

# **Eurostar Service Quality Performance Report for Continental Routes 2024 – 2025**

## **Introduction**

This *Service Quality Report* outlines our promises to you and what we're doing to keep them. Inside, you'll find info about our services, including how to plan your trip, buy tickets, book assistance and what to expect if there are any delays or cancellations. We also explain what you can do if things don't go to plan and how to get in touch with us.

In application of Regulation ((EU) 2021/782 on the rights and obligations of passengers ("the Regulation"), and notably, Article 29, railway companies operating in the territory of a Member State of the European Union must publish an annual quality report (the "Quality Report").

This report follows the format of Annex III of the Regulation - Minimum Service Quality Standards.

1. Travel information and ticket sales
2. Punctuality of services: delays and cancellations
3. Cleanliness of rolling stock and station facilities
4. Customer satisfaction
5. Complaints handling, refunds and compensation
6. Assistance

## **1.Travel information and ticket sales**

### **Before travel**

Customers can request a copy of our Conditions of Carriage from our contact centre or find them on [eurostar.com](http://eurostar.com).

Our train times are always available online through the booking magnet on [eurostar.com](http://eurostar.com) via the main page and travel info.

Information on ticket prices and conditions is always available via [eurostar.com](http://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 accessibility, access conditions and availability of onboard facilities for disabled people and people with reduced mobility is available on request from [eurostar.com](http://eurostar.com), our contact centre and all Eurostar stations.

Information on accessibility and access conditions for bicycles is also available from eurostar.com, our contact centre and all Eurostar stations.

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes which affect more than one train) can be found on <https://www.eurostar.com/uk-en/travel-info/timetable>.

Our contact centre can provide additional help for customers who are unable to use our website.

When services are severely disrupted, customers can 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 the station or on board 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 on board 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 on board, and the train manager will also make safety announcements shortly before departure and again 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, 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 can be claimed via [eurostar.com](http://eurostar.com) or by contacting our customer care team via our contact us form on eurostar.com. We will aim to make such refunds within one month of a request and, where not possible, no later than three months after a request.

If, before departure, it is reasonably expected that there will be a delay of 60 minutes or more on 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 refund request form with details of the original ticket to change their booking. Or, customers can make the change directly through the Manage Your Booking section on eurostar.com.

## **2. Punctuality of service: delays and cancellations**

### **Delays:**

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 that 80% 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 where possible.

Updated announcements will be made on board the affected trains at appropriate intervals.

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

#### **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.

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

Where possible, passengers will be assisted with their 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 that 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\* or request bonus loyalty points.

\* This will be calculated based on the price actually paid 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 towards 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**

Year-to-date results for April 2024 to the end of March 2025 are:

76.9% of our trains arrived within 15 minutes of their scheduled arrival time.

## **Cancellation of trains**

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

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 on the same day, they are entitled to delay compensation if they arrive with an overall delay of 60 minutes or more.

### **3. Cleanliness of rolling stock and station facilities**

#### **Stations**

Station cleanliness is the responsibility of and managed by local station operators. As such, Eurostar has agreements in place with station operators to ensure that a good level of cleanliness is maintained. These arrangements are monitored closely by Eurostar station management teams.

#### **On trains**

##### **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 84% for customers rating onboard cleanliness at seven points (out of ten) or above. 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 or satisfied was 80% from 1 May 2024 to 31 March 2025. The 2025 target for customers giving a satisfied and very satisfied rating for onboard cleanliness is 80%, 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.

## **Air conditioning**

We ensure that train coach temperatures are controlled to offer a comfortable journey for travellers. We also make sure that the air conditioning is regularly maintained, working properly and, where necessary, any issues are reported and fixed.

## **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 section 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](http://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 forms the basis of our continuous improvement plans. It is also 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 handling: refunds and compensation**

Our customer care team is here to correspond with customers who are unhappy with their Eurostar experience. 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](http://eurostar.com).

Between 1 April 2024 and 31 March 2025 our customer care team received 21998 written customer contacts that were logged as a complaint.

The table below shows a breakdown of the top reasons for contact 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 pass on suggestions for changes to services, as well as complaints and requests for compensation due to delays.

The main reasons for contact were:

Onboard experience (station/onboard/staff)	30.05%
Aftersales (exchanges and refunds)	22.35%
Disruption	19.40%
General feedback (policy, luggage)	12.15%
Information (availability, timetable, problem booking)	12.04%
Documents and travel proof	1.65%
Loyalty programme/account management	1.60%
Assistance	0.76%

## 6. Assistance

Eurostar offers customers various solutions to assist with disabilities or reduced mobility:

Customers can request assistance with boarding and getting off the train upon arrival, up to 24 hours in advance. Details on how to book can be found on [eurostar.com](https://www.eurostar.com). For customers unable to pre-book assistance, it is possible to ask for assistance at the station on the day of their journey. We ask that customers arrive at least 30 minutes before departure, and we'll aim to meet their assistance request in time for their train. However, we cannot guarantee that they will be able to travel on the train they originally booked. We may need to move them to a later train free of charge.

On board each Eurostar continental route train, two places are specially equipped for wheelchairs in coach 1. These places have an alarm button to call the train manager if assistance is required. The wheelchair accessible toilet is located nearby.

A discounted fare is also available for companions travelling with a passenger who has a disability, reduced mobility or is using a wheelchair.

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