

Eurostar

Eurostar trains operate between London <> Paris, London <> Brussels*

Coming Soon: Standard Premier service replaces Leisure Select (1st class) effective September 1, 2010

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Benefits and Features

- Routes and travel times

London–Paris	2h 15
London–Brussels*	1h 51
London–Disneyland Paris	2h 15;
Ashford–Avignon	5h 30
Ashford–Paris	1h 25
Ebbsfleet –Paris	
London–Lille	1h 20
London–Avignon	6h (wkly svcs summer only)
- *Eurostar tickets booked to/from Brussels Midi Station can be used to/from Any Belgian Station (ABS) within 24 hours – except on Thalys trains – at no additional charge.
- 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 Leisure Select/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)
- Plus all the amenities of Leisure Select

Leisure Select (expires Aug. 31, 2010)

- Only 39 seats in car rather than 54
- 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
- High quality meals/refreshments served at the seat
 - Breakfast until 11:00am: choice of hot or cold continental breakfast
 - Lunch 11:00am - 2:00pm: three-course meal
 - Afternoon meal on the train departing between 2:00pm-4:30pm
 - Dinner from 4:30pm: three-course meal with a choice of two main dishes
- Express Breakfast Option (cold choice)
Standard Premier (effective Sept. 1, 2010)
- Only 39 seats in car rather than 54
- 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.
- Bar buffet cars #6 & #13 offer assortment of snacks and refreshments for purchase.

Conditions of Use

- Advance Booking: Eurostar tickets can be booked up to 9 months in advance. However during the summer months, there may be a reduced booking horizon. Beyond 4 months only core trains are loaded. Eurostar recommends that clients who book more than 4 months ahead of travel reconfirm train schedule prior to leaving their country of origin
- While discounted fares are offered for holders of certain passes the client still needs to buy a passholder 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.

Refund Policy

- Refund policies vary depending on the type of fare purchased. Refunds, when authorized, can only be performed in North America. For Business Premier and full fares, a full refund is possible, less 7% administrative fee, until 60 days after the train's departure date.
- When applicable, exchanges can be performed before departure in N. America, or in Europe by phone or at any Eurostar Station (Paris Nord, London St Pancras International, Brussels Midi, Ashford International). An exchange fee applies per person/per segment, approximately € 33. In addition a 7% administrative fee will apply when performed in N. America.
- For exchanges in N. America, client must buy a new ticket and then send the unused ticket back for a refund.
Allow enough time for the new ticket to be sent before departure to Europe. Not all fares allow an exchange in North America.
- In Europe, clients are able to exchange (subject to availability) their Eurostar tickets in Europe by calling: 0044 1777 77 78 77 (within the UK dial: 0 1777 77 78 77). Traveler with a phone exchange needs to check-in via the manual booth 1 hour prior to departure and inform the staff of the phone exchange and of the train time onto which she/he has exchanged. The customer needs to provide the staff with the PNR# and the tariff code (FBC). A boarding pass will then be issued and the customer will be checked in. (the customer needs to have both the original ticket and the boarding pass).
- Customer relations - For any questions or issues related to their Eurostar ticket or journey, clients should contact travel agent while in North America or dial: 0044 1777 77 78 77 from anywhere in Europe.

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.
- 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!

Fare Range

Fare Name	Travel Conditions
Business Premier, Leisure Select and Standard class.	
Full Fare Adult	Unrestricted fare
Full Fare R/T	Same as above, requires round-trip purchase
Leisure Select Standard Premier & Standard class	
Flexi (o/w & r/t)	Exchangeable prior to departure after payment of a fee and difference of fare
Value (o/w & r/t)	Restricted fare, subject to availability
Child	For children 4 - 11 on day of travel
Pass (o/w & r/t)	For holders of any pass that includes France, England or Benelux
Wheelchair (o/w & r/t)	Valid for Wheelchair passenger
Wheelchair	Valid for companion of wheelchair / blind passenger
Companion (o/w & r/t)	
Wheelchair	For children 4 - 11 on day of travel
Child (o/w & r/t)	Standard class
Senior (o/w & r/t)	60 years or more on day of travel
Youth (o/w & r/t)	Under 26 years of age on day of travel.
Youth 4 (Flexi voucher)	Standard class only. Under 26 years of age on day of travel
For group fares	see group product fact sheet
	**less 7% administrative fee

Eurostar Baggage Requirements

Free Baggage Allowance

- 2 pieces + 1 piece of hand baggage
- Small oxygen cylinders are permitted
- All items should be clearly labeled

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.
 - 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 telephone: +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 telephone: +32 (0)2 224 88 62
- Paris Gare du Nord SNCF telephone: +33 (0)1 55 31 54 54
- Lille Europe SNCF no public telephone number

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: lost.property@eurostar.co.uk
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.

Frequently Asked Questions

EUROSTAR CLASSES OF SERVICE

- Q. Where can I find information on the classification of coaches on any train (split between Business Premier and Leisure Select)?**
- A.** Socrates displays class of service availability - Look for A class of service for Business, and H class of service for Leisure Select.

Q How does the separation of leisure and business cars work?

A. The number of cars dedicated to Business Premier and Leisure Select is allocated based on demand. This means there are more business cars in both directions on weekdays during early mornings and evenings to ensure travelers can get to and from their meetings on time. There are more Leisure Select and Standard cars in the middle of the day and at weekends as holidaymakers can be more flexible and this is reflected in the lower priced off peak fares.

Q. Will customers be able to specify a seat with a table?

A. Yes, you can specify a table seat:
Choose ISOLATED OR SOLO for single seat with table.
Choose DUO CLUB for two seats facing each other with a table between.
Choose CLUB 4 for 4 seats facing each other with a table between.

Q. Does the Express Breakfast option in Business Premier need to be preordered?

A. The Express Breakfast option is very popular-but there is no requirement to pre-order this option.

Q Is there a child Menu on Eurostar?

A. Yes you can preorder a child meal using code CHML. Please allow a min of 24hrs notice

Q. Will the wheelchair seats be allocated in Business Premier or Leisure Select/Standard Premier cars?

A. There are dedicated wheelchair seats in two cars of each train so it will depend on how the trains have been designated (Business or Leisure) as the whether the seat(s) will be in Business Premier or Leisure Select/Standard Premier cars. Fares for wheelchair space will remain the same price regardless.

Q Can a leisure traveler or family travel Business Premier?

A. A family or leisure traveler wishing to purchase a full fare ticket (or if Leisure Select is sold out) may choose to purchase a Business Premier ticket.

PRODUCT AND SERVICES

Q. Is Wi-Fi service available on the train?

A. Wifi is available to Business Premier clients at the Eurostar lounges. We have communicated to the public about Wi-Fi because it's not something you can keep secret. However, it's an incredibly complex project and is some way off completion. The initial feedback we've had from business customers is extremely positive – they want to know when they'll get it, not if. When it's in place, it'll be a major selling point for us, a real differentiator as short haul flight operators won't be able to offer this and so it should attract a far higher number of business travelers

Q. Are there any plans to have mobile phone free carriages?

A. Currently there are no plans to have designated mobile free carriage

Q Are compulsory round-trip fares available in and out of different cities?

A No, both legs of trips must be between same stations or two one-way tickets must be purchased.

Q. For the Eurostar fares that have one exchange locally, can clients change the date, and/or flip flop the city pair on their ticket?

A. Exchanges should only pertain to date and times. Outbound and inbound cities and direction cannot be altered (another ticket must be purchased and clients will incur applicable refund penalties)

Q Last time I was in Europe, I saw a one-way airfare between Paris and London advertised at EURO22. How does the Eurostar service compare to the low cost airlines?

A. The low cost fares are restricted and there is very little availability of seats at that lead in price. Prices advertised are exclusive of taxes (for a EUR22 ticket you would need to pay approximately EUR15 In airport taxes). Airports are not located within the city center (refer to travel time listed above) and transfer to/from airport is costly (refer to costs listed above). Actual total cost (incl. taxes and airport-city transfers) ranges from approx. \$80 to \$250 for a one-way trip (\$160 to \$500 for round trip) Eurostar gets you straight to the heart of the city with no lengthy waits or transfers downtown.

Q. Flying into London Heathrow will the Heathrow Express train take clients to St Pancras ?

A: Heathrow Express does not serve London St Pancras station. Advise clients to take Heathrow Express to Paddington station (runs every 15 minutes-travel time is approx. 15 minutes) and take the Hammersmith & City (pink line) or Circle(yellow line) directly to St Pancras Station. Travel time on the tube is approximately 25-30 minutes and a one-way ticket costs £2 (approx. \$4). Clients can also take a taxi from Paddington station to St Pancras, depending on traffic the journey will take around 30mins and cost about £20 (approx. \$40).

Q. Flying into London Gatwick will the Gatwick Express train take clients to St Pancras International?

A: Gatwick Express does not go to London St Pancras station. Travelers can take Gatwick Express to Victoria station (runs every 15 minutes-travel time is approx. 30 minutes) and take the Victoria line (pink line) directly to St Pancras Station. Travel time on the tube is approximately 16 minutes and a one-way ticket costs £2 (approx. \$4.00). Clients can also take a taxi from Victoria station to St Pancras, depending on traffic the journey will take around 20mins and cost about £15 (approx. \$30).

Q. Flying into London Stansted will the Stansted Express train take clients to St Pancras International?

A: Stansted Express does not go to London St Pancras station. Travelers can take Stansted

Express to Liverpool street station (travel time is approx. 45 minutes) and then Hammersmith & City (pink line) or Circle (yellow line) or Metropolitan (burgundy line) directly to St Pancras Station. Travel time on the tube is approximately 14 minutes and a one-way ticket costs £2 (approx. \$4.00). Clients can also take a taxi from Liverpoolstreet station to St Pancras, depending on traffic the journey will take around 30mins and cost about £20 (approx. \$40).