

Eurostar on Galileo booking prompt

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

Galileo for technical queries and formats	08708 501 500
Eurostar4agents for general Eurostar queries	08706 000 792
Continental Trade for onward destinations	08705 553 366

STATION CODES - Eurostar destinations bookable on Galileo

St Pancras International	QOS
Ebbsfleet International	XQE
Ashford International	QDH
Paris Gare du Nord	XPG
Brussels- Midi/Zuid (tickets valid to all Belgium stations)	ZYR
Lille Europe	XDB
Marne La Vallee (Disneyland Paris)	XED

To display all Paris Eurostar services (not just non-stop), use **A10SEPLONPAR0800*9F** or **A10JUNQOSXPG*9F**. If services do not display in order use the entry **AM*9F**.

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

Coach and seat numbers are allocated automatically once a booking has been ended.

1. Create PNR using mandatory Galileo entries. Include sell seat, name and receive field
2. Seat request (Window or aisle) is optional. Now End and Retrieve
3. Ignore and Retrieve to refresh booking and display Vendor remarks (these should always appear within a short time)

Example display

```
VENDOR REMARKS
VRMK-VI/A9F *9F9024Y/NSST - C014 016 1254Z 07NOV
2.VI/A9F *9F9039Y/NSST - C014 016 1254Z 07NOV
3.VI/A9F *ADTK1GT09F BY 1209/ 07DEC OTHERWISE
WILL BE XLD 1254 Z 07NOV
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4. Ensure seat numbers, as well as coach, are confirmed. If not please refer to **overbooking** procedures below. Only confirm a booking to a client when coach and seat numbers appear.
5. Check time limit and ensure bookings are e-ticketed before expiry date
Bookings are automatically cancelled when the time limit expires
6. When pricing, don't forget to check fare notes, specifically penalties
7. Complete booking using usual form of payment and e-ticketing entries

PROFILES

Information such as **Eurostar Frequent Traveller** and vegetarian meal can be added to the client profile. Please ensure the full 17 digits of the EFT number are added correctly. The number does not print on the travel ticket.

SEATING

Seat requests can be made using standard Galileo window or aisle formats, before a booking is ended. It is not possible to request seats types (carre, solo etc.) or specific seat or seat map at this time. Please call Eurostar4agents for assistance on seating and seat changes.

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

OVERBOOKING

When receiving seating Vendor remarks, 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.

Example overbooking display

VENDOR REMARKS

5 VI/A9F *9F9024Y/NSST – C014 000 1254Z 07NOV

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

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.

SPECIAL ASSISTANCE

Special assistance is not bookable in advance. Advise all clients requiring assistance (including wheelchair users) to arrive at the terminal at least 45 minutes before departure, and contact a member of staff.

WHEELCHAIR AND COMPANION FARES

Please call Eurostar4agents who will book these for you.

INFANTS

Infants under 4 do not require reservations and are not included in the booking. Travel is free and seats are not guaranteed.

CHANGES to ITINERARY BEFORE E-TICKETING - these must be actioned in the order below

- Retrieve booking and cancel the segment that is not required.
- Receive From and ER
- Request the new sector
- Receive From and ER
- Ignore and retrieve booking to refresh display and check vendor remarks are displayed

REFUNDS - these 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 processed. Please cancel the itinerary.
- If the ticket has been printed it is then considered as travelled (USED status). Contact Eurostar4agents who will perform 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 (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 for the change fee
- 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