

## **Eurostar Service Quality Performance Report 2015-16**

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

### **Before travel**

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

Our train timetables are always available online, at [eurostar.com](http://eurostar.com).

Information on ticket prices and conditions are always available via [eurostar.com](http://eurostar.com), and can also be obtained from our ticket offices and contact centres, 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 all Eurostar ticket offices, our contact centres and on [eurostar.com](http://eurostar.com).

Information on accessibility and access conditions for bicycles is also available from all Eurostar ticket offices, our contact centres and on [eurostar.com](http://eurostar.com).

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes to more than one service) is available from our contact centres and on [eurostar.com](http://eurostar.com).

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 Twitter. Customers can also opt in (at the time of booking) to receive text messages informing them about possible delays, prior to their arrival at the departure station. In the event of a delay in which customers are eligible for compensation, this system is also used 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 ticket offices, our contact centres and via [eurostar.com](http://eurostar.com).

To find out about procedures for reclaiming lost luggage customers can visit [eurostar.com](http://eurostar.com) or contact the station where the item was last seen or from which the train departed.

### **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 departing from Paris, Brussels and London. 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](http://eurostar.com), by calling one of our contact centres, or by visiting one of our ticket offices 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](http://eurostar.com) and it is refundable, it may be refunded via [eurostar.com](http://eurostar.com).

If the customer has already taken part of a ticketed journey and is requesting a refund as a result of a delay for which compensation is payable, the refund is made either online or via our Traveller Care Team. Such refunds will be made within one month.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes on the Eurostar service, customers will be entitled to either a full refund or to postpone their journey to a later date. To claim the refund or change the booking customers simply need to claim online or contact our call centre with details of the original ticket.

## **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 2016 target is to ensure:

82% of trains arrive within 5 minutes of their scheduled arrival time  
91% 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 onboard 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 onboard 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 onboard 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.

Where possible, taxis will be made available to customers when the delay occurs late at night and public transport is unavailable.

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.

#### 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 through the local press and eurostar.com 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 25% of the affected leg.. Alternatively, customers may claim a 25% refund of the affected leg of the journey.\*

Delays of 120-179 minutes - We offer an e-voucher worth 50% of the affected leg; alternatively, customers may claim a 50% refund of the affected leg of the journey.\*

Delays of over 180 minutes - We offer an e-voucher worth 75% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey.

\* Where customers have taken a return journey we calculate the price of the affected leg by adding together the prices of the outward and return journeys and dividing by two.

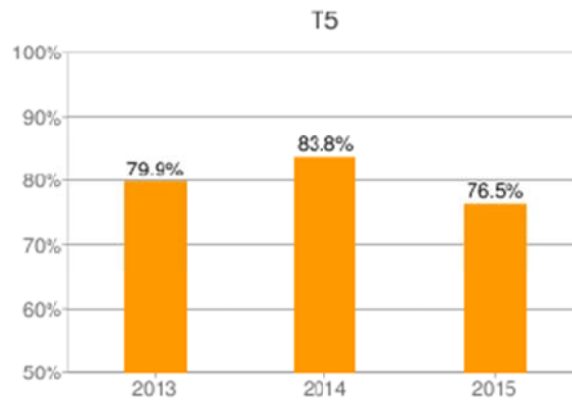
If customers choose an e-voucher, they have one year from the date of the delay to book the new journey.

Percentage refunds will be provided by way of a Eurostar e-voucher, bank transfer or refund to the original credit card used, and must be claimed within two months of the delay by contacting our Traveller Care Team with details of the original ticket.

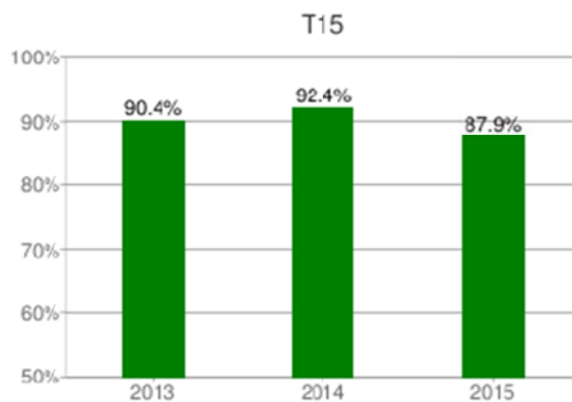
To apply for a refund, customers should contact our Traveller Care Team.

## **Punctuality performance, 2013-2015**

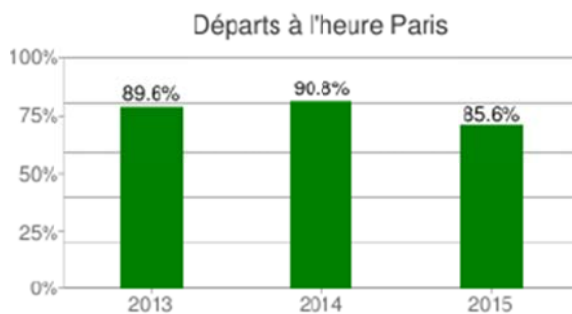
### **T-5 (% of trains that arrived within five minutes of their scheduled arrival time)**



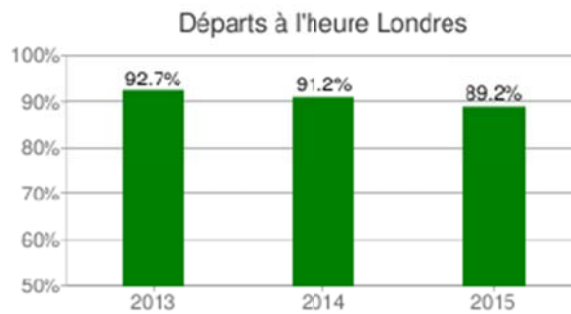
### **T-15 (% of trains that arrived within fifteen minutes of their scheduled arrival time)**



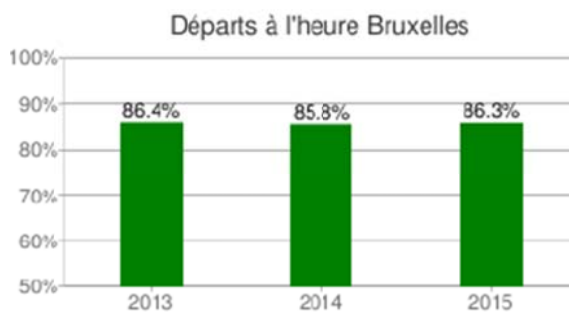
### **Right time departure, Paris**



### **Right time departure, London**



### **Right time departure, Brussels**



Punctuality in 2015 was impacted by a number of external factors including a significant increase in instances of trespassers on Eurotunnel infrastructure.

### **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 the customer does not travel, they are entitled to a full refund (including any unused return leg).

If a train is cancelled and the customer decides to travel at a later date, they are entitled to a free exchange of ticket.

If a train is cancelled and the customer decides to travel on the next available train, arriving more than 60 minutes later than originally scheduled, they are entitled to the choice of e-voucher compensation or partial cash refund as mentioned earlier in this report.

### **3. Cleanliness**

We clean our trains at their destination station after every journey and regularly carry out deep cleans. We conduct a minimum of 132 train cleaning audits each month.

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 a minimum of eight audits of our stations. All of these audits are accompanied by a representative from the cleaning supplier.

The basic principle behind the train cleaning audits is that an area is assessed against agreed criteria of 'What good looks like' and allocated a score of good, satisfactory or unacceptable. Appropriate weighting is applied to the scoring and any score below 90% would be considered unacceptable. Slightly modified criteria are in place for periods of major disruption. The monthly KPI target is 95% average score across all train cleaning audits.

#### **Air conditioning**

All our trains are fully equipped with air conditioning. Should this fail our train manager will do everything he or she can to move customers to an alternative coach.

#### **Performance: cleaning**

In 2015 79% of our customers rated the cleanliness of carriage interiors as Good, Very Good or Outstanding. This exceeded our internal target of 78%. The source is the GFK Customer Satisfaction Survey.



## **4. Customer satisfaction**

### **A. GFK Customer Satisfaction Survey**

We continuously monitor customer satisfaction through two main sources. The first of these is an online survey, conducted by the independent market research agency GFK. In this survey we speak to approximately 10k customers every month; the questionnaire takes an average of eight minutes to complete.

This data is then carefully weighted to give us a good picture of what our customers think about key aspects of their Eurostar experience, such as booking, check-in, terminal, lounges, on board and catering. The survey also includes key questions about things like how likely they are to recommend and use Eurostar again, and value for money.

The results of this survey are used both by senior management to direct long term strategy, and tactically by customer-facing teams to help improve customer service. We receive results every month.

### **B. Fizzback**

Through Fizzback, we use text messaging to and from customers' mobile phones to understand their opinion of our service. Their responses come through live on an online dashboard; this allows us to quickly identify service failures (or successes) and also gives us the facility to contact the customer again if necessary.

We use both "pull" (where we leave the Fizzback number on posters in stations and trains and wait for customers to contact us) and "push" (where we start the conversation with the customer) to both measure and improve customer satisfaction.

In the last twelve months we have received c. 60k messages, and we have responded to c.2500 of these customers.

## **5. Complaints and compensation**

Our Traveller Care Team is here to correspond with customers who are unhappy with their experience of Eurostar. 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).

The table below shows a breakdown of all complaints dealt with by our Traveller Care team in 2015. 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.

<b>Subject</b>	<b>Percentage of complaints</b>
Disruption	46%
Station	11%
Onboard experience	9%
Website booking	7%
Contact centre/station booking	4%
Onboard catering	4%
Booking tickets	4%
Loyalty	3%
Information	2%
Special assistance	2%
Travel agent/3rd party booking	2%
Information enquiry	1%
After journey	1%
Unable to book	1%
E320	1%
Mobile	1%
Loyalty programmes	0.3%
Amending a booking	0.3%
E300	0.2%
Contact transfer	0.1%
Other	0.1%
Bike policy	0.04%
Connecting journey	0.04%
Lost property	0.04%

## **6. Assistance**

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

- Assistance welcome point at check-in 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
- Assistance to the next stage of the journey, if making a connection

A request for these services can be made via our contact centre, details of which are below. In cases where customers do not pre-notify us of their requirements, we will do our best to assist on a turn-up-and-go basis.

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) here.

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

### **Contact Centre opening times**

#### **Eurostar Contact Centre - UK**

Monday to Friday, 08:00 to 19:00

Saturday and Sunday, 09:00 to 17:00

03448 224 777

+44 1233 617 575

#### **Eurostar Contact Centre – France**

Monday to Sunday, 07:00 to 22:00

08 92 35 35 39

#### **Eurostar Contact Centre - Belgium**

Monday to Friday, 09:00 to 17:30

Saturday and Sunday, 9:00 to 16:30

02 528 28 28

### **Ticket Office opening times**

#### **Paris Ticket Office**

Monday to Friday, 06:05 to 21:05

Saturday, 6:10 to 20:05

Sunday and Bank Holidays, 07:15 to 21:05

#### **London Ticket Office**

Monday to Friday, 04:30 to 21:00

Saturday, 05:30 to 21:00

Sunday, 06:30 to 21:00

Ashford Ticket Office

Monday to Sunday, 11:00 to 16:00

Ebbsfleet Ticket Office

Monday to Sunday, 11.00 to 16.00

Brussels Ticket Office (SNCB)

Monday to Sunday, 06:00 to 22:00

Calais Ticket Office (SNCF)

Monday to Friday, 06:50 to 22:00

Saturday, 06:20 to 19:40

Sunday and Bank Holidays, 08:45 to 20:15

Lille Ticket Office

Monday to Saturday, 05:45 to 22:00

Sunday and Bank Holidays, 07:30 to 22:00

Marne-la-Vallée Ticket Office (SNCF)

Monday to Sunday, 06:30 to 22:00

Lyon Part-Dieu (SNCF)

Monday to Wednesday from 05:10 - 20:45.

Thursday to Saturday 05:10 - 21:45.

Sunday 06:45 - 21:45.