

Eurostar fact sheet

E-ticket

If you make a Eurostar ONLY booking you will have the option to receive your tickets as E-Tickets. E-Ticket is an electronic version of the paper ticket. You can print the ticket in colour or black and white from any office, café or home that has a printer.

E-Tickets are not valid on Eurostar Value Fares. These fares will be paper tickets and sent out to you from our office.

[Download Eurostar E-Ticket guide](#)  (1.5Mb).

Eurostar runs between three of Europe's most exciting cities **Paris, London and Brussels** at 300km/h. The Eurostar train is the world's most advanced train, whisking you under the sea through the famous Channel Tunnel (chunnel) taking you from **London to Paris (and vice versa) or London to Brussels (and vice versa)** in record time and in luxurious surroundings.

- The Eurostar service is direct: board the train in the centre of London and disembark in the centre of Paris or Brussels!
- No hassles getting to and from airports or lengthy check-ins!
- [Check in](#) from a little as 30 mins prior to departure!
- Fast, regular services between **London - Paris** (2hrs 15mins - 18 services per day) and **London - Brussels** (2hrs 15mins - 9 services per day)
- Make reservations up to 180 days in advance
- Travel the Channel Tunnel in just 20 minutes

Fares include the price of the Eurostar ticket and a seat reservation. Light meals are included for Business Premier and Standard Premier. The Eurostar train is non-smoking!

Eurostar now welcomes guide dogs on board its London to Paris and Brussels to Lille routes.

Travel classes

There are 3 classes of travel on the Eurostar.

Business premier

A Business Premier fare offers a first class service designed specifically for the business traveller:

- Exclusive Eurostar lounge access in London, Paris and Brussels.
- Complimentary full "at seat" catering including meals, wine, beer and soft drinks
- Drinks and a meal suited to your time of travel. Choose from a menu created with the help of our Gastronomic Ambassador, Alain Roux, then go about your business as you will be served your meal choices at your seat.
- Dedicated ticket desk and check-in desks.
- Our boarding guarantee: If you're running early or late and want to travel on a different train from your original booking, we guarantee to find you a seat on the service you need, even if Business Premier is full.
- Fast track check-in (minimum 10 minutes) prior to departure from London, Paris or Brussels.
- Dedicated Business Premier carriages.
- Power sockets at seat, both UK and European compatible.
- 'Express breakfast' option.
- Newspapers and magazines on-board.
- Eurostar is offering complimentary Wi-Fi connection in the business lounges at London, Paris and Brussels and in the departure lounge at Ashford.



Standard premier

- Offering first class service for the leisure traveller including bigger seats and more space than Standard Class.
- A light and cold meal served at your seat, complimentary beer and wine.
- Before 11am, onboard menu includes breakfast pastries, yoghurt, juice and tea or coffee to get your day off to a fresh start.
- Throughout the rest of the day you can enjoy a selection of three tasty dishes with soft drinks, wine or beer, plus tea or coffee.



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- Dedicated carriages and welcome at the entrance of the carriage.
- 30-minute check-in prior to departure.
- Newspapers and magazines on-board.
- Power sockets at seat, both UK and European compatible.

Standard class

- Excellent value.
- 30-minute check-in prior to departure.
- High speed, city-centre to city-centre for convenience.
- Bar-buffet serving light meals, snacks and drinks (at an additional cost).



Eurostar Conditions and Exchange in Europe Policy

Fare Type	Amendment Policy in Europe *	Cancellation Fee
Business Premier Full Fare Wheelchair / Companion	YES	25% fee p/ticket until 60 days after TDD.
Youth Fare- Under 26 years Senior Fare- Over 60 years Value Fares / day trips	Non-exchangeable	Non-refundable once issued.
Passholder Fare Child Fare (4-11yrs on TDD)	Exchange once only prior to TDD	Non-refundable once issued.
Flexi Fares- Standard Premier Class (excluding Paris Disney Eurostar)	Exchangeable prior to TDD by paying difference in price with next available fare in same or higher class of service and **	35% fee p/ticket until 3 days prior to the TDD. If you refund one used leg of a return fare, you will receive the price of the return fare, minus the list price of the equivalent one-way fare, minus a 35% fee.
Flexi Fares- Standard Premier Class (Paris Disney Eurostar)	Exchange once only prior to TDD**	Non-refundable once issued.
Flexi Fares- Standard Class	Exchangeable prior to TDD by paying difference in price with next available fare in same or higher class of service and **	Until 3 days prior to TDD 85% fee p/ticket. Non-refundable if within 3 days of TDD.

TDD - Trains Departure Date

* Amendment Policy in Europe - Eurostar Tickets (where applicable). Amendments can be made in person at any of the Eurostar Stations (London St Pancras International, Bruxelles Midi, Paris Nord, Ashford International, Calais-Frethun) or alternatively by phone Internationally on +44 1777 77 78 77 or within the UK on 01777 77 78 77. This call may be made from Australia prior to your departure. All amendments are subject to the current fare being available (fare difference may be payable). Once an amendment has been made, passengers must check in via the manual booth and advise check in staff of the PNR reference.

** Amendments incur a once off fixed local fee of £22.00 / €33.00 per person, per segment - for amendments/exchange policy in Australia, please contact Rail Plus for correct fees and procedures.

Culture Connect

What is it?

Culture Connect is a unique partnership between Eurostar and specially selected museums and galleries in London, Paris and Brussels.

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How does it work?

When you travel with Eurostar, simply show your ticket at any of the museums and galleries listed below and get 2 for 1 entry to all paying exhibitions or permanent collections. Terms and conditions apply.

What else do I need to know?

The offer applies to inbound travellers only, so if you're travelling from London to Paris or Brussels you can get 2 for 1 entry to paying exhibitions or permanent collections at any of the French or Belgian museums and galleries listed below. You may be asked for proof of nationality at the museum or gallery ticket desk.

The offer is available for up to five days after your arrival in your destination, and only one person needs to have a Eurostar ticket to qualify for 2 for 1 entry.

Which museums and galleries are involved?

In London

The National Portrait Gallery, Tate Modern, Tate Britain, the British Museum and the Victoria and Albert Museum.

In Paris

Musée d'Orsay, Le musée de quai Branly, le Jeu de Paume, le Musée d'Art moderne de la Ville de Paris, la Cité de la musique, and les Galeries nationales du Grand Palais.

In Brussels

Bozar, the Royal Museums of Fine Arts of Belgium (including the Museum of Ancient Art and the Museum of Modern Art) and the Musical Instrument Museum.

Children Disney Packs

When booking from London St Pancras to Marne La Valle (Disneyland Paris) children are entitled to FREE Disney activity Packs. These can only be collected from the information desk in the Eurostar departures lounge at St Pancras station.

Ski train to the French Alps

From 17 December 2011 to 14 April 2012 you can hop on the Eurostar ski train at St Pancras International or Ashford International and be whisked direct to the resorts of Moûtiers, Aime-la-Plagne or Bourg-St-Maurice at 186mph.

Choose the simple, stylish joys of Standard class, or indulge yourself in Standard Premier with food and drink suited to your time of travel and served to your comfortable, spacious seat. Please note the overnight service does not carry couchettes or sleepers. The service carries seats only.

To look up and book fares please [click here](#)

Check In:

We recommend you arrive to check in an hour before your train is due to depart especially for people travelling to the Alps. We also allow an extra item of luggage per passenger, such as a pair of skis or a snowboard. That's on top of the usual maximum of 2 medium-sized cases (85cm at their longest length), plus one item of hand luggage. Once on board, we've reserved an area in each carriage specifically for your large luggage, so you won't have to struggle to make everything fit.

Timetable:

Outbound night train services run from 23 December 2011 to 13 April 2012.

Outbound day train services run from 17 December 2011 to 14 April 2012.

Train times: St Pancras International, London/Ashford to French Alps

Station	Night Train (Fridays)	Day Train (Saturdays)
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St Pancras International	Depart: 19:39	Depart 10:00
Ashford International	Depart 20:28	Depart 10:47
Moûtiers	Arrive 05:55	Arrive 18:13
Aime-la-Plagne*	Arrive 06:25	Arrive 18:31
Bourg-St-Maurice	Arrive 06:42	Arrive 18:51

*Please note that we cannot book the service to Aime-la-Plagne. And there is no outbound service from Aime-la-Plagne.

Train times: French Alps to Ashford/St Pancras International, London

Station	Day Train (Saturdays)	Night Train (Saturdays)
Bourg-St-Maurice	Depart: 09:50	Depart 10:00
Moûtiers	Depart 10:27	Depart 22:54
Ashford International	Arrive 15:36	Arrive: 06:34
St Pancras International	Arrive 16:11	Arrive 07:16

*Please note that the service running on Sunday 26 February 2012 will not stop at Ashford International

Two services to suit you

Day Train

Pack your salopettes on the Friday night and wake up on Saturday fresh and ready to hop on the ski train. Along the way watch the mountain ranges unfurl before your eyes and decide which you're going to conquer first. You'll arrive in time for a first night fondue and a glass of vin chaud.

Night Train

There's nothing quite like the feeling of getting out of work on a Friday knowing you're about to embark on an eight-day skiing holiday. Fall into a peaceful slumber on board in a comfortable seat and wake in the midst of a winter wonderland.