Eurostar

Eurostar trains operate between London <> Paris, London <> Brussels* and London > Amsterdam/Rotterdam, plus seasonal service to South of France and the Alps

Valid from December 9, 2018 until further notice, subject to change

Benefits and Features

- Eurostar crosses the Channel Tunnel and reaches speeds of up to 200 mph
- Tunnel Time: 19 minutes
- Routes and travel times
  
<table>
<thead>
<tr>
<th>Route</th>
<th>Time (h:m)</th>
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</thead>
<tbody>
<tr>
<td>London–Paris</td>
<td>2h 15</td>
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<tr>
<td>Ashford–Paris</td>
<td>1h 52</td>
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<tr>
<td>Ebbsfleet–Paris</td>
<td>2h 05</td>
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<tr>
<td>London–Lille</td>
<td>1h 20</td>
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<tr>
<td>London–Marseille</td>
<td>6h 29</td>
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<tr>
<td>London–Avignon</td>
<td>5h 49</td>
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<tr>
<td>London–Lyon</td>
<td>4h 41</td>
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<td>Amsterdam</td>
<td>3h 41</td>
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- New: London to Rotterdam & Amsterdam direct service begins Apr 04, 2018
- Two trains per day (8.31 and 17.31)
- Operates Monday - Friday
- Seasonal Service
  - London - Bourg St. Maurice 7h 20 (seasonal/ski train)
  - London - Aim La Plagne 7h 05 (seasonal/ski train)
  - London - Moutier S. Salins 7h 42 (seasonal/ski train)
- *Eurostar ABS tickets booked to/from Brussels Midi Station can be used to/from Any Belgian Station (ABS) within 24 hours at a nominal fare. (excludes Thalys)

Accommodations

- Wi-Fi access in terminals
- Dedicated Ticket Desk and Check-in area
- Access to Le Salon (Eurostar Executive Lounges) with taxi booking service
- Spacious reclining seats with individual power outlets
- Meals served at seat in accordance with time of day.
  - Breakfast features hot breakfast or cold meals, yoghurts and fruit with hot and cold drinks. Three course lunch and dinner offers include a choice of a hot or cold main dish. On mid-afternoon trains you will enjoy tea from London or a café gourmand from the Continent with a selection of cakes and hot and savory cold items. Enjoy a wide selection of soft and alcoholic drinks at your seat, including champagne.
- Express Breakfast Option (cold choice)

Check-in Procedures

- Client must check-in at least 30 minutes (45 minutes with passholder fare) 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 10 minutes before departure

Conditions of Use

- Advance Booking: Eurostar tickets can be booked up to 6 months in advance. Booking horizon may vary with season.
- 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 either prior to boarding Eurostar or immediately upon arrival at destination station in which the pass is valid.

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 including tea & coffee plus choice of wine, beer or soft drink

Standard Class

- Comfort, convenience and value

Bonus

- Discounted fare with eligible Eurail passes, see Fare Range for details.
- Eurostar Plus: Culture Connect**: Get “2 for 1” entry into selected museums and art galleries in London, Paris, Lille, Lyon, Marseille, and Brussels by showing your used Eurostar ticket

** 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/passport. Only one person needs a ticket to be eligible for “2 for 1” entry
**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 at the Eurostar Terminals
- Non-European Union citizens are 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

**Wheelchair Assistance**
- Eurostar offers wheelchair and companion space in Business Premier or Standard Premier. These seats must be booked in advance by calling our contact center. Clients needing assistance at the station can call Eurostar customer care to prearrange this: 011 44 3432 186 186.

**Refund and Exchange Policy**
- Refund policies vary depending on the type of fare purchased. Refunds, when authorized, can only be performed in North America with Rail Europe. 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 may apply per person/per segment. In addition an administrative fee will apply when performed in N. 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)

**Packaging Instructions**
- Eurostar tickets are only available as Print at Home
- E-tickets need to be printed prior to boarding the train.

<table>
<thead>
<tr>
<th>Fare Range</th>
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<tbody>
<tr>
<td><strong>Fare Name</strong></td>
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<tr>
<td>Business Premier</td>
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<tr>
<td>Standard Premier &amp; Standard class</td>
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<tr>
<td>Leisure</td>
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<td>Leisure Off Peak</td>
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<td>Leisure Sat. Away</td>
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<td>Child</td>
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<td>Pass (o/w)</td>
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<td>Wheelchair</td>
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<td>Wheelchair Companion</td>
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<td>Wheelchair Child</td>
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<tr>
<td>Standard class</td>
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<td>Youth</td>
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*Business Premier is not offered on a journey originating from Ebbsfleet/Ashford to Calais or on ski trains
For group fares see group product fact sheet
Exchanges less administrative fee

**Miscellaneous**
- ABS tickets are valid on all domestic Belgian trains excluding Thalys. This fare range offers up to a 20% discount vs. other point to point ticket options for the continuing journey within Belgium
- Ski Trains: seasonal service to the French Alps. Service runs mid-December through mid-April and provides Saturday departures
- 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)1 233 61 75 75. 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
- Business Premier: 3 pieces + 1 small carry-on item
- Standard Premier and Standard: 2 pieces + 1 small carry-on item
- Small oxygen cylinders are permitted
- 4 bottles/cans of beer OR 1 bottle of wine permitted per person. No spirits are allowed. Additional alcohol must be transported as registered baggage
- All items should be clearly labeled
- An extra item of luggage per passenger, such as 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

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

Group Baggage:
- Eurostar operates a ‘same train’ service between London, Paris and Brussels and is recommended for groups of 10 or more.
- Call 1-800-462-2577 or email grouptravelteam@raileurope.com for further information.

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: 07:00-21:00 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

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), Sporting and collectors weapons, GBP 12.00
  Bicycles ( no tandems), Large musical instruments, surfboards etc, GBP 20.00.
- Registered baggage is not guaranteed to be 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.

Permitted As Registered Baggage Only (cannot 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, swords 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)
- Items exceeding 2m in length and/or 30kg in weight
- Bulky or excessively heavy articles (over 30kg)
- Offensive weapons, explosives, flammable substances or articles
- Flick 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
- Products classified as non-prescription drugs, narcotics and all other illegal or dangerous substances or goods
- Unlicensed firearms
- Ammunition and explosives
- 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

Frequently Asked Questions

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. Will the wheelchair seats be allocated in Business Premier or 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 Standard Premier) as to whether the seat(s) will be in Business Premier or Standard Premier cars. Fares for wheelchair space will remain the same price regardless.

Q. Is Wi-Fi service available on the train?
A. Wi-Fi is available to Business Premier clients at the Eurostar lounges.

Q. Are compulsory round-trip fares available in and out of different cities?
A. No, both legs of trips must be between the same stations or two one-way tickets must be purchased.

Q. Flying into London, how can I get to St Pancras?
A. From **London Heathrow** take the 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. Clients can also take a taxi from Paddington station to St Pancras, depending on traffic the journey will take around 30mins.

From **London Gatwick** take the 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. Clients can also take a taxi from Victoria station to St Pancras, depending on traffic the journey will take around 20mins.

From **London Stansted** take the 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. Clients can also take a taxi from Liverpool street station to St Pancras, depending on traffic the journey will take around 30mins.