



**YOUR GUIDE TO**

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**AMADEUS**

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EUROSTAR

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4

**AGENTS**

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# AMADEUS

Last updated 18/01/17

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## MAKING A BOOKING

Eurostar is bookable to the following destinations listed below. Any destinations not listed below please call Eurostar4Agents on 03448 242524 to book.

### Station Codes

Station	3 Letter Code
London St Pancras International	QQS
Ebbsfleet International (Kent)	XQE
Ashford International (Kent)	QDH
Lille Europe	XDB
Paris Gare du Nord	XPG
Brussels Midi	ZYR
Any Belgium station (to check fare only)	ZWY
Marne La Vallee (Disneyland) direct service only	XED
Lyon	XYD
Avignon	XZN
Marseille	XRF

Eurostar is bookable in the following booking classes for our classes of service:

BUSINESS PREMIER		STANDARD PREMIER	
EUROSTAR	GDS	EUROSTAR	GDS
AF	J	HF	Z
		HT	I
		HW	G
		HZ	S
		HX	T
STANDARD			
EUROSTAR	GDS	EUROSTAR	GDS
BF	Y	BR	K
BT	B	BW	N
BV	H	BX	Q
BZ	M	BY	V

Please follow the steps below to create your booking

1	Create PNR using standard Amadeus entries. Include sell seat, name and Received from field
2	Request seat type or specific seat (optional) See SSR seating section below for help
3	End and Retrieve, then Ignore and Retrieve booking to refresh display
4	Now check SSRs displayed (these should always appear within a short time)  <b>Example display</b> 6 SSR NSST 9F KK1 QQSXPG/C012S021/S2 7 SSR NSST 9F KK1 XPGQQS/C009S025/S3 8 SSR ADTK 1A TO9F BY0534/13AUG OTHERWISE WILL BE XLD
5	Check seating SSRs to ensure seat numbers, as well as coach, are confirmed e.g. coach 12 seat 21.
6	Check time limit SSR and ensure bookings are e-ticketed before the date displayed. Bookings are automatically cancelled when the time limit expires (HX status)
7	Add frequent traveller number if your passenger has one and add any special meal requests they have. Again using standard Amadeus entries.
8	To price bookings use FXP (for bookings with more than 1 passenger ensure that you price all passengers in one entry e.g. <b>FXP/P1-3</b> ). Don't forget to check fare notes, specifically penalties .
9	Complete booking using usual form of payment and e-ticketing entries

## BOOKING TIPS

**Below are some hints and tips on how booking Eurostar on Amadeus, and the main points where this differs from booking Air.**

### DO NOT's

- Do not book multiple sectors. IF you require more than one e.g. London to Paris sector, because you are unsure what train your passenger wants, please hold these in separate PNRs.
- Do not mix fares in the same PNR. If your passenger requires an exchangeable with fee ticket out and a flexible ticket on the return these must be booked in separate PNR's.
- Do not book open jaw tickets. For journeys that involve St Pancras / Ebbsfleet / Ashford combinations, book a return ticket to St Pancras and ensure train stops at required station.
- For journeys out to one destination and back from another, e.g. London - Paris / Brussels - London a combination of one ways will be required in separate PNR's and not just separate ticket numbers in the same PNR.
- Do not re-book / re-instate a booking in the same PNR if you have cancelled/refunded/voided a ticket, **always** book in a new one. (For all ticket types)

### When making a booking

- Ideally use specific station codes when checking availability. If a train does not appear as expected, use **MD** (move down) to check later availability. For Lon-Par and Lon-Bru availability, always check station codes to ensure you do not book Ebbsfleet instead of St Pancras!
- Tickets cannot be re-routed. So if the passenger is booked Paris to Ebbsfleet on the return, the ticket cannot be changed to Paris to London, so if there is a chance that your passenger will want to change always book into London and then they can alight at Ebbsfleet if desired.
- You can combine Eurostar and Air/Hotels in the same PNR, but just please make sure that you price and e-ticket separately.
- When displaying availability for Business or Standard Premier, if there are 4 or less seats on a service showing as available, and your booking UCs, this is likely to be because only the Wheelchair and Companion seats are available. (These cannot be booked via Amadeus)
- You may check availability and make reservations up to 120 days in advance. Disney trains may vary. This period may be shorter if schedules for the year have not been fully confirmed.
- Please note that leisure RIT fares are not available on GDS.

### Multiple passenger bookings

- We recommend one passenger to one PNR although this is not essential.
- All ticket numbers must be finalised before ending the transaction. In order to ensure this happens, use the pricing entry FXP/P1-3 to create one TST for all passengers including children.
- Children cannot be booked on their own.
- Enter only one form of payment to enable e-tickets to be issued correctly, also ensure that form of payment is not passenger related.

## Profiles

Profiles can be used for booking Eurostar.

- Information such as Eurostar Frequent Traveller number can be added from the client profile. It will need to be the full 17 digit number, this transfers into the PNR but does not appear on the printed ticket, but will be added to the customer's account.
- Meal requests should **NOT** be transferred from the profile, they need to be entered separately after seating SSRs have been received. This is because meals in Eurostar are attached to the seat number not the passengers name as with air. If you do store a meal preference in the profile and it transfers it will stay in HN status, you will need to cancel this HN request before requesting again once you receive the seating SSR's.

## Issuing e-tickets

**Very Important** - Please ensure that when you issue tickets you do not add seating requests or SSRs e.g. for meals in the same transaction. Eurostar reservation system will only accept the first message and the ticket numbers will be ignored, Your booking will remain as an option and will then be cancelled at the TTL.

### **Reasons you can't see the booking on Print at Home**

If you have booked an open jaw ticket, if there are multiple sectors in the booking, or if you mistakenly booked in the same PNR and have an old e-ticket in the PNR that has previously been voided or refunded.

## SPECIAL SERVICE REQUESTS

### SPECIAL MEALS

Meals are included in Business Premier and Standard Premier. For travellers in Standard class, light meals, snacks and hot drinks are available to purchase from the bar buffet.

Please make sure you have allocated seats before booking meals.

You can use the below entry's to request meals once the seating SSRs have been received.

- To order vegetarian meal all passengers in a PNR **SRVLMML**
- To order a vegan meal specific passenger **SRVGML/P2**

You will then need to receive the booking, ER and ET and check that the meal SSR has been KK confirmed.

When processing a seat change or a revalidation / reissue you must cancel the original meal request and re-book after you have confirmed seats.

Special Meal	Notice required	GDS Code
Vegetarian (diary and eggs)	24 hours	VLML
Vegan	48 hours	VGML
Kosher	48 hours	KSML
Muslim/Halal	48 hours	MOML
Diabetic	48 hours	DBML
Low fat	48 hours	LFML
Low salt	48 hours	LSML
Gluten free	48 hours	GFML
Dairy/Lactose free	48 hours	DFML (needs to be booked through eurostar4agents)
Child (Standard Premier only)	24 hours	CHML

### FREQUENT TRAVELLER

Eurostar frequent traveller numbers can be added via the profile or booking using the full 17 digits, all numbers begin with 308381 e.g. FFN9F-30838112345679810. This must be added before ticket issuance and cannot be added after. It must be added accurately as the number is not verified in Amadeus. **It is important to note that the number will not appear on the Eurostar ticket.** Points are credited approximately 48 hours from time of booking.

Details and benefits of the Eurostar frequent traveller program can be found on our website.

At this time membership of the Eurostar Frequent Traveller program is only available to travellers resident in the UK, France and Belgium.

Eurostar plus points loyalty scheme is NOT valid to be used in the GDS as this is an online reward scheme only.

## SEATS

If seats are not requested, they are allocated automatically once a booking has been ended. Only confirm a booking to a client when a coach and seat number is shown as KK in the SSR.

To check coach layout and direction of travel, refer to our online seat plans.

### Coach and Seat Availability Display entries

Display which coaches are available to book for class of service (J in this case) required for sector 2: **SMC2/J**

Check that the coach is valid for the on-board class of travel displayed on the screen:

**A is Business Premier, H is Standard Premier and B is Standard class.**

**It is very important that the availability display is checked**, as coach 7 to 12 are yield managed, so while on one train coach 7 maybe Business Premier, on another it could be Standard Premier. If you select a seat in a Standard Premier coach when booking Business Premier your sectors will UC

### Example of coach availability display

```
SMC2/J
** 9F - EUROSTAR ** 056 MO 30JAN 0000
TRAIN NO 9024 30JAN QQS XPG
```

```
11A4 12A4
```

### Then to display a specific coach

Seat availability display from pnr line 3, coach 12 **SMT3/12**

**Please note:** If you omit the coach number, the first applicable coach with available seats is displayed

### Example seat availability display

```
TRAIN NO 9002 COACH NO 4 MO 23JUL QQS XPG SEATS CLASS B 22
```

```
/-----B-----\ >
.11 +15 +21 +25 +31 +41 +45 +51 +55 +61 .65 .71
.12 +16 +22 +26 +32 +42 +46 +52 +56 +62 .66 .72

+17 +23 +27 +33 +43 +47 +53 +57 .63 .67 .73
+18 +24 +28 +34 +44 +48 +54 +58 .64 .68 .74
\-----N-----/ >
```

```
. AVAILABLE >< FACING + OCCUPIED X BLOCKED /-A-\ CLASS GROUP
SM FORWARD H HANDICAPPED B BICYCLE S SIDEWAYS \-S-/ SMOKING
```

To scroll on a seat map: **ML** - move left **MR** - move right

Then use the entries below to request specific seats.

**Specific seats** (the coach number and seat number must be three characters)

- Request seat 31 in coach 12 on segment 2 **STT/C012S031/S2**
- Request seats 15 and 16 in coach 4 for segment 3 **STT/C004S015,C004S016/S3**

To request via seat type instead you can use the below:

- Eurostar seating entry **STT/seat code/S2**

<b>Code</b>	<b>Eurostar seat type</b>
-T2	Club 2 -2 seats facing each other Business Premier & Standard Premier class, with table
-T4	Club 4 and Carre - 4 seats facing each other Business Premier & Standard Premier & Standard class, with table
-E1	Solo - Single seat in Business Premier & Standard Premier class, with seat back table
-E2	Duo - 2 seats airline style with seat back tables
W	Window
A	Aisle

### **Seat Maps from availability (no PNR needed)**

You can also directly retrieve a train map from availability

#### **SMT/2-J**

To retrieve J class from line 2 of the availability display

#### **Long request**

##### **SMT-9F9004/16NOVQQSXPG-J**

for a train map on 16 nov the 9004 from London to Paris in J class

#### **Or for a specific coach**

##### **SMT-9F9004/16NOVQQSXPG/8**

for a train map for coach 8 on the 9004 on 16 Nov from London to Paris

#### **Also coach map from availability**

**SMC/1** for all coaches from availability

**SMC/2/J** for J class coaches from availability

#### **Also direct entry for coaches from long format**

SMC-9F9004/16NOVQQSXPG/J

### **SEAT CHANGES**

To change a seat that is already allocated, you will firstly need to cancel the seating SSR element number (XE5 to cancel ssr on line 5), request new seats using the command formats as per above, Receive and End and Retrieve. Ignore and Retrieve to refresh booking and check SSR to verify seat and coach number.

### **INTERACTIVE SEAT MAP**

This user friendly point and click function displays coaches according to on board class of travel and booking class, and enables you to choose specific seats for more than one person. To activate, ensure that the rail map button is enabled from the customization dialog box, or contact your Amadeus account manager for more details.



## **OVERBOOKING**

When overbooked seats are assigned to your booking, you will receive an SSR message warning you of this. As well as only a coach number being displayed e.g C007S000 you will also receive the following SSR message

SSR OTHS 1A 2385 SEGMENT/S OVERBOOKED REQUEST SEAT/S AT CHECK-IN

Please click on link for full details of this process ([eurostar4agents.com/overbooking-policy](http://eurostar4agents.com/overbooking-policy))

## FARES AND PRICING

You can select and file fares as you would do with air.

All our tickets in Standard and Standard Premier are exchangeable before departure of each leg by paying the difference in price with the next available fare on the day of exchange (if the same class is not available) plus a fixed fee of £30/ €40 (Standard) £40/ €50 (Standard Premier) per person per sector. They are non-refundable at any time.

Business Premier tickets are fully refundable before and for up to two months after the travel date.

Although we do recommend that you always check the penalties before issuing any ticket, for any additional restrictions. E.g. Saturday night away, off peak.

### BOOKING ANY BELGIUM STATION FARES

To check fares on the fare display you will need to use the station code **ZWY**  
**FQDLONZWY/10JAN/A9F**

Although when booking, please book just to ZYR and then select the correct fare from the Fare quote list using the normal pricing entry of **FXP**

IF the fare is not presented you can use the entry below to force in the fare basis code you found in the fare display: **FXP/L-fare basis code**

OR when you have more than one fare class in the booking:  
**FXP/L2-fare basis code/L3-fare basis code**

**Please note:** The fare basis code must be booked in the correct RBD (booking class Reservation Booking Designator) as per the fare rules.

### CHILD FARES

**Child fares** are available in Standard Premier and Standard classes (not in Business Premier). If a child ticket is required in Business Premier they will need to pay the adult fare.

Amadeus will automatically quote a child in the normal way if indicated by (CHD) in the name field. Alternatively, the manual entry FXP/RCH can be used to price.

> [Download our latest fare guide at eurostar4agents.com/fares](http://eurostar4agents.com/fares)

**Remember:**

- For multi-passenger bookings all ticket numbers must be finalised before ending the transaction. In order to ensure this happens, use the pricing entry FXP/P1-3 in order to create one TST for all passengers.
- Return journeys that require fares with different ticket conditions e.g. London-Paris fully flexible and Paris-London exchangeable must be booked as two one-ways in separate PNRs

**Ex-continental fares****Why is there sometimes a fare difference when booking ex-continental fares within GDS from other UK sales channels?**

Fares ex-continent via GDS, are quoted in Euros and then converted into GBP. The GDS exchange rate fluctuates daily unlike our own central booking system which is loaded with a fixed exchange rate. The rate fluctuations will mean fares being converted into GBP can be the same, more expensive or cheaper dependant on the exchange rate.

**How does Eurostar propose to fix this issue?**

Eurostar constantly monitors the variance within the market rate, if a variance of €0.10 is observed between the market rate and the system exchange rate for more than 40 consecutive days, Eurostar will start to plan a system change and implement this if the variance continues for more than 90 consecutive days.

**Why can this not be changed more frequently?**

Due to system constraints and the complex process to change the exchange rate, it is not possible to implement the change process more frequently.

## REVALIDATIONS AND REISSUES

### IMPORTANT REMINDER

All exchanges/reissues should be made in Amadeus. If any changes are made by a Eurostar point of sale, these are not reflected back into your GDS. Please do not add in any GK or PK sectors as this causes the booking to corrupt. If you need to have a note in the booking of the change, just enter these as a remark.

**For exchangeable tickets** - Please note that once the original sector has been cancelled and the new one assigned, the ticket **MUST** be exchanged and reissued before the original journey was due to commence to comply with our exchangeable ticket conditions.

The ticket conditions can be found in the Penalties section of the filed fare or you can check them on our fare guides found here ([link to fare guide](#))

**Revalidations** - use revalidation process where there is no fare change (Fully Flexible) and the booking is staying in 'J' class.

Revalidation must be completed within 2 months of travel date, to comply with the ticket conditions. Please follow the following process:

- Always check ticket conditions before processing.
- Where an e-ticket shows OPEN status you can revalidate on Amadeus.
- Cancel and rebook the segment details in the normal way.
- ER then IR to refresh booking and obtain new seat details.
- Revalidate the e-ticket

**Exchanges and Reissues** – when the change to the ticket requires a change of train or travel date and the original ticket issued is a 'exchangeable' ticket allowing a change then the following process is required:-

- Check that the fare conditions on the original 9F issued ticket allow a change (to prevent a subsequent ADM)
- Where the e-ticket status shows OPEN then this can be processed on Amadeus.
- Cancel the no longer required segment/s and book the new required segment/s
- ER and then IR to refresh the booking and obtain new seat details
- Exchange/reissue the ticket ensuring that:
  - 1) any increase in appropriate fare is collected
  - 2) and, the appropriate change/penalty fee is collected on the new ticket via the OD (Oscar Delta) tax code. Please note that each segment change, incurs a change/penalty fee therefore changing the outbound and inbound segment incurs 2 change/penalty fees.
- No manual OSI with the new ticket number is required as your GDS will automatically generate to Eurostar the new ticket number
- To avoid an ADM you must ensure that any additional collection such as any required fare increase and change/penalty fee is applied as our automated revenue accounts application will check the details once the BSP data is received by Eurostar.

**Please note:** If the new fare is less expensive, unfortunately we can't refund the difference.



## ACCOUNTING

### BSP

Eurostar participates in BSP in the UK and ARC in north America and has standard IATA codes 9F/814. Eurostar is an electronic ticket vendor.

### Credit card and Merchant fees

As is the same with our other booking channels, Eurostar does not pay the merchant fee on GDS bookings. To avoid receiving ADM's for these fees, use non ref or cash. The following cards are supported: Amex, MasterCard , Visa, Maestro, Solo Electron. Any applicable charges will be invoiced monthly.

The fees are as follows:

MasterCard , Visa, Maestro, Solo Electron at 1.75%  
Amex at 2.05%

### VOIDING

- Voiding can be carried out on the day of issue only.
- Ensure the e-ticket record is voided before cancelling the itinerary.
- Once you have voided the ticket, do not attempt to rebook in the same PNR as the e-ticket will not be able to be issued. **Please rebook in a new PNR.**
- Through ARC (for US agents) All voids made in Amadeus must be completed by 11.59pm local time the day after issuance and voids in IAR must be done prior to 11.59pm EST.

### REFUNDS

- All refunds should be carried out in accordance with the ticket conditions. Please refer to fares for more information.
- Refunds must be completed with two months of travel date, where ticket conditions permit.
- Where an e-ticket shows OPEN status, a refund can be performed on Amadeus.
- After refunding, if you need to rebook your passenger you **MUST** do so in a new PNR.
- **Please note:** you should **not** attempt to refund either the outbound or the return sector of any return journey while the booking is still pre travel. If a refund is attempted on one sector but travel is expected on another, the booking will corrupt and the passenger will not be able to be collect it at the station. Therefore please refund after the journey that is still required is complete.

## E TICKETING AND TICKET COLLECTION

### PRINT AT HOME

- Go to Eurostar.com
- Go to '**Manage a booking**', on the top of the screen.
- Log in using the booking reference and the passengers name
- Click on the 'Download and print tickets' link
- You can then print directly or save your ticket on your computer ready to email the passenger.

### COLLECTING TICKETS AT THE STATION

Your passenger can collect their Eurostar tickets from either the Eurostar **self-service ticket machines** or Eurostar **ticket desk** at their departure station.

They will need just need the Vendor Locator to use either collection method.

### MOBILE TICKET

Your passengers booking can be recalled on the Eurostar app and they can check in with a quick scan of their mobile device. They will need to first install the Eurostar app on their phone if they haven't already done so.

- They will find the barcode in the "Tickets" section of the app
- At the check-in gate they hold the barcode up to the reader and the gate will open.

## CONTACT DETAILS

### UK

For help with booking or technical queries call 03448 224334 or email [eurostar4agents@eurostar.com](mailto:eurostar4agents@eurostar.com)

### North America

For help with booking or technical queries call 1 800 791 2842 or email [gdssalesusa@eurostar.com](mailto:gdssalesusa@eurostar.com)