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1. TRAVEL INFORMATION AND TICKET SALES

BEFORE TRAVEL

We keep our Conditions of Carriage on **eurostar.com**. Travellers can also request a copy by calling our Traveller Care team.

Our train timetables are always available at **eurostar.com**.

Information on ticket prices and conditions is always available at **eurostar.com**, and travellers can pick up a copy from our ticket offices or call our Traveller Care team to request them.

Our Assistance Guide, covering accessibility, access conditions and onboard facilities for disabled people and people with reduced mobility, can be found at **eurostar.com**. It can also be requested at Eurostar ticket offices and by calling our Traveller Care team.

Information on travelling with bicycles is also available at **eurostar.com**, from Eurostar ticket offices and by calling our Traveller Care team.

Information about significant disruptions (delays of over 60 minutes to more than one train) is available at **eurostar.com** and by calling our Traveller Care team.

When our trains are severely disrupted, we issue travel alerts through local radio and TV, as well as **eurostar.com**, Twitter and Facebook. When they book, travellers can also opt in to receive text messages about possible delays before they are due to arrive at their departure station. If travellers are eligible for compensation after a delay, we also use these channels to provide claims information.

Information about our travel classes and onboard services can be found at **eurostar.com** and available from all Eurostar ticket offices by calling our Traveller Care team.

Details on how to reclaim lost luggage and other items are at **eurostar.com**, and travellers can 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 toilets and the bar buffet. Travellers can also ask any member of the onboard team.

Our train managers announce upcoming stations on board the train.

During delays, the train manager will announce information at appropriate intervals. The train manager will also make announcements about main connecting trains.

Safety leaflets can be found on board, next to each luggage rack, and the train manager will also make announcements before departing from Paris, Brussels and London. More announcements are made shortly after leaving our intermediate stations and before entering the Channel Tunnel.

Travellers can talk to our train managers at all times by asking the team at the bar buffet.

TICKETS – BUYING TICKETS

Tickets for travel in advance or on the day of travel are available at **eurostar.com**, at all our ticket offices and by calling our contact centres.

TICKET REFUNDS

Refunds of unused tickets are made through the original point of sale, as long as the ticket is refundable. So, if the traveller bought a refundable ticket at **eurostar.com**, it can be refunded on **eurostar.com**.

If the customer has already taken part of their journey and is eligible for a refund for a delay, the refund is made by our Traveller Care team within one month.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes on a Eurostar train, travellers are entitled to either a full refund or to reschedule their journey. To claim a refund or change the booking, travellers can talk to the team at our call centres, giving the details of the original ticket.



2. PUNCTUALITY AND CANCELLATIONS

We set ourselves high standards of train punctuality and we make every effort to get travellers to their destinations on time.

Our 2014 targets are:

85% of trains to arrive within 5 minutes of their scheduled arrival time

93% of trains to arrive within 15 minutes of their scheduled arrival time

There are occasions, usually outside our control, when trains are delayed or disrupted. When this happens, we take various steps to help our travellers:

FOR DELAYS OF 30 TO 60 MINUTES, AFFECTING MORE THAN ONE TRAIN

Updated announcements are made at the station every 10 minutes.

Updated announcements are made on the affected trains at appropriate intervals – usually every 10 minutes for the first 30 minutes and at least every 15 minutes after that.

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

FOR DELAYS OF OVER 60 MINUTES, AFFECTING MORE THAN ONE TRAIN

Updated announcements are made at the station every 10 minutes.

Updated announcements are made on the affected trains at appropriate intervals – usually every 10 minutes for the first 30 minutes and at least every 15 minutes after that.

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

The train manager will make an announcement to explain the reason for the delay, the effect on arrival times and whether travellers can claim compensation.

Regular announcements about delay compensation are made on the affected trains.

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

We also help travellers with rebooking their onward connections, where possible.

If the delay is late at night and public transport is unavailable, we provide taxis for travellers, where possible.

Subject to availability, we book hotels for travellers who cannot reach their onward connection or final destination on the same day and are unable to make their own arrangements.

FOR DELAYS OF OVER 60 MINUTES, AFFECTING THE MAJORITY OF SERVICES

During major disruptions, we do our best to help our travellers with onward connections, refreshments, hotels and taxis. As well as the usual communication channels, we also make more information available through the local press and eurostar.com, so customers can decide whether or not to continue their journey as planned.

DELAY COMPENSATION POLICY

Delays of 60 to 119 minutes – Travellers receive a free one-way journey in the same travel class, or a 50% discount off a future return trip in the same travel class. Alternatively, travellers can claim a 25% refund for the affected leg of the journey.*

Delays of 120 to 299 minutes – Travellers receive a free return journey in the same travel class as their original ticket, or they can claim a 50% refund for the affected leg of the journey.*

Delays of over 300 minutes - Travellers receive a free return journey in the same travel class, as well as a full refund for the delayed leg.*

** For return journeys, we calculate the price of the affected leg by adding the prices of the outward and return journeys and dividing it by two.*

If travellers choose the complimentary or discounted journey, they have one year from the date of the delay to book their new journey.

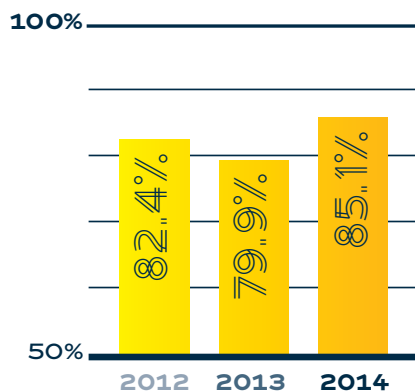
Refunds are given as a Eurostar gift voucher, bank transfer or refund to the original credit card used to book the journey.

To apply for a refund, travellers need to call our **Traveller Care team** within two months of the delay, with the details of the original ticket.

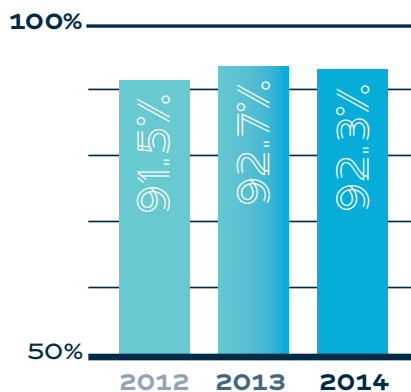


2. PUNCTUALITY PERFORMANCE, 2012-2014 (2014 DATA IS JAN-APRIL)

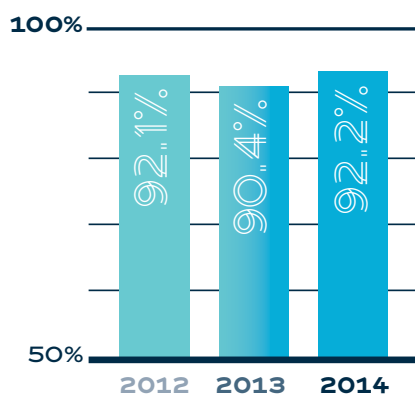
T-5 (% OF TRAINS THAT ARRIVED WITHIN FIVE MINUTES OF THEIR SCHEDULED ARRIVAL TIME)



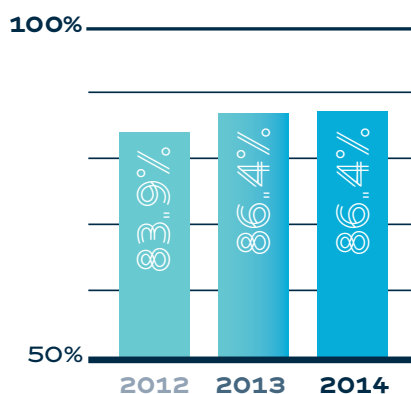
RIGHT TIME DEPARTURE, LONDON



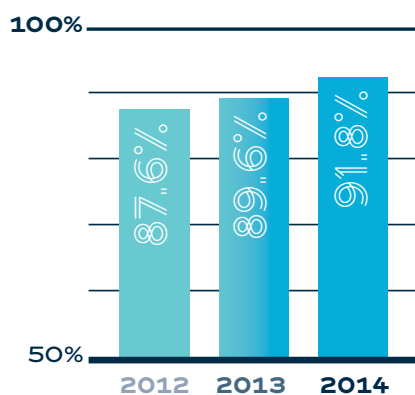
T-15 (% OF TRAINS THAT ARRIVED WITHIN FIFTEEN MINUTES OF THEIR SCHEDULED ARRIVAL TIME)



RIGHT TIME DEPARTURE, BRUSSELS



RIGHT TIME DEPARTURE, PARIS



TRAIN CANCELLATIONS

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

If a train is cancelled and, as a result, will arrive at its destination over 60 minutes late, travellers can either claim a full refund of their ticket or can postpone their journey to a later date.



3. CLEANLINESS

We clean our trains at their destination after every journey and regularly carry out deep cleans on the whole train. We also have at least 132 train cleaning audits every month.

Stations are also deep cleaned regularly and there are always cleaners present during our opening hours to keep the station as safe and clear of litter as possible. Every month, we conduct at least eight audits of our stations, and all of these audits are done by both a Eurostar team member and a representative from the cleaning supplier.

The basic principle behind train cleaning audits is to assess an area against agreed criteria of 'what good looks like' and allocate a score of good, satisfactory or unacceptable. Appropriate weighting is applied to the scoring and any score below 90% is unacceptable. Slightly modified criteria are in place for times of major disruption. Our monthly target is a 95% average score across all train cleaning audits.

AIR CONDITIONING

All our trains are fully air conditioned. If the air conditioning is not functioning, our train manager will do everything they can to move travellers to a cooler coach.

PERFORMANCE: CLEANING

In 2013, 80% of our travellers rated the cleanliness of coach interiors as good, very good or outstanding. This exceeded our 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 10,000 customers every month and 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 travellers think about key aspects of their Eurostar experience, such as booking, check-in, stations, lounges, on board and catering. The survey also includes key questions about how likely they are to recommend and use Eurostar again, and value for money.

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

B. FIZZBACK

Through Fizzback, we use text messaging to understand travellers' opinions of our service. Travellers' responses come through live on an online dashboard, which allows us to quickly identify problems (and successes) and also allows us to contact the traveller again if necessary.

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

In the last twelve months we have received around 60,000 feedback messages and we have responded to almost 3,000 of these travellers.

5. COMPLAINTS AND COMPENSATION

Our Traveller Care team is here to correspond with travellers who are unhappy with their Eurostar experience. Appropriate compensation is also considered on a case by case basis.

Our Traveller Care standards

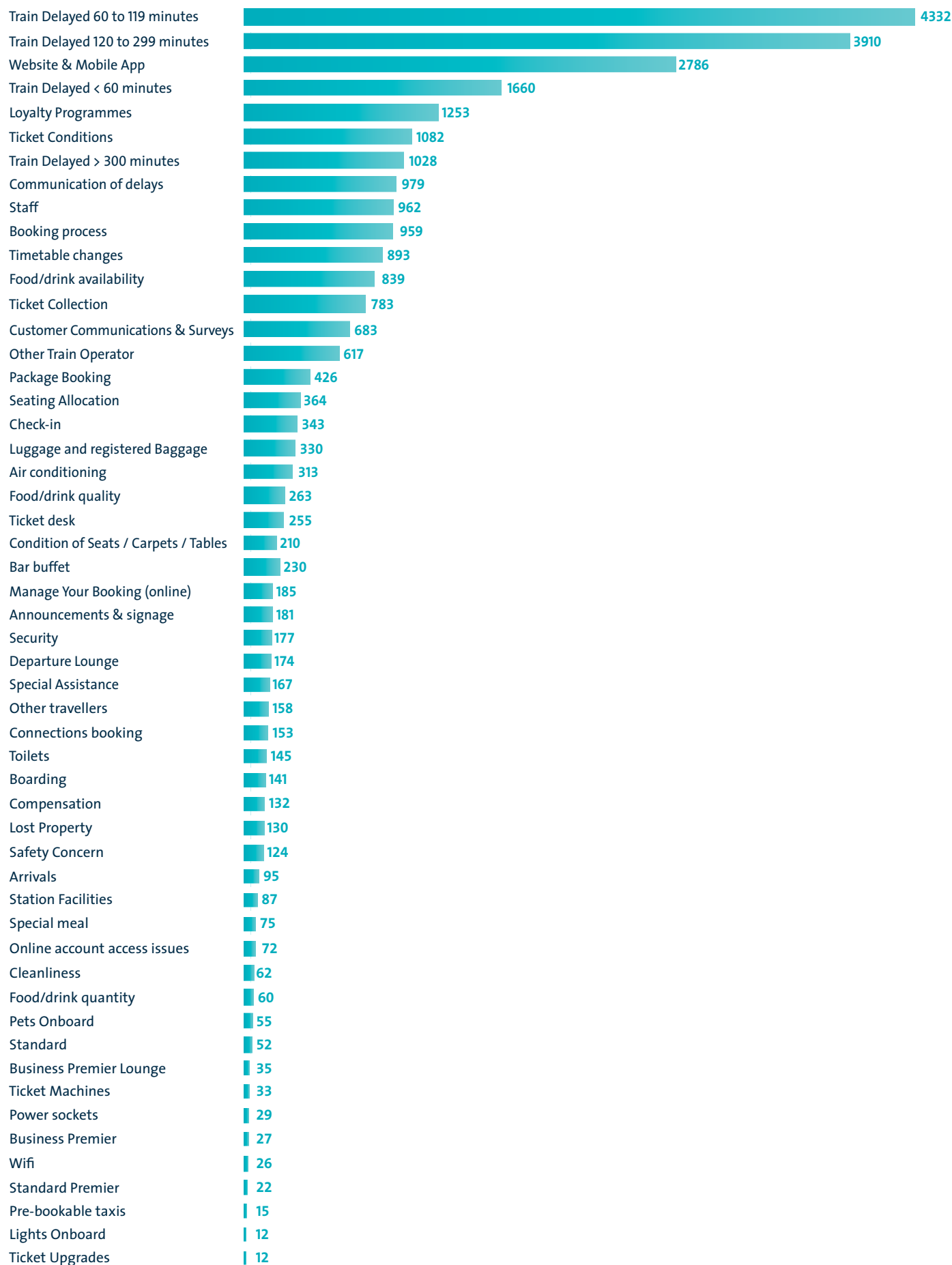
- Phone calls are to be answered within 60 seconds
- Letters are to be replied to within 7 working days
- Emails are to be replied to within 24 working hours
- We use the customer's preferred contact method when responding to a complaint.

Information on how to submit a complaint is available at eurostar.com.

This table shows a breakdown of all the complaints dealt with by our Traveller Care team in the 12 months up to April 2014. This team also responds in cases where travellers praise Eurostar, passes on suggestions for changes to our services, and handles complaints and requests for compensation.



CUSTOMER COMPLAINTS APRIL 2013 - APRIL 2014





6. ASSISTANCE

Customers who are disabled or have reduced mobility have the following services available to them, as part of our Eurostar Assist service.

- Assistance welcome point at check-in at each station
- Wheelchairs (if required) to take the traveller from check-in to the train
- Assistance through check-in, security and immigration
- Help boarding the train
- Help disembarking from the train
- Assistance to the next stage of their journey, if making a connection

Travellers can make a request for Eurostar Assist by calling our contact centre. If a traveller does not give us notice of their requirements, we do our best to assist when they arrive.

Our Assistance Guide at eurostar.com is a comprehensive overview of the assistance we can offer and what to expect when travelling with us.

Over the past year, we have made considerable efforts to improve this part of our service, speaking to customers who use Eurostar Assist regularly and using their opinions to change the way we operate. Our most recent piece of substantial research was conducted by the independent agency GfK in April 2013. Although this research identified some areas for improvement (such as consistency during peak times), customers generally recounted positive experiences of using Eurostar Assist.

7. TICKET OFFICE AND EUROPEAN CONTACT CENTRE OPENING HOURS

CONTACT CENTRE OPENING TIMES

Eurostar Contact Centre - UK

Monday to Friday, 08:00 to 19:00
03448 224 777
+44 1233 617 575

Douai Contact Centre – Fr

Monday to Sunday, 07:00 to 22:00
08 92 35 35 39 9

Brussels Contact Centre - Belgium

Monday to Friday, 09:00 to 17:30
02 528 28 28

TICKET OFFICE OPENING TIMES

Paris Ticket Office

Monday to Saturday, 06:00 to 21:00
Sunday and Bank Holidays, 07:20 to 21:00

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

Monday to Sunday, 06:00 to 22:00

Calais Ticket Office

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

Monday to Sunday, 06:30 to 22:00