

06/10/2011



Eurostar on Amadeus Key Information



For further details of the Eurostar booking process, please visit our new GDS web pages at www.eurostar4agents.com/book/gds.htm

Amadeus Help Desk for technical queries and formats	helpdesk@uk.amadeus.com
Eurostar4agents for fares, product and general Eurostar queries	08448 224334
Continental Trade for onward destinations	08448 242524

STATION CODES Eurostar destinations bookable on Amadeus			
St Pancras International	QQS	Paris Gare du Nord	XPG
Ebbsfleet International	XQE	Brussels- Midi/Zuid	ZYR
Ashford International	QDH	Lille Europe	XDB
Marne La Vallee (Disneyland Paris)	XED		

AVAILABILITY and JOURNEY INFO

- **Onward destinations** and Calais Fréthun are not supported, please contact Continental Trade.
- **Open jaw** - These are not supported. For journeys that involve St Pancras/Ebbsfleet/Ashford combinations, book a return ticket to St Pancras and ensure train stops at required station. Please do not book multiple sectors.
- **Availability** - If doing LON-PAR availability, always check station codes to ensure you do not book Ebbsfleet instead of St Pancras.
- **Combining Eurostar and air/hotels** - please price and e-ticket separately.

BOOKING CLASSES

Business Premier		Standard Premier*		Standard			
Eurostar	GDS	Eurostar	GDS	Eurostar	GDS	Eurostar	GDS
AF	J	HF	Z	BF	Y	BR	K
		HT	I	BT	B	BW	N
		HW	G	BV	H	BX	Q
		HZ	S	BZ	M	BY	V

FARES AND PRICING

- **If using for the first time** please refer to the Fares and Pricing tab at www.eurostar4agents.com/book/gds/amadeus/pricing.htm
- **Always check fare notes for ticket conditions and class of travel.** The GDS booking class does not necessarily reflect a particular ticket type.
- **Reference fare guide** now includes a full list of 9F fare basis codes, which can be viewed at www.eurostar4agents.com/travel/before_you_go/fares/index.htm
- **Class of service rebooking entries** are not applicable to Eurostar i.e. **FXB, FXU**.
- **Semi flexible fares** - It may be necessary to force in a semi flexible fare, if only a cheaper non-flexible fare is offered.
- **Waitlist function** is not applicable to Eurostar. Where there is no availability you will receive a UC status code. Travellers should be offered to book on another service or in a different class of travel.

EUROSTAR FREQUENT TRAVELLER NUMBER

Add the full 17 digits to profile or PNR. All EFT numbers begin 308381. It is important the full 17 digit EFT number is added correctly e.g. **FFN9F-30838110000234567**. The number will not appear on the ticket. Seat preferences within the profile are not supported.

TICKETING TIME LIMIT

This appears as an SSR once the booking is ended. Sectors will automatically 'HX' after the Ticketing Time Limit expires.

CREDIT CARDS & MERCHANT FEES

Eurostar does not pay the merchant fee. To avoid receiving ADM's for these fees please use non ref or cash. The following cards are supported: Amex, MasterCard, Visa, Maestro, Solo Electron. Any applicable charges will be invoiced monthly. Please contact creditcontrol@eurostar.com for merchant fee billing queries.

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SEATING

A seat type or specific seat can be requested before the booking is ended. For the full command entries please see www.eurostar4agents.com/booking/gds/amadeus/seats.htm

For direction of travel, refer to the online seat plan at www.eurostar4agents.com/travel/on_board/seating_plan.htm

If you do not request specific seats, these will be allocated automatically in the form of an SSR on ending the booking. If a coach and no seat number is allocated please see overbooking below.

Overbooking

When overbooked seats are assigned to your booking, you will receive an SSR message warning you of this. As well as only a coach number being displayed e.g C007000 you will also receive the following SSR message

SSR OTHS 1S 2385 SEGMENT/S OVERBOOKED TIP UP SEAT ASSIGNED

At this stage this is a confirmed booking with a tip-up seat in a designated coach. Please offer travellers alternative services, or if continuing with the 'overbooking' process, click on the Seating tab and refer to Overbooking Procedures at www.eurostar4agents.com/book/gds/amadeus/seats.htm#overbooking

Seat changes

To change a seat that is already allocated, cancel the seating SSR element number, request new seats using the command formats, Receive and End and Retrieve. Ignore and Retrieve to refresh booking and check SSR to verify seat and coach number.

SPECIAL SERVICE REQUESTS

Special meals can be processed via an SSR using the current meal codes e.g. VLML. These should always be confirmed KK within a short time. Please allocate seats before booking meals. A list of meals can be viewed at www.eurostar4agents.com/travel/catering.htm. Other SSR and OSI messages are not applicable to Eurostar.

E-TICKETING and TICKET COLLECTION Eurostar bookings are all e-ticket

- In the UK, Brussels and Paris, travellers collect their tickets at the e-ticket machines using the 9F or Amadeus locator.
- In Lille, tickets are collected from the ticket office at Lille Europe station or at an SNCF self-service machine.
- Alternatively they can use print at home. For more details visit www.eurostar4agents.com/a-z/printathome.htm

REFUNDS these should be carried out in accordance with ticket conditions

- Refunds must be completed within two months of travel date.
- Where an e-ticket shows OPEN status, a refund can be performed on Amadeus.

REVALIDATIONS and REISSUES these should be carried out in accordance with ticket conditions

- If processing revals and reissues for the first time visit www.eurostar4agents.com/book/gds/amadeus/rnr.htm
- Revalidation and reissues must be completed within 2 months of travel date.
- Where an e-ticket shows OPEN status, a revalidation and reissue can be processed on the GDS.
- Revalidations and reissues involving a change of time/date can be made in the normal way.
- For reissues where the same train is rebooked e.g. an upgrade, the changes must be made in 2 transactions.
- After making changes always IR to check new seats.
- For reissues involving a change in fare level the e-ticket can be reissued at 'nil' value and the additional collection on the fare and the associated applicable change fee needs to be issued on an MCO.
- Change fees should be raised as a MCO through Amadeus. Eurostar does not require additional information to be sent using OSI messages.

VOIDING

Same day void entries must be processed prior to the cancellation of sectors. Amendments cannot be processed on voided bookings, please re-book using a new PNR.

CHANGES BY EUROSTAR

If eurostar4agents makes changes to the booking or the traveller makes changes at the ticket office, these amendments will not be reflected in the GDS PNR. All future changes will then need to be made by Eurostar.