Arts, Bozar, Museum of Ancient Art

\* Culture Connect 2 for 1 entry must be used within 5 days of arrival by Eurostar. Offer not valid for departure city. Travelers must carry proof of nationality. Only one person needs a ticket to be eligible for “2 for 1” entry. International travelers must show their passports.

## Packing Instructions

- Eurostar tickets are to be inserted into the ticket cover. Be sure to include landing card (customs declaration).

## Miscellaneous

- **Disney Pack:** For families traveling on Eurostar with children under 7,

Eurostar offers a complimentary children’s pack, which may be collected from staff at the Disney Express Counter (*not available online*).

- **Guide Dogs:** Please note that no pet or animal of any sort (except guide dogs) may be taken on Eurostar services. There are special discounted fares for a companion while the blind passenger pays the regular fare. After confirming the space for the blind passenger, adjacent seating space will need to be booked for the guide dog (free of charge) by calling Eurostar at +44 (0) 8705.55.33.66. Guide dogs must comply with existing Pet Travel Scheme regulations (must have a microchip, an official entry/re-entry certificate, certification of treatment against ticks and tapeworm, pet travel scheme declaration for completion by person bringing guide dog into England). Ashford and Ebbsfleet stations are not equipped for guide dogs!

## Eurostar Baggage Requirements

### Free Baggage Allowance

- 2 pieces + 1 piece of hand baggage
- Small oxygen cylinders are permitted
- All items should be clearly labeled
- An extra item of luggage per passenger, such as a pair of skis or a snowboard is permitted for ski train passengers

### Trolleys / Carts

- Coin operated baggage trolleys available at all main Eurostar terminals for 1euro/ 1pound. Can be taken through check-in gates and on escalators to the train.

### Registered Baggage

- Up to 3 additional pieces of baggage or larger items are carried as registered baggage between London St Pancras Int., Paris Gare du Nord, Brussels Midi and Lille Europe. o Suitcases, bags, trunks etc. (up to 30kg), GBP 12.00 item
- Sporting and collectors weapons, GBP 12.00.
- Bicycles ( no tandems) GBP 20.00.
- Large musical instruments, surfboards etc, GBP 20.00.
- Registered baggage is not guaranteed to be carried on the same train but will arrive within 24 hours.
- Can be registered up to 10 days before travel or on the day of travel. Items are available for collection at destination station within 24 hours from registration.

## **Permitted As Registered Baggage Only (can not be carried on)**

- Authorized firearms (a firearms certificate and European Firearms Pass may be required. The passenger must check with the relevant national authorities)
- Swords, sword sticks and other ceremonial weapons
- Crossbows, crossbow bolts, longbows, longbow arrows and starting pistols
- Dangerous sporting equipment ie: spear guns
- Open Razors

## **Prohibited As Registered Baggage**

- Animals (excluding guide dogs)
- Any item exceeding 2 meters in length and/or 30kg in weight
- Bulky or excessively heavy articles (over 30kg)
- Offensive weapons, explosives, inflammable substances or articles.
- Flick Knives, gravity knives and daggers and folding pocket knives (with a blade over 3 inches (75mm) in length)
- Oxidizing, toxic, radioactive or corrosive substances that are scented or likely to cause infection.
- All products classified as non-prescription drugs, narcotics and all other illegal or dangerous substances or goods
- Unlicensed Firearms
- Ammunition and explosives
- All items containing incapacitating gases, liquids or other substances
- Bulk quantities of flammable substances
- Any other weapon made, adapted, or intended for use as an offensive weapon.
- TV screens, PC monitors, furniture, large household appliances (fridges etc)
- Perishable goods
- Tandems
- Paintings and other artwork

## **Registered Baggage Offices:**

- St Pancras International tel: +44 (0) 8705 850 850, Euro-dispatch Centre, Pancras road, off Euston road, between Kingscross and St Pancras station. Opening times: 0700-21:00 Daily
- Brussels-Midi/Zuid SNCB tel: +32 (0)2 224 88 62
- Paris Gare du Nord SNCF tel: +33 (0)1 55 31 54 54
- Lille Europe SNCF no public telephone number

## **Group Baggage:**

- Eurostar operates a 'same train' service between London, Paris and Brussels and is recommended for groups of 10 or more. Your luggage will be loaded into specially designed, secure compartments and made available for you on your arrival.
- This service is also available for parties traveling with film crew equipment, conference materials, orchestra tour groups and smaller groups with excessive amounts of luggage as well as sporting groups and cyclists. Call 1-800-462-2577 or email [groupteam@raileurope.com](mailto:groupteam@raileurope.com) for further information.

## **Left Luggage and Lost Property:**

- Left luggage facilities are available at St Pancras International, Paris

Gare du Nord, Brussels-Midi/Zuid and Paris Marne-La-Vallée Chessy. *Opening times and charges vary*

- All non-perishable lost property items are kept for 28 days.
- Collection and/or storage charges may apply.
- A postal fee is payable to all lost property offices where appropriate.
- Additional Information: Call +44(0) 20 7928 0660. Opening hours at St Pancras International terminal: 09:00 - 13:30, 14:30 - 17:00 Monday - Friday (closed on public holidays and weekends)  
Email: [lost.property@eurostar.co.uk](mailto:lost.property@eurostar.co.uk)
- *Please note that all details and info are informed by the Eurostar staff. All benefits must be confirmed locally and are subject to change with no further notice.*

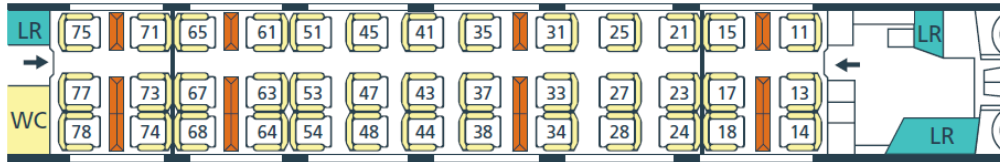
## **Eurostar Seating chart**

- *Please check the next page to see the seating charts for the Eurostar.*

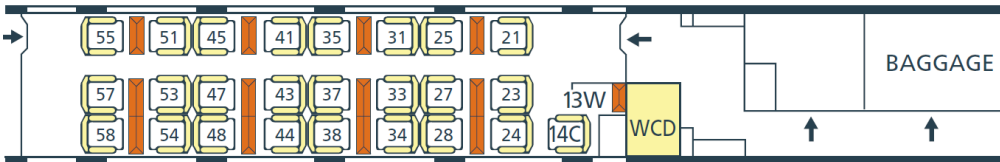
## EUROSTAR CONFIGURATION AND SEATING PLAN

Please note that all trains and charts are subject to change. This configurations may change and must be confirmed locally.

### Business Premier / Standard Premier

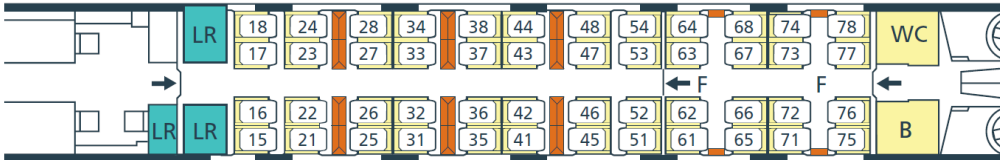


(Coach 7, 8, 11, 12) - 39 Seats

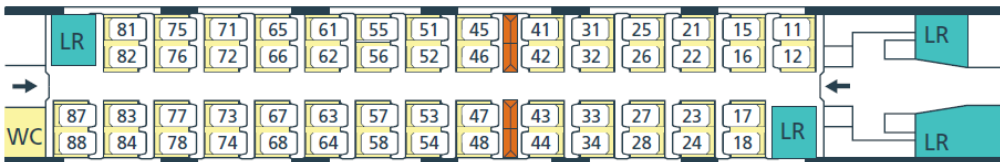


(Coach 9, 10) - 25 Seats

### Standard, Youth, Senior and Promotional Fares

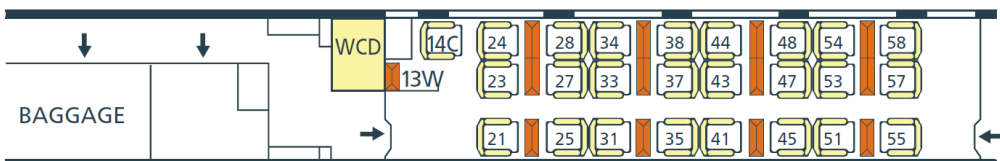


(Coach 1, 18) - 48 Seats



(Coach 2, 3, 4, 5, 14, 15, 16, 17)  
56 Seats

### Wheelchair Traveler



(Coach 9, 10) - 1 Seat + 1 Comp.

### Bar



(Coach 6, 13) - Information only.



**Euro Railways**

Making your Europe trip easy!

Phone: +1 (954) 323-8389

Fax: +1 (954) 252-4388

Email: [callcenter@eurorailways.com](mailto:callcenter@eurorailways.com)