

Eurostar Service Quality Performance Report 2024 - 2025

Contents

- 1) Travel information and ticket sales**
- 2) Punctuality and cancellations**
- 3) Cleanliness**
- 4) Customer satisfaction**
- 5) Complaints and compensation**
- 6) Assistance**
- 7) Details of ticket office opening hours and European contact centre availability**

1) Travel information and ticket sales

Before travel

Customers can find a copy of our Conditions of Carriage on eurostar.com or request a copy from our contact centre.

Our train times are always available online through the booking magnet on eurostar.com, via the main page and travel info.

Information on ticket prices and conditions is always available via eurostar.com and can also be obtained from our stations and contact centre, details of which can be found at the bottom of this document.

Information on bicycles, accessibility, access conditions and availability of onboard facilities for disabled people and people with reduced mobility is available on eurostar.com and on request from all Eurostar stations and our contact centre.

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes which affect more than one train) is available via our [live travel information page](https://eurostar.com) on eurostar.com. Our contact centre can provide additional help for customers who are unable to use our website.

When services are severely disrupted, we will aim to issue information through travel bulletins on local radio and television and also through social media such as X (formerly Twitter). Live travel information is also available on eurostar.com. Customers can also opt in (at the time of booking) to receive updates by text and email about possible delays or service alterations prior to their arrival at the departure station. In the event of a delay in which customers are eligible for compensation, announcements are made either in station or onboard to inform customers about who they need to contact to receive this.

Information about our travel classes and availability of onboard services is available from all Eurostar stations, our contact centre and via eurostar.com.

To find out about procedures for reclaiming lost luggage, customers can visit eurostar.com or contact the station where the item was last seen or where the train arrived.

During the journey

All our trains have clear signage above the internal doors at the end of each coach, giving information about the location and availability of onboard toilets and the bar coaches. Customers can also ask any member of the Eurostar onboard team for this information.

Information regarding the next station will be announced onboard by our train managers.

In the case of delays, the train manager will announce information at appropriate intervals.

The train manager will also make announcements about main connecting services.

Safety guideline leaflets can be found onboard, and the train manager will also make announcements shortly before departure. Further announcements are made shortly after departure. Train managers can also be contacted at all times via the team at the bar coaches.

Tickets

Buying tickets

Customers can buy tickets for travel in advance or on the day of travel by visiting [eurostar.com](https://www.eurostar.com), through the Eurostar app, by calling our contact centre, or by visiting one of our stations in person.

Ticket refunds

Refunds of unused tickets are made through the original point of sale, provided the ticket purchased is refundable. Therefore, if the customer bought the ticket on **eurostar.com** and it is refundable, it may be refunded via **eurostar.com**.

If the customer has already taken part of a ticketed journey and is requesting a refund as a result of a cancellation or compensation for a delay for which compensation is payable, the refund for the applicable journey can be claimed on [eurostar.com](https://www.eurostar.com) or by contacting our customer care Team. We will aim to make such refunds within one month of a request and, where not possible, no later than three months of a request.

If, before departure, it is reasonably expected that there will be a delay of 60 minutes or more to the Eurostar service, customers will be entitled to either a full refund or to postpone their journey to a later service or date. To claim the refund, customers simply need to complete our online *contact us* form with details of the original ticket to change their booking. Or, customers can make the change directly through the Manage Your Booking section at eurostar.com.

2. Punctuality and cancellations

At Eurostar, we set ourselves high standards of train punctuality and make every effort to get passengers to their destination on time. Our 2025 target is to ensure:

- 85.5% of trains arrive within 15 minutes of their scheduled arrival time.

There are occasions, usually outside of our control, where trains may be delayed or disrupted. When this is the case, this is how we will help customers:

Delays of 30–60 minutes affecting more than one service:

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made on board the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information about connections and onward travel will be available from the train manager.

Delays in excess of 60 minutes affecting more than one service

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made on board the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information and help regarding connections and onward travel will be available from the train manager.

The train manager will make an announcement regarding the reason for the delay, the effect on arrival times and whether compensation is applicable. Regular announcements about delay compensation will be made on board the affected trains.

We will make every effort to give customers refreshments appropriate to the circumstances, location and duration of the delay.

Where possible, passengers will be assisted with rebooking onward connections. As a member of the Railteam alliance and a party to the Agreement of Journey Continuation, customers are entitled to travel on the next available service in the event of a missed connection as set out below:

As a Railteam member, customers are entitled through the 'Hop on the next available train' agreement to take the next available high-speed service leaving from the same station as originally planned when a delay or cancellation of a preceding Railteam member's high-speed service results in the customer missing their originally planned connection. This applies between high-speed services of Railteam alliance members.

As a party to the Agreement of Journey Continuation, customers are entitled to board the next available train operated by the same operator departing from the same station as originally planned when a delay or cancellation of an international journey results in the customer missing their originally planned connection. Agreement of Journey Continuation covers nearly all major European national railways across all service types with the exception of the UK and SNCF Transilien services in Paris. A separate agreement is in place for customers with a UK National Rail connection.

Where possible, a taxi or hotel will be made available to customers on arrival when the delay occurs late at night and public transport is unavailable.

Where possible and subject to availability, we will book hotels for customers who cannot reach their onward connection or final destination on the same day and are unable to make their own arrangements. If customers do make their own arrangements, we will cover reasonable costs for hotels or taxis where receipts are provided.

Delays in excess of 60 minutes affecting the majority of services

When major disruptions occur, we will do our best to help our travellers with onward connections, refreshments, hotels and taxis. As well as the usual communication channels, we will also provide further information on eurostar.com and through information released from our press office, so customers can decide whether they still wish to continue their journey as booked.

Delay compensation policy

For delays to Eurostar services, we will make the following compensation available to customers:

Delays of 60–119 minutes: We offer a Eurostar e-voucher ('e-voucher') worth 30% of the affected leg. Alternatively, customers may claim a 25% refund of the affected leg of the journey* or request bonus loyalty points

Delays of 120–179 minutes: We offer a Eurostar e-voucher ('e-voucher') worth 60% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey* or request bonus loyalty points.

Delays of 180 minutes or more: We offer a Eurostar e-voucher ('e-voucher') worth 75% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey.

**This will be calculated based on the price actually paid by you for the leg of the journey subject to the delay*

If customers choose an e-voucher, they have three months from the date of the delay to claim it and 12 months from the date of the delay to redeem it on a new journey. To claim, customers can go to <https://www.eurostar.com/uk-en/travel-info/service-information/claiming-compensation>.

Partial refunds will be provided by way of a bank transfer or refund to the original credit card used and must be claimed within three months of the delay on our website, using the details of the original ticket.

To apply for a refund, customers should submit their request on <https://www.eurostar.com/uk-en/travel-info/service-information/claiming-compensation>.

Punctuality performance

Results for April 2024 to the end of March 2025 are:

- 69.7% of trains arrived with less than 5 minutes delay.
- 84.9% of trains arrived within 15 minutes of their scheduled arrival time.

Cancellation of trains

When trains are cancelled, we provide the same information and help we give to customers affected by delays, and the same compensation policy applies.

If a train is cancelled and as a result there will be a delay on arrival at the destination station of 60 minutes or more, customers will be entitled to either a full refund of their ticket for the affected journey if they choose not to travel or can postpone their journey to a later date or time. If they travel on the next available service the same day, they are entitled to delay compensation if they arrive with an overall delay of 60 minutes or more.

3. Cleanliness

Train cleaning

Our trains are cleaned after each commercial service and undergo periodic deep cleaning operations. On some services, we have in-journey cleaners who maintain cleanliness en route. We conduct several independent train cleaning audits each month across our locations and our suppliers also conduct their own audits against the same criteria.

Train cleaning audits are carried out against agreed criteria and allocated a score of good, satisfactory or unacceptable. Any overall audit score below 95% is considered unacceptable. During periods of major disruption, the specification is slightly modified to reduce delays. However, all priority items are cleaned after every journey. The monthly KPI target for cleaning audits is 95%.

Performance: train cleaning

The train cleaning satisfaction target for 2024 was set at 92% for customers rating onboard cleanliness as either good, very good or outstanding. In Spring 2024, Eurostar launched an updated post-travel survey following a contract and supplier change to Kantar who run the survey on behalf of Eurostar. As a result, the satisfaction scale used in our post-travel survey changed, and train cleaning satisfaction for customers rating onboard cleanliness as either very satisfied, satisfied or neither satisfied nor dissatisfied was 93% from 1 May 2024 to 31 March 2025. When looking at the scores for just very satisfied and satisfied, the result was 87% for the same period.

The 2025 target for customers giving a satisfied and very satisfied rating for onboard cleanliness is 87.5%, which is measured on trains that have incurred no delay (arriving within 15 minutes of the scheduled time). To achieve this target, we have focused on the cleanliness of seat environments and toilets in all our locations.

Stations

Our stations are also deep cleaned regularly and there are always cleaners present during our hours of operation to keep the station environment as clean, safe and clear of litter as possible. Each month we conduct several independent cleaning audits across our locations and our suppliers also conduct their own audits against the same criteria. All of these audits are accompanied by a representative from the cleaning supplier.

Air conditioning

Our trains are equipped with air conditioning. Should this fail, our train manager will do everything possible to move customers to an alternative coach.

4. Customer satisfaction

Customer satisfaction survey

We continuously monitor customer satisfaction through a range of different methods. We conduct a post-journey online survey to ask customers what they think about the key aspects of their Eurostar experience, their satisfaction with each stage of the customer journey as well as their experience of interacting with Eurostar staff. We also ask customers how likely they are to recommend Eurostar (NPS). This survey is conducted by the independent market research agency Kantar. We give a cross sample of our opted-in customers the opportunity to complete this survey and gather around 15,000 responses each month. The questionnaire takes around 10- minutes to complete.

We also utilise on-site survey tools on eurostar.com to gather live feedback from customers when they are using our website; this allows us to make enhancements to our website based on customer insight.

An online research community of customers, plus ad-hoc research including quantitative surveys and qualitative methods, are all deployed to fill the gaps in the business' knowledge not covered by the above. All this customer feedback is used across the business by the senior management team to direct long-term strategy and tactically by customer-facing teams to help improve the customer experience.

5. Complaints and compensation

Our customer care team is here to correspond with customers who are unhappy with their experience of Eurostar. Complaints and feedback are raised to responsible managers for comment, investigation and remedial action as required. Appropriate compensation will be considered on a case-by-case basis.

We will use the customer's preferred contact method when responding to a complaint.

Information on how to submit a complaint regarding our services is available via eurostar.com.

Between 1st April 2024 and 31st March 2025 our customer care team received 34194 customer contacts that were logged as a complaint. During this period we responded to 99.75% of complaints within 30 days and the average time customers waited for a response was 3 days.

The table below shows a breakdown of the top ten reasons for complaints dealt with by our customer care team between 1 April 2024 until 31 March 2025. This team also responds in cases where customers praise our service and also passes on suggestions for changes to services as well as complaints and requests for compensation due to delays.

Types of complaint – breakdown by theme

Top 10 complaints

April 2024 – End of March 2025

Subject

<i>Onboard experience (specifically seating, cleanliness and toilets)</i>	23.79%
<i>Amsterdam/Rotterdam feedback</i>	9.19%
<i>Aftersales (exchanges and refunds)</i>	7.68%
<i>Online account maintenance and points</i>	7.54%
<i>Disruption – delays, cancellations and compensation</i>	4.41%
<i>Website or app issues</i>	2.11%
<i>Documents and paperwork</i>	1.82%
<i>Assistance</i>	1.53%
<i>Booking process</i>	1.51%
<i>Staff</i>	0.92%

Our customers can easily contact us to complain using our contact us form or calling us. This is detailed in our complaints handling procedure on Eurostar.com. In 2023, we introduced a new contact us form that makes it even easier for a customer to be directed to the correct team to help them resolve their complaint.

The feedback we receive from customer complaints is used across the business by senior management to direct long-term strategy and tactically by customer-facing teams to help improve customer service. This further complements the feedback received in our customer satisfaction surveys to drive continuous improvement actions. This information is presented to our senior management in a monthly forum and key actions identified and agreed.

Based on complaints received during this period, we have implemented the following improvement actions:

- We launched new travel classes in November 2024 including new, more flexible aftersales conditions. This has taken into account customers feedback and now extends to offer a refund option on all fares. It also ensures a clear and consistent offer across all our routes and markets.
- We continue to work on improvements to the onboard experience for customers with new Eurostar travel classes launched as part of our new customer offer in November.
- Improvements to the ways in which we listen to customers and gather customer feedback. We have reviewed and relaunched our customer satisfaction survey and mystery customer programme to carefully monitor customer feedback on all aspects of the journey and inform continuous improvement actions. In addition, we have grown our customer panel, recruiting more members to the Eurostar Community.
- The complaints linked to our Amsterdam and Rotterdam route were driven by the need to suspend our direct trains to London due to infrastructure works by the station owners in Amsterdam. Following the completion of these works, a new purpose-built international terminal opened in Amsterdam Centraal in February. This facility has been carefully designed with our customers' needs carefully considered.
- Increased the number of services on which onboard cleaners are present focusing on peak trains and those with multiple journeys planned in one day.
- Accessibility improvements continue to be a key focus with an emphasis on awareness training for staff, improved systems and tools and improved facilities in stations. Full details of the improvement actions can be found in section B4 of our [Accessible Travel Policy](#).

- The complaints received regarding online accounts, booking process and website/app issues are carefully monitored. They're then added by our digital team into a rolling roadmap of improvements (where appropriate). Recent enhancements include the ability to save passenger details and advanced passenger information to user accounts, making future bookings quicker and easier. For loyalty customers, we've introduced a clearer tier overview and optimised how loyalty information is displayed. Additionally, we've enhanced our mobile app by adding an offline mode. This feature provides access to essential information, such as tickets, even when mobile signal or wi-fi is unavailable at stations.

In addition to the actions listed above we also improved the station experience for our customers this includes the addition of extra passport e-gates in London and Paris. The refurbishment of the toilets in St Pancras and an ongoing improvement plan for the main departure lounges in both Lille and Brussels.

6. Assistance

For customers with a disability or reduced mobility we offer assistance on departure and arrival, with 2 options as follows:

1. Pre-booking

For a guaranteed assistance booking on the day of travel, we ask customers to pre-book **at least 24 hours before their journey** and arrive **60 minutes before departure**.

To pre-book assistance, customers can either:

- Call our contact centre on the following phone numbers (choose your language, then option 6):
 - From the U.K., the Netherlands or Germany: +44 (0)3432 186 186
 - From France: +33 (0)1 70 70 60 99
- From Belgium: +32 (0)2 400 67 76
- Email us using [this contact form](https://help.eurostar.com/email?lang=en): <https://help.eurostar.com/email?lang=en> at least 24 hours before you're due to travel and select the accessible travel button. If we need more information, we'll call or email you directly. Email us directly at: contactus@eurostar.com with "Special Assistance" in the subject line.

2. Turn-up-and-go

If pre-booking 24 hours in advance is not possible, we ask our customers to arrive at least 60 minutes before departure of their booked train. This is considered a 'non-guaranteed' assistance request. We will still provide the required assistance, but this

may not be for the train which was initially booked. We endeavour to assist all customers; however, on busy days, there may be a requirement to change the customer's initial ticket free of charge to a later departing train.

Customers who are disabled or have reduced mobility have the following services available to them:

- An assistance welcome point at each station.
- Wheelchair provision (if required) to take the customer through from check-in to the train.
- Assistance through check-in, security, and immigration authorities.
- Help boarding the train.
- Help disembarking from the train.
- Help with x2 bags, with a maximum weight limit of 15kg per bag.
- Assistance for boarding, disembarking the trains and in the stations including the onward journey, if making a connection when booked **at least 24 hours in advance**.

Comprehensive information about the assistance services we provide and what to expect when travelling with us can be found on [eurostar.com](https://www.eurostar.com).

7. Details of ticket office opening hours and European contact centre availability

Contact centre opening times

Eurostar Contact Centre – UK

Monday to Sunday (including bank holidays) 07:00–19:00 (UK time)
08432 186186

The assistance line is open as above. Phone number is 08432 186186 then select your language and then option 6.

Eurostar Contact Centre – France, Belgium and the Netherlands

Monday to Sunday (including bank holidays) 08:00–20:00 (CET time)
France 01 70 70 60 88

Belgium 01 70 70 60 88

Netherlands 02 071 68 325

Ticket office opening times

London St Pancras International

Monday to Friday, 04:30 to 19:45

Saturday, 05:15 to 19:45

Sunday, 06:45 to 19:45

Paris

Monday to Sunday, 06:15 to 20:50

Brussels

Monday to Sunday, 05:45 to 21:30

Lille

Monday to Friday, 07:00 to 21:00

Saturday, 07:00 to 21:00

Sunday, 08:00 to 21:30

Amsterdam

Monday to Friday, 05:00 to 19:00

Saturday and Sunday, 07:00 to 19:00

Rotterdam

Monday to Friday, 06:00 to 20:00

Saturday, 08:00 to 18:00

Sunday, 08:00 to 20:00

Please note: Ticket office opening times are shown above up to April 2025 but are subject to change in line with operational changes.