



You can now book Eurostar on your own system simply by using 9F as the carrier code in all searches.

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	QOS	Paris Gare du Nord	XPG
Ebbsfleet International	XQE	Brussels- Midi/Zuid	ZYR
Ashford International	QDH	Lille Europe	XDB
Marne La Vallee (Disneyland Paris)	XED		

### 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

### BOOKING STEPS

If seats are not requested, coach and seat numbers are allocated automatically once a booking has been ended. Only confirm a booking to a client when coach and seat numbers appear.

1. Create PNR using standard Amadeus entries. Include sell seat, name and receive field
2. Request seat type or specific seat (optional) – see **Seats** section below
3. End and Retrieve, then Ignore and Retrieve booking to refresh display
4. Now check SSRs displayed (these should always be confirmed KK within a short time)

**Example display**

```
6 SSR NSST 9F KK1 QQWXP/012 021/S2
7 SSR NSST 9F KK1 XPGQW/C009 025/S3
8 SSR ADTK 1A TO9F BY0534/13AUG OTHERWISE WILL BE XLD
```

5. Check seating SSRs to ensure seat numbers, as well as coach, are confirmed. If not please refer to **Overbooking** procedures below
6. Check time limit SSR and ensure bookings are e-ticketed before date displayed  
**Bookings are automatically cancelled when the time limit expires**
7. To price bookings you will need to use FXP  
**Don't forget to check fare notes, specifically penalties**
8. Complete booking using usual form of payment and e-ticketing entries

Eurostar Frequent Traveller number can be added using the full 17 digits e.g. FFN9F-30383112345678910. The number will not appear on the Eurostar ticket.

### SEATS

Eurostar seating format	STT/seat code/S2
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Code	Eurostar seat type
-T2	Club 2 -2 seats facing each other Business Premier/ Leisure Select class, with table
-T4	Club 4 and Carre - 4 seats facing each other Business Premier/ Leisure Select & standard class, with table
-E1	Solo - Single seat in Business Premier/ Leisure Select class, with seat back table
-E2	Duo – 2 seats airline style with seat back tables
W	Window
A	Aisle

**Specific seats** (The coach number and seat number must be three characters)

Request seat 31 in coach 12 on segment 2	STT/C012S031/S2
Request seats 15 and 16 in coach 4 for segment 3	STT/C004S015,C004S016/S3

#### Seat Availability Display

Seat Availability Display from PNR line 3, coach 12	SMT3/12
Seat Availability Display from PNR line 4 of availability in coach 7	SMT/4/7
Seat Availability Display any coach within booking class	SMT3

For direction of travel, 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)

#### Seat Changes

To Change a seat that is already allocated, cancel the seating SSR element number. Request new seats, Receive, then End and Retrieve. When you see the warning message 'Warning:check OSI/SSR status code' You need to ER again. Ignore and Retrieve to refresh booking and check SSR.

#### 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, advise them of the following:

- To collect tickets from the Eurostar ticket office and then proceed to the manual check-in desk, where they may be offered a confirmed seat due to 'no-shows.'
- If there are no seats available, they need to board the train at the coach indicated on their ticket and use a tip up seat. A meal is not guaranteed in Business Premier or Leisure Select.

#### WAITLIST

This 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.

#### 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

Changes to itinerary must be actioned in the order below as SB entries are not available:

1. Retrieve booking and cancel the segment that is not required.
2. Receive From and ER booking
3. Request the new sector/date/booking class/seat required. Receive From and ER
4. Ignore and retrieve booking to refresh display and check SSR's are displayed

#### E-TICKETING (Eurostar bookings are all e-ticket)

- In the UK and Paris, travellers collect their tickets at the e-ticket machines using the 9F 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
- In Brussels, tickets are collected from the Railtour office, next to Eurostar departures

#### REFUNDS (All refunds should be carried out in accordance with ticket conditions)

- Refunds must be completed within two months of travel date
- Where a ticket has not been printed (OPEN status), a refund can be performed on Amadeus
- If the ticket has been printed it is then considered as travelled (USED status). Contact Eurostar4agents who will process the refund for you on receipt of tickets

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

- Revalidation and reissues must be completed within 2 months of travel date
- Where a ticket has not been printed (check for OPEN status), a revalidation and reissue can be processed. **Cancel the itinerary and add the new sector, then End and Retrieve before revalidating or reissuing as appropriate.** An MPD should be issued when processing revalidations/reissues
- If the ticket has been printed it is then considered as travelled (USED status). Contact Eurostar4agents who will make the changes for you. Advise the client to go to manual check-in. Alternatively, the traveller can exchange their ticket at the ticket office, or for a free exchange they can use the e-ticket machines