



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

Sabre Help Desk for technical queries and formats	Use Format Finder, Quick Assist Chat, or Call your usual Software HelpDesk number
Eurostar4agents for fares, product and general Eurostar queries	08448 224334
Continental Trade for onward destinations	08448 242524

STATION CODES Eurostar destinations bookable on Sabre			
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 - If doing LON-PAR availability, always check station codes to ensure you do not book Ebbsfleet instead of St Pancras.
- Combining Eurostar and air/hotels - please price and e-ticket separately.

#### BOOKING CLASSES – for travel between 5 May and 31 August 2010

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 CLASSES – for travel from 1 September 2010

Business Premier		Standard Premier*		Standard			
Eurostar	GDS	Eurostar	GDS	Eurostar	GDS	Eurostar	GDS
AF	J	HF	Z	BF	Y	BR	K
		HT	I	BT	B	BW	N
		HW	G	BV	H	BX	Q
		HZ	S	BZ	M	BY	V

\* Our new Standard Premier class is on sale as of 5 May, for travel from 1 September onwards, and will replace our current Leisure Select class.

#### FARES AND PRICING

- If using for the first time please refer to the Fares and Pricing tab at [www.eurostar4agents.co.uk/book/gds/sabre/pricing.htm](http://www.eurostar4agents.co.uk/book/gds/sabre/pricing.htm)
- 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)
- Semi flexible fares - it may be necessary to force in a semi flexible fare, if only a cheaper non-flexible fare is offered.
- Waitlist 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.

#### EUROSTAR FREQUENT TRAVELLER NUMBER and PROFILES

Add the full 17 digits to profile or PNR. All EFT numbers begin 308381. It is important the full 17 digit EFT number is added correctly e.g. FF9F30838110000234567. The number will not appear on the ticket. Seat preferences within the profile are not supported.

#### TICKETING TIME LIMIT

This appears as an SSR once the booking is ended. Sectors will 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/sabre/seats.htm](http://www.eurostar4agents.com/booking/gds/sabre/seats.htm)
- Seats are allocated automatically once a booking is ended, in the form of an SSR. After ending, IR to refresh the booking and check coach and seat numbers are showing as KK before confirming a booking to a client.
- If you wish to book a specific seat or seat type, first check the Seat availability display, select seats using command formats, then ER and IR to check assigned seats and the ticketing time limit.
- Check that the coach is valid for the on-board class of travel displayed on the screen:  
A is Business Premier, H is Leisure Select/Standard Premier\*, B is Standard class.
- 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)
- If seat numbers do not appear, click on the Seating tab and refer to **Overbooking** procedures.

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### Seat Changes

To change a seat that is already allocated, check Seat availability display before requesting new seats using the command formats, Receive and End and Retrieve. Ignore and Retrieve to refresh booking and check SSR to verify seat and coach number. It is best practise to cancel the old seat number from the \*P4 display after new seats have been confirmed.

### 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, click on the Seating tab and refer to Overbooking procedures at [www.eurostar4agents.com/book/gds/sabre/seats.htm#overbooking](http://www.eurostar4agents.com/book/gds/sabre/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

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

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

- In the UK, Brussels and Paris, travellers collect their tickets at the e-ticket machines using the 9F or Sabre 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 Sabre.

## 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/sabre/rnr.htm](http://www.eurostar4agents.com/book/gds/sabre/rnr.htm)
- Revalidations 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 on Sabre.
- 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 changes always IR to check new seats.
- Change fees should be raised as an MCO through Sabre. 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.