



AMADEUS - HOW TO BOOK A SEAT

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 Standard Premier and Business Premier coaches are yield managed, so while on one train a coach maybe Business Premier on another it could be Standard Premier or Standard if it's one of our new trains. 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**

Code	Eurostar seat type
-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)