



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

Sabre for technical queries and formats	Usual Montevideo Helpdesk
Eurostar4agents for general Eurostar queries	08706 000 792
Continental Trade for onward destinations	08705 553 366

STATION CODES - Eurostar destinations bookable on Sabre

St Pancras International	QQS
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

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 Sabre entries. Include sell seat, name and receive field
2. End and Retrieve, then Ignore and Retrieve booking to refresh display
3. Now check SSRs displayed (these should always appear within a short time)

Example display

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2. SSR SEAT 9F KK1 XPGQQS9027J01MAR.C007041
3. SSR SEAT 9F KK1 QQSXPG9049J01MAR.C007041
4. SSR ADTK 1S TO9F BY 1113 /08FEB OTHERWISE WILL BE XLD
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4. Check seating SSRs (*P4) to ensure seat numbers, as well as coach, are confirmed. If not please refer to **Overbooking** procedures below
5. Check time limit SSR and ensure bookings are e-ticketed before date displayed
Bookings are automatically cancelled when the time limit expires
6. When pricing, do not forget to check fare rules, (e.g. RD1) specifically penalties
7. Complete booking using usual form of payment and e-ticketing entries

Eurostar Frequent Traveller number should be added using the full 17 digits e.g. FF9F30381123456789106 in order to ensure points are credited. The number does not print on the travel ticket.

SEATS

If you wish to book a specific seat or seat type, first create a booking then ER then IR to get a TTL and assigned seats (if you do not ER and IR after making the initial booking but request seats immediately, the booking will reject as UC if the requested seats are invalid or not available).

- When changing seats you will need to cancel the relevant SSR, request a new seat and Receive and ER. Refresh booking with IR to display new seat SSR.
- After e-ticketing – change seats on fully flexible tickets by doing a reval and following the same process.

Eurostar seating format	3NSST//T2 Or T4
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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	3NSST2//C012S031
Request seats 15 and 16 in coach 4 for segment 3	3NSST3//C004S015016-1.1,1.2

Seat Availability Display

To check availability of seats in a particular coach, please contact Eurostar4agents. For direction of travel and coach layout, refer to the online seat plan at www.eurostar4agents.com/travel/on_board/seating_plan.htm

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

Special meals can be processed via an SSR using the current meal codes e.g. 3VLM and should be confirmed straight away. Check for KK status using *P4 after the booking has been refreshed (IR). 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

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

- In the UK and Paris, Travellers collect their tickets at the SST machines using the 9F locator
- To ensure ease of exchange, please advise travellers to **only print outbound coupons** from e-ticket 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

- 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 Sabre for that specific sector.
- 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
- All refunds and exchanges should be carried out in accordance with ticket conditions

REVALIDATIONS and REISSUE (EXCHANGES)

- 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 performed on Sabre for that specific sector. **Cancel the itinerary and add the new sector, then End and Retrieve before revalidating or reissuing as appropriate.** An MPD should be issued for a change fee when processing a revalidation/reissue.
- If the ticket has been printed it is then considered as travelled (USED status). Contact Eurostar4agents who will process the changes for you and advise the traveller 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
- All exchanges should be carried out in accordance with ticket conditions