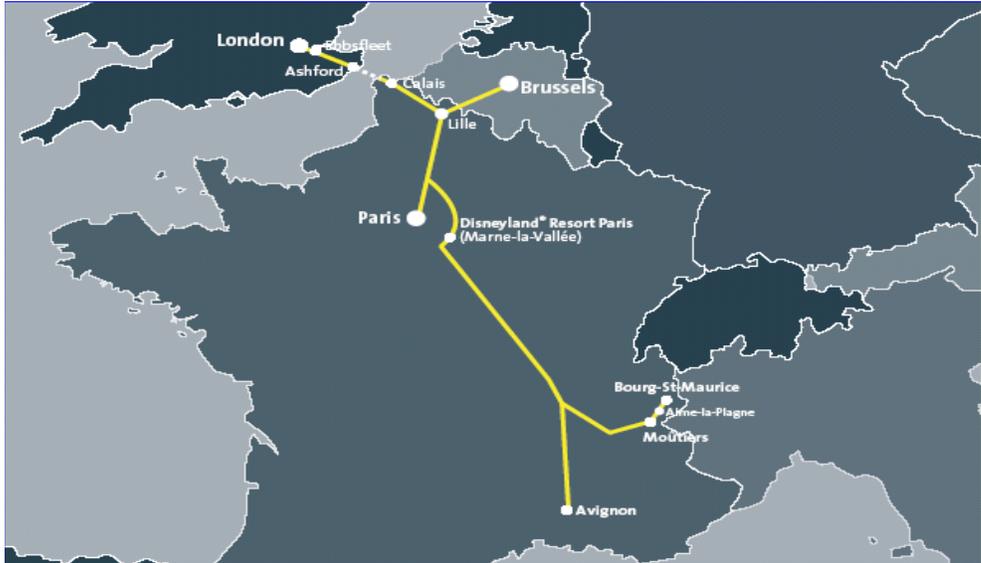


Train name	EUROSTAR
Train code	TGT
Description	High speed day train linking the UK to France and Belgium via the Channel Tunnel . Started operating in 1994.
Reservation	Compulsory
Booking Horizon	90 days for journeys to Eurostar French Connections destinations.
	Up to 6 months for journeys to Paris, Brussels, Lille, Calais and Any Belgian Station.
	About 6 months for direct journeys to Avignon Centre
	About 10 months for direct journeys to Marne-La-Vallée
	About 11 months for journeys to Eurostar Direct Ski destinations
Routes	 <p>Direct services</p> <p>London St. Pancras/Ebbsfleet/Ashford - Paris (Minimum journey time 2 hours 15 mins)</p> <p>London St. Pancras/Ebbsfleet/Ashford - Brussels (Minimum journey time 2 hours 1 min)</p> <p>London St. Pancras/Ebbsfleet/Ashford - Lille (Minimum journey time 1 hour 20 mins)</p> <p>London St. Pancras/Ebbsfleet - Calais (Minimum journey time 55 mins)</p> <p>London St. Pancras/Ebbsfleet/Ashford - Marne-la-Vallée (Minimum journey time 2 hours 34 min)</p> <p><i>Seasonal Direct services: Direct Ski and Direct Avignon Refer to separate product fact sheets for details.</i></p> <p>Indirect services (Eurostar + local train)</p> <p>London St. Pancras/Ebbsfleet/Ashford - French Provinces (via Lille or Paris) known as Eurostar French Connections. See Eurostar French Connections fare sheet for list of French Connections destinations.</p> <p>London St. Pancras/Ebbsfleet/Ashford - Any Belgian Station (via Brussels)</p> <p>London St. Pancras/Ebbsfleet/Ashford - Marne-la-Vallée (via Lille)</p> <p><i>Please refer to the appropriate fare sheets for further details</i></p>
Accommodation	Business Premier (available on Inter-Capital services only), Standard Premier and Standard Class seats (See details below).
Business Premier Class	<p>10-minute check-in</p> <p>Fast-track security at London St. Pancras</p> <p>Access to Executive Lounges (which are also accessible to Carte Blanche holders) at London St Pancras, Paris, Brussels, Ebbsfleet and Ashford, with marble bar counters, free bar, armchairs, newspapers and magazines, internet and complimentary Wi-Fi access, luggage storage and phone chargers.</p> <p>Power points at every seat (both UK and European compatible)</p> <p>Dedicated carriages</p> <p>3-course meal at seat and drinks service (see catering section)</p> <p>Express Breakfast option on morning trains</p> <p>Comfortable larger reclining seats in air-conditioned first class carriages.</p> <p>Newspapers and magazines on board</p> <p>Taxi booking service - Business Premier travellers can book taxi transfers in all Business Premier lounges for their arrival in London, Paris and Brussels. Travellers pay directly to the driver.</p>

Business Premier Class	<p>Boarding guarantee - possibility to travel on a different train, on the same day, to the original booking even if Business Premier is full. Passenger will be given a "Boarding Guarantee pass" with new coach and seat number from the Eurostar ticket office (or check-in at Brussels Midi). Access to fast-track check-in and Business lounge is still permitted. Service is available at London St Pancras, Ebbsfleet, Ashford, Paris and Brussels only. If Business Premier is full, alternative seating will be offered in Standard Premier, Standard class, or a tip up seat - no refund will be offered. If alternative seating is found in Business Premier, a meal or special meal is not guaranteed.</p> <p>Children can travel in Business Premier but will need a Business Premier Adult ticket.</p>	
Standard Premier Class	<p>30-minute check-in Dedicated first class carriages and dedicated staff who welcome you onboard and are there throughout the journey to assist. Light cold savoury meal consisting of 3 "tasting" dishes and drink at seat (see catering section) Magazines on board Power points at every seat (both UK and European compatible) Comfortable larger reclining seats in air-conditioned first class carriages.</p>	
Standard Class	<p>30 min check-in (Direct Ski and Direct Avignon passengers are advised 60 min check-in) Comfortable seats in air-conditioned carriages. Two bar buffets where passengers can purchase a wide choice of snacks, drinks and light meals.</p>	
Quiet coaches	No longer available on Eurostar services.	
Catering	Meals served reflect a range of fresh and healthy international dishes and are appropriate to the time of day. Only Business Premier and Standard Premier customers are served meals at their seat. Breakfast is served until 11:00, Lunch: between 11:00 and 14:00, Afternoon meal: between 14:00 and 17:00 and Dinner: from 17:00.	
	BUSINESS PREMIER	STANDARD PREMIER
	Breakfast - Hot or continental breakfast or "Express breakfast". Orange juice. Tea/coffee.	Breakfast - Bread roll, pastries and orange juice. Tea/coffee.
	Lunch/Afternoon meal/Dinner - 3-course hot meal with a choice of 2 main dishes. Served with bread. Additionally, from 14:00 - 17:30: Afternoon tea with scones, strawberry jam, clotted cream and cake.	Lunch/Afternoon meal/Dinner - Light cold meal consisting of 3 small savoury "tasting" dishes & bread.
	Drinks - a selection of hot and cold soft drinks, wine, beer and Champagne.	Drinks - 1 complimentary hot drink, soft drink, small bottle of wine or beer.
<p>Special meals can be pre-booked on the booking system and include vegetarian, kosher, halal, vegan, diabetic, low fat, low salt, dairy free and gluten free. Vegetarian meals must be booked 24 hours in advance of travel. Child meals can also be pre-booked 24 hours before travel (in Standard Premier only). All other meals must be booked 48 hours in advance of travel.</p> <p>Standard class customers can purchase a variety of hot and cold drinks and snacks from the bar buffet carriages, located in carriages 6 and 13.</p>		
Smoking	Eurostar trains are entirely non-smoking	
Unaccompanied Minors	Under 12's must be accompanied by a competent person aged 16 years or over. 12–15's may travel alone provided they have a full, valid passport or identity card issued in their own name and are in possession of either a hand-written letter of consent from a parent or guardian, witnessed by an official person, or a completed Unaccompanied Minors Consent Form (available on the Intranet). The completed Unaccompanied Minors Consent Form must be handed to a member of Eurostar staff at check-in.	
Luggage	Anyone travelling on an adult ticket can take a maximum of 2 bags no bigger than 85cm at its longest length & 1 small piece of hand luggage per passenger. If you arrive at the station with more than your baggage allowance and you haven't booked them into the registered luggage service, you might be charged an excess luggage fee. Anyone travelling on a child's ticket (that's 4 to 11 year olds) can travel with a maximum of 1 bag (up to 85cm at its longest length) and 1 piece of hand luggage. Labels must be used for each and every item of baggage and display the passenger's name, seat number, date of travel and destination. Additional pieces of baggage or larger items such as surfboards or trunks are carried as registered baggage between London and Paris, Lille and Brussels only . Items can be registered up to 10 days before date of travel or on the date of travel itself, and are ready for collection within 24 hours of registering it. Up to 3 items per person, not exceeding 2 metres in length. Bulky and excessively heavy items are not accepted. Sporting rifles are accepted provided they are not loaded and are carried in a case. The customer must carry the correct licence documentation. Ammunition is not permitted. Customers should call 0844 822 5 822 for information and prices regarding registered luggage. Alternatively, customers wishing to travel with their bulky items, such as musical instruments, can buy a Companion ticket (with the name 'Musical Instrument' on the ticket) for the same class of service as they are travelling in and tickets must be checked in. Eurostar link: http://www.eurostar.com/uk-en/travel-information/travel-planning/luggage/travelling-with-musical-instruments Group Baggage handling can be arranged for 10 or more passengers. Customers should call 0844 822 5 822 or email group.baggage@eurostar.com for further information on this service.	
Bicycles	Bicycles can be dismantled and carried in a bike bag as part of the luggage allowance, provided they don't exceed 85cm in length. If the bike bag is between 85cm and 120cm at its longest, passengers can use the " turn-up-and-go " registered baggage service for just £10 each way from London or €15 each way from Paris or Brussels. Usually the bike will travel on the same train as the passenger, but if not it will travel on the next available train. It is recommended to arrive an hour before the train leaves to maximise the chances of the bike travelling on the same train. Fully assembled bikes or bikes in bags over 120cm long need to use the Registered Baggage service , which can be booked on the day of departure for £25 each way from London, €29 from Paris or €25 from Brussels. The Eurostar ticket or PNR is required at booking and the charge is non-refundable. Passengers can also reserve a place for their bike (maximum length of 2m) on their train in advance. Customers should call 0844 822 5 822 or visit the EuroDespatch Centre in person at London St Pancras. The service costs £30 each way and customers must produce their Eurostar ticket or PNR number. Tandems cannot travel due to their length, unless they can be dismantled.	

Toilets and baby changing facilities	Baby changing rooms are located at the end of coaches 1 and 18. Bar buffet staff will warm bottles on request. Toilets located at the end of each carriage.
Disabled facilities	2 Wheelchair and Companion spaces are available in coaches 9 & 10 in Business Premier or Standard Premier. These spaces are for passengers that are unable to walk at least 200m unaided. They are fitted with a "call for aid" button. Eurostar door widths are as follows: Toilet: 522mm / Exit door: 850mm / Disabled person's toilet: 720mm. Guide Dogs can travel on trains to/from Paris, Lille and Brussels. Bookings for blind passengers and their guide dogs can be made by calling: 08432 186 186. Special Assistance is available for wheelchair users, passengers with restricted mobility and other special needs. This service cannot be pre-booked so passengers should visit the assistance desk on the day of departure. Electric and battery powered Mobility scooters can be taken onboard at no extra cost and travel in the special luggage hold. In order for the scooter to be able to access the train via the lifts and ramps, it should not exceed 100cm in width. Customers are advised to inform Eurostar prior to travel, by calling EuroDespatch Centre on 0844 822 5 822.
Domestic animals	Domestic animals are not accepted on Eurostar trains, with the exception of guide dogs (travel for free).
Parking at stations	London St Pancras: Approx. £36 for 24 hours. Ebbsfleet International: Up to 24 hours: £9. Ashford International: 6-24 hours: £11, Weekly rate: £40.
Eurostar Frequent Traveller programme	The Eurostar Frequent Traveller programme is for customers who travel frequently on Eurostar. Customers receive loyalty points for every booking made and points can be assigned to their loyalty card on Euronet or the GDS, but not on the website. For every 3 return trips in Business Premier, the cardholder benefits from a free return trip in Standard class. Points must be redeemed via Eurostar directly. Eurostar Frequent Traveller cardholders can access Business lounges, check-in just 10 minutes before departure, get commission-free currency and preferential rates with Avis car hire and certain hotels.
Eurostar Plus Culture	Eurostar Plus Culture: 2 for 1 exhibition entry at certain museums and galleries in Paris, Lille and Brussels. Customers simply need to present a valid Eurostar ticket and the deals are valid for 5 days after the date of travel stated on the ticket. See the Money Savers section of the Website for further details.
Eurostar Website	www.eurostar.com

Eurostar at London St Pancras



London St Pancras



Business Premier



Business Lounge



Standard Premier



Standard Premier Catering



Standard Class



Bar-Buffer

