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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**.

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

Information on ticket prices and conditions are always available via **eurostar.com** and at our ticket offices and contact centres, details of which can be found at the bottom of this document.

Information on accessibility, access conditions and the 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**.

Information on accessibility and access conditions for bicycles is also available from all Eurostar ticket offices, our contact centres and on **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**.

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 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, 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**.

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 make safety 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**, 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** 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 delay for which compensation is payable, the refund is made by 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 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 2018 target is to ensure:

- 82% of trains arrive within 5 minutes of their scheduled arrival time
- 91.5% 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 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, a taxi or hotel 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 a Eurostar e-voucher ("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 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 one year from the date of the delay to claim it and redeem it on a new journey. To claim, customers can go to **compensation.eurostar.com**.

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

To apply for a refund, customers should submit their request **online**.

## Punctuality performance

Year to date results for the end of April 2018 are:

- 65.7% of trains arrive 5 minutes of their scheduled arrival time
- 81.3% of trains arrive 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 in arrival at the destination station of more than 60 minutes, customers will be entitled to either a full refund of their ticket or can postpone their journey to a later date.

### 3. CLEANLINESS

We clean our trains at their destination station after every journey and regularly carry out deep cleans. We conduct a minimum of 60 independent train cleaning audits each month across our locations, and our suppliers also conduct their own audits against the same criteria.

The basic principle behind the train cleaning audits is that an area is assessed against an agreed criteria for 'What good looks like' and allocated a score of good, satisfactory or unacceptable. Appropriate weighting is applied to the scoring and any overall audit score below 90% would be considered unacceptable. During periods of major disruption, the specification is slightly modified to reduce the delay of the subsequent journey, however, priority items are still cleaned after every journey. The monthly KPI target is 95% average score across all train cleaning audits.

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.

#### Air conditioning

Our trains are 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 2017, 88% of our customers rated the cleanliness of carriage interiors as Good, Very Good or Outstanding. The source is the GFK Customer Satisfaction Survey.

### 4. CUSTOMER SATISFACTION

#### Customer Satisfaction Survey

We continuously monitor customer satisfaction through a survey. This 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 ten 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, departures, 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.

### 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 the 12 months to April 2017. This team also responds in cases where customers praise our service and passes on suggestions for changes to services, as well as dealing with complaints and requests for compensation due to delays.

### 5. REASONS FOR COMPLAINTS 2017 TO APRIL 2018

SUBJECT	PERCENTAGE
Compensation	31.4%
Onboard Experience	21.3%
Ticket Conditions	13.0%
Station	9.2%
Amending Tickets	6.4%
Booking Tickets	3.6%
Other / General	3.4%
Disruption	3.0%
Special Assistance	1.8%
Loyalty Programmes	1.6%
Onboard Catering	1.6%
Luggage	1.5%
Complaints Process	0.7%
Lost Property	0.7%
Contact Centre	0.6%
Pets	0.1%
Bike Policy	0.1%

### 6. ASSISTANCE

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

- Assistance welcome point at Eurostar departures in each station
- Wheelchair provision (if required) to take the customer through from the ticket gates to the train
- Assistance through in the ticket gates, 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).

## **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 20:00

Saturday and Sunday 09:00 – 18:00

08432 186186

The special assistance line is open seven days a week between 09:00 and 17:00. Their phone number is 08432 186186 (select option 4).

#### **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

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