

Any office new to making Eurostar bookings on Galileo should ensure a team leader familiarises themselves with the mini-prompt and fares guides available at [www.eurostar4agents.co.uk/book/gds.htm](http://www.eurostar4agents.co.uk/book/gds.htm) . Please ensure all staff booking Eurostar have been briefed on the following points before making bookings:

**EX UK booking only** at present. Others are due in Q4 2008.

**ONWARD DESTINATIONS and Calais Frethun** - These are not supported, please use current process e.g. Elgar.

**OPEN JAW** - A return journey can include a combination of Eurostar UK stations providing the continental point of departure remain the same e.g. - St.Pancras-Paris, Paris-Ebbsfleet . For all other routes book single journeys. Please do not book multiple sectors.

**COMBINING EUROSTAR & AIR/HOTELS** - please e-ticket and price separately.

**AVAILABILITY** – In order to display all Eurostar Paris services, not just those non-stop services, use the **A10JUNLONPAR\*9F** or **A10JUNQOSXPG\*9F** entries. For Brussels services, or 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

**PROFILES & FREQUENT TRAVELLER NO** - Add full 17 digits to profile or PNR. (**M.9F**17digit card number). All EFT numbers begin 308301. It is important the full 17 digit EFT number is added correctly .The number will not appear on the ticket. Seat preferences within the profile are not supported.

**NAMES** - please enter double-barrelled names without spaces and other characters to ensure e-tickets can be issued.

**SEATING** - Seat types (club2 etc), specific seats and seat maps are not yet available on Galileo. Call E4A for assistance. 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)

**SPECIAL SERVICE REQUESTS** - Special meals can be processed via an SSR (see booking prompt). Eurostar will return seat requests and ticketing time limit information as a Vendor remarks message, all other SSRs are not applicable to Eurostar.

**TICKETING TIME LIMIT** - This appears in vendor remarks. Sectors will HX after TTL expires. See booking prompt for more details.

**CREDIT CARDS & MERCHANT FEES** - As is currently the case on Elgar, Eurostar does not pay the merchant fee. Use non ref or cash to avoid fees. The following cards are supported: Amex, MasterCard , Visa, Maestro, Solo Electron. Any applicable charges will be invoiced quarterly. Please contact Eurostar4agents regarding merchant fees.

**PRICING & FARES** - When selecting fares always check conditions and penalties. The Eurostar class of service does not necessarily reflect a particular ticket type. e.g. not all J and Y class fares are fully flexible. **If using for the first time please refer to the fare guide for pricing entries and important information.**

**SECTORS FEES** - A £5 sector fee will be paid on a monthly basis by Eurostar via an ACM for the following fares booked to Paris, Brussels or Lille;

GDS FBC	CONDITIONS
<b>Business Premier fares</b>	
J1OW	Fully Flexible return & Taxi
J2OW	Fully flexible one way and return fare
CEERT	Semi-flex return
DEERT	Semi-flex return
<b>Standard class fares</b>	
YRTE	Fully flex return
Y0WE	Fully flex one-way
BPXRT1N	Semi-flex one night away return
BXPRT1D	Semi-flex midweek day return
HXPRT1D	Semi-flex midweek day return
HPXRT1N	Semi-flex one night away return

**E-TICKETING** - Eurostar is 100% e-ticket. Please read booking prompt for details.

**UNCOLLECTED TICKETS** -These should be refunded by the agent with reference to the uncollected GDS TOD report.

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**CHANGES TO BOOKINGS BEFORE & AFTER E-TICKETING** – please read booking prompt carefully, re-book entries are not available. Changes before e-ticket must be made in two transactions (cancel, receive, ER. Then rebook, receive, ER). After e-ticketing when revalidating and reissuing, the cancellation and rebook must be done in one transaction (cancel, add new sector, ER).

**REFUNDS, REISSUES, & REVALIDATIONS** - Please read booking prompt. Ticket status must be OPEN before processing. An MPD should be issued for a change fee when processing reissues/revalidations on semi-flexible fares.

**CHANGES BY EUROSTAR** - If E4A makes changes to the booking or the client makes changes at the ticket office, these are actioned , but are not able to be viewed in the GDS booking.