



## Eurostar on Galileo key information

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

|   |               |
|---|---------------|
| Galileo Help Desk for technical queries and formats             | 08708 501 500 |
| Eurostar4agents for fares, product and general Eurostar queries | 08448 224334  |
| Continental Trade for onward destinations                       | 08448 242524  |

### STATION CODES Eurostar destinations bookable on Galileo

|                                    |     |                     |     |
|------------------------------------|-----|---------------------|-----|
| 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 Frethun 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** – In order to display all Eurostar Paris services, not just those non-stop services, use **A10JUNLONPAR\*9F** or **A10JUNQQSXPG\*9F**. If a train with stops does not appear in order, use **AM\*9F** until the train appears. If doing Lon-Par availability, always check station codes to ensure you do not book Ebbsfleet instead of St Pancras.
- To check availability for all booking classes use **A@#line number**.
- **Waitlist** function is not applicable to Eurostar. Where there is no availability you will receive a UC status code. Travellers' should be offered another service or a different class of travel.
- **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/index.htm](http://www.eurostar4agents.com/book/gds/index.htm)
- Use **FQAC9F** or **FQAC9F/PE00** (where applicable) when pricing. **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](http://www.eurostar4agents.com/travel/before_you_go/fares/index.htm)
- **Class of service rebooking entries** are not available. Best Buy should be used with caution as it may offer a different on-board class of travel. To rebook the class recommended by best buy, cancel the sector and book a sector with the new class.
- **Semi flexible fares** - it may be necessary to force in a semi flexible fare, if only a cheaper non-flexible fare is offered.

### EUROSTAR FREQUENT TRAVELLER NUMBER and PROFILES

Add the full 17 digits to profile or PNR. All EFT numbers begin 308381 but will not appear on the ticket. It is important the full 17 digit EFT number is added correctly e.g. **M.9F17**digit card number. Seat preferences within the profile are not supported.

### TICKETING TIME LIMIT

This appears in the Vendor Remarks once the booking is ended. Sectors 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](mailto:creditcontrol@eurostar.co.uk) for merchant fee billing queries.

## SEATING

- If using for the first time please refer to the Seats tab at [www.eurostar4agents.com/booking/gds/galileo/seats.htm](http://www.eurostar4agents.com/booking/gds/galileo/seats.htm)
- Coach and seat numbers are allocated automatically once a booking is ended. Check for confirmed seats in \*SD. Don't forget to IR to refresh the booking and check Vendor Remarks (\*VR) for the Ticketing time Limit.
- Always check for seat numbers using \*SD before confirming a booking to a client. If only a coach, but no seat number appears, refer to **Overbooking** procedures below.
- If you wish to book a specific seat check seating information on eurostar4agents as above, don't forget to sector relate.
- Always use the Coach Availability Display (SA\*S1) to check for coaches valid for the class booked.
- For direction of travel, and coach layout refer to the online seat plan at [www.eurostar4agents.com/travel/on\\_board/seating\\_plan.htm](http://www.eurostar4agents.com/travel/on_board/seating_plan.htm)

## Overbooking

When viewing \*SD for seat details, if it shows a coach number, but no seat numbers (0000), 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/galileo/seats.htm#overbooking](http://www.eurostar4agents.com/book/gds/galileo/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](http://www.eurostar4agents.com/travel/catering.htm). Other SSR and OSI messages are not applicable to Eurostar.

## CHANGES TO ITINERARY BEFORE E-TICKETING

- Short-cut rebook entries are not available.
- Changes to time/date are made in the normal way. Always IR to check 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/galileo/changes.htm](http://www.eurostar4agents.com/book/gds/galileo/changes.htm)

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

- In the UK, Brussels and Paris, travellers can collect their tickets at the e-ticket machines using the 9F Vendor locator (\*VL) or Galileo locator.
- 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 Galileo.

## 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/galileo/rnr.htm](http://www.eurostar4agents.com/book/gds/galileo/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.
- 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 any changes always IR to check new seats.
- Change fees should be raised as a MCO through Galileo. 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 are actioned, but are not able to be viewed in the GDS booking.