



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

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|---|--|
| Amadeus Help Desk for technical queries and formats | helpdesk@uk.amadeus.com |
| Eurostar4agents for fares, product and general Eurostar queries | 08706 000 792 |
| Continental Trade for onward destinations | 08705 553 366 |

| 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 | | Leisure Select | | Standard | | | |
|------------------|-----|----------------|-----|----------|-----|----------|-----|
| Eurostar | GDS | Eurostar | GDS | Eurostar | GDS | Eurostar | GDS |
| AF | J | HF | Z | BF | Y | BR | K |
| AT | C | HT | I | BT | B | BW | N |
| AW | D | 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, for example Y class fares can be flexible, semi-flexible or non-flexible.
- **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.co.uk for merchant fee billing queries.

SEATING

- A seat type or specific seat can be requested before the booking is ended. If seats are not requested, coach and seat numbers are allocated automatically, in the form of an SSR on ending a booking. For seating entries click on the Seating tab.
- Always check seat numbers before confirming a booking to a client. If seat numbers do not appear, refer to **Overbooking** procedures below.
- For direction of travel, refer to the online seat plan at www.eurostar4agents.com/travel/on_board/seating_plan.htm

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.

Overbooking

When receiving a seat SSR message, if it shows a coach number, but no seat numbers (000), this indicates the train is full and overbooking procedures apply. 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

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.

CHANGES TO ITINERARY BEFORE E-TICKETING

- Short-cut 'SB' entries are not available.
- Changes to time/date are made in the normal way. Always IR to check new seats and ticketing time limit.
- Changes that involve rebooking the same train e.g. change of booking class, must be done in 2 transactions. For more details visit www.eurostar4agents.com/book/gds/amadeus/changes.htm

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.
- To ensure ease of exchange, please advise travellers to **only print outbound coupons** from e-ticket machines so the return journey remains an e-ticket until travel.
- In Lille, tickets are collected from the ticket office at Lille Europe station or at an SNCF self-service machine.

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.
- Any change fee should be raised as an MPD via BSP link when processing revalidations/reissues.

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.