



## **EUROSTAR PRINT AT HOME – Q&A**

### **What is print at home?**

Print at home gives you and your travellers the opportunity to print off the boarding pass from the office or home via the [www.eurostar.com](http://www.eurostar.com) website to provide a quicker and easier solution to carrying boarding passes before travel.

### **How does the traveller check-in when arriving at the station?**

The print at home boarding pass has a bar code which can be used at the check-in gates at all terminals.

### **When will the print at home boarding pass be available for collection?**

As soon as the e-tickets are issued, the traveller can access the reservation and print their boarding passes.

### **If a change is made to the reservation after boarding passes have been printed, where should the traveller go to collect their ticket?**

If there are any changes made by the Travel Management Company after the first issuance of the boarding card, then new boarding passes can be re-printed. Please ensure your travellers keep their original boarding pass with them at all time. All after-sales must be performed by the TMC.

### **What if the inbound segment of a reservation is changed when the outbound train has already departed?**

The new boarding passes can be re-printed using the PAH functionality. Please ensure your travellers keep their original boarding pass with them at all time. All after-sales must be performed by the TMC.

### **Will the refund or cancellation process change with print at home?**

The process will be exactly the same as how this is set up for Eurostar e-tickets. The print at home functionality is only another way to collect boarding passes.

### **Will the ticket price appear on the print at home ticket?**

The price will be visible when you/your client access the reservation details on [www.eurostar.com](http://www.eurostar.com) however this will not appear on the print at home boarding pass.

### **If there are multiple travellers on a reservation, will there be an option to select one traveller?**

It is recommended to divide off individual travellers so that each receives a separate reference and has access to their own booking (in other words: one PNR reference for one passenger). If a traveller has access to the booking with multiple travellers, they will be able to print the boarding passes for themselves and the rest of the group.



**If print-at-home functionality fails to proceed, what can you or the traveller do?**

Your traveller can collect their ticket/boarding pass from the e-ticket machine or ticket desks in the station. Alternatively they can contact the Travel Management Company. Since this functionality is new for the Trade market, please make sure to send a log of any incidents/anomalies to Eurostar (This will include the booking reference, date of travel and screenshot for investigation).

**Can the print at home be downloaded onto a Blackberry, iphone or laptop rather than printing the ticket?**

No, a physical ticket or boarding pass needs to be printed on an A4 paper as proof of purchase and as a valid travel document.

**How many times can a print at home boarding pass be printed?**

The first time you print the boarding passes, you will receive an email containing the printed boarding passes, it allows you to re-print more than once, this means you won't need to re-visit [www.eurostar.com](http://www.eurostar.com) in order to re-print. Unless, of course, an after-sale occurs, in which case you will need to reprint the boarding passes through [www.eurostar.com](http://www.eurostar.com)

**If a traveller forgets their print at home boarding pass what should they do?**

Your traveller can collect their ticket/boarding pass from the self service computer terminals (only available at St Pancras station, situated next to the ticket desk). Alternatively they must go to the ticket desk in the station; this process will however be subject to an administration fee.

**Can the boarding pass of the return segment be printed once the outbound train has departed?**

You should print both boarding passes of your journey prior to outbound train departure as once the journey has commenced you cannot reprint from [www.eurostar.com](http://www.eurostar.com), however should you still have access to the original email containing the original boarding passes, it can be printed from here.