



**YOUR GUIDE TO**

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**GALILEO**

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EUROSTAR  

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**AGENTS**

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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
Amsterdam	ZYA
Rotterdam	QRH

### 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 Galileo 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, seating will appear in the seating data *SD and the ticketing time limit in the vendor remarks *VR)  <b>Example display</b> 6 SSR NSST 9F KK1 QQSXPG/C012S021/S2 7 SSR NSST 9F KK1 XPGQQS/C009S025/S3 8 SSR ADTK 1G TO 9F BY0534/13AUG OTHERWISE WILL BE XLD
5	Check seating data *SD to ensure seat numbers, as well as coach, are confirmed e.g. coach 12 seat 21.
6	Check time limit SSR in the vendor remarks *VR 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 Galileo entries (more detail provided below)
8	To price bookings use FQAC9F (for bookings with more than 1 passenger ensure that you price all passengers in one entry, for example, 2 passengers is FQP1-2) Don't forget to check fare notes, specifically penalties in the cat 16

## BOOKING TIPS

**Below are some hints and tips for booking Eurostar on Galileo, 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 A\* 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 Galileo)
- 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 FQP1-2 create one FQ for all passengers . (example is for 2 passengers)
- 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 Club Eurostar 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 PN status, which you will see in the service information \*SI. You will need to cancel this PN 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 a 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.

**Important:** 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  
SI.VLML

To order a vegan meal specific passenger  
SI.P2VGML

You will then need to receive the booking, ER and IR and check that the meal SSR has been KK confirmed in the service information. \*SI

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

### CLUB EUROSTAR

Club Eurostar numbers can be added via the profile or booking using the full 17 digits, all numbers begin with 308381 e.g. M.9F-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 Galileo. **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 Club Eurostar program can be found on our website.

## 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 Seating data \*SD.

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 required for sector 1 **SA\*S1**

**It is very important that the availability display is checked, as Standard Premier and Business Premier coaches 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

sa\*s1

```
9F - EUROSTAR   TRAIN NO: 9010   12NOV   QQS XPG
COACH CLASS SEATS   COACH CLASS SEATS   COACH CLASS SEATS
  7 BUS N 36      10 BUS N 26      11 BUS N 36
 12 BUS N 36
>SA*C·
```

### Then to display a specific coach

SA\*S1/C7

### Example seat availability display

```
9F - EUROSTAR   TRAIN NO: 9010   12NOV   QQS XPG
COACH NO: 0007      NON-SMOKING
```

```
(-----)
11 15 21 25 31 35 41 45 51 ..
13 17 23 27 33 .. 43 47 53 63
14 18 24 28 34 38 44 48 54 64
(-----)
>SA*C·   >SA*C*·   >SA*PR·
```

If you see the seat number it is available, if you see .. this means the seat is taken.

SA\*PR – to pan right to see the rest of the coach

SA\*PL – to pan back to the left

### Then use the entries below to request specific seats:

Request seat 31 in coach 7 on segment 2

S.S2/C7\*S31

Request seats 15 and 16 in coach 4 for segment 2

S.S2P1.2/C4\*S15.S16

### You can also check seat maps from availability:

Entry is

SA\*A6J

Or in long format

SA\*9F9004Z12NOVQQSXPG

Or long format specific coach

SA\*9F9004Z12NOVQQSXPG/C8

### Seat Changes

Check the seat availability display e.g. coach 5 sector 1	SA*S1/C05
Request new coach and seat number using change seat entry eg coach 5 seat 31 for sector 1	S.S1@C5*S31
Request new coach and seat number using change seat entry for multiple passengers eg coach 5 seat 31 and 32 for sector 1	S.S1P1.2@C5*S31.S32
Receive	R.initials
ER	ER
IR	IR
Check new seats in Seat Data field	*SD

### 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 in the seating data \*SD you will also receive the following SSR message in the vendor remarks \*VR

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

Please click on link for full details of this process ([http://www.eurostar4agents.com/a-z/overbooked\\_seats.htm](http://www.eurostar4agents.com/a-z/overbooked_seats.htm))



## 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.
- we 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  
FDLONZWY10JAN/9F

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 **FQAC9F**

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: FQ@fare basis code

OR when you have more than one fare class in the booking FQS1@fare basis code/S2@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. In order to price a single child the NN in the passenger type CNN must be replaced with the passenger age, and the system must be told that the child will be accompanied on the service by using the /ACC modifier FQ\*C10/ACC/C9F

To quote adults and children in the same booking you can use the following entry, the example is for 2 adults a child of 7 and a child of 5: FQP1-2.3\*C07.4\*C05

#### Please note:

- Children between the ages of 4 and 11 years old inclusive qualify for a child fare.
- A child under four years old does not need to be included on your booking and will not require a ticket to travel on the Eurostar. However, he or she will not be allocated a seat and will be required to sit on the lap of a parent or guardian.
- If an allocated seat is required for a child under 4, when making the reservation you must state the child as being at least 4 years old, otherwise Galileo will only offer an Adult fare.

> [download our latest fare guide at eurostar4agents.com/fares](https://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 FQP1-2 create one FQ for all passengers . (example is for 2 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 Galileo. 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 **Category 16** of the filed fare.

**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 Galileo.
- 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 Galileo.
- 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

### AGENTS BOOKING OUTSIDE OF BSP UK, USA, FRANCE, BELGIUM AND THE NETHERLANDS

After booking '9F' you can simply ticket by plating on HR/169

### 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 any bookings.

### 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 Galileo 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 Galileo.
- 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)