



WE'RE HERE TO HELP

SPECIAL ASSISTANCE
WHILE YOU'RE TRAVELLING
WITH EUROSTAR

AUGUST 2013



MAKING YOUR JOURNEY SIMPLER

At Eurostar, we believe that everyone who travels with us should have a smooth, seamless and stress free journey. We know that travel can be a bit complicated for some of our customers, so we've created this guide to let you know how we can lend a hand from booking your tickets to arriving at your destination.

Read on to find out what kind of assistance our team can provide, how to request it and how you can help us do what's right for you. If you'd like to know more, our Disabled People's Protection Policy is on **eurostar.com** for you.

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HOW AND WHERE WE CAN HELP

OUR TEAMS ARE TRAINED TO HELP TRAVELLERS WHO HAVE:

- Wheelchairs
- Mobility problems
- Visual impairment and blindness
- Hearing impairment and deafness
- Mental impairment

WE'RE ALSO TRAINED TO HELP:

- Pregnant women
- Parents with babies and small children
- Elderly people

YOU'LL FIND ASSISTANCE AT ALL OUR STATIONS. THAT INCLUDES:

- London St Pancras International
- Ebbsfleet International
- Ashford International
- Paris Gare du Nord
- Brussels Gare de Midi
- Lille Europe
- Calais Fréthun
- Disneyland® Paris (Marne la Vallée)

LUGGAGE AND PORTERS

LUGGAGE LIMITS

Each adult can take up to two bags (each up to 85cm at its maximum length) and one small item of hand luggage. Children over 4 years old can travel with one bag (again, up to 85cm at its maximum length) and one piece of hand luggage.

At London St Pancras International, there's a weight limit of 25kg per bag if you'll need luggage assistance. In French stations, the weight limit for luggage assistance is 18kg per bag.

For anything heavier or larger than the allowances above, you can use our registered luggage service, EuroDespatch.

To find out more, take a look at our luggage pages on **eurostar.com**

PORTERS

We have porters in London St Pancras International, Paris Gare du Nord and Lille Europe stations. It's a paid service and subject to certain conditions. It's important to remember that porters can't be pre-booked or guaranteed, although rest assured that our disabled and mobility restricted travellers will always take priority.

BEFORE YOU TRAVEL

MAKING A BOOKING

You can book tickets – including dedicated wheelchair and companion spaces – on **eurostar.com**, in our stations or by calling us on **+44 (0)8432 186 186**.

Then, just call us on the same number at least 48 hours before your trip to let us know about any help you'll need during your Eurostar journey.

ON THE DAY

If you need some help during your journey, it's best to arrive at least an hour before your train departs so our team can give you a helping hand as soon as possible.

FIND OUT MORE

Our website is full of information about special assistance, but if you'd prefer to talk things over with a member of our team, just get in touch on **+44 (0)8432 186 186** or by emailing us at **contactus@eurostar.com**

AT THE STATION

On your travel day, it's best to arrive around 60 minutes before your train's departure time. That gives you the usual 30 minutes to check in, plus an extra 30 minutes for us to give you a helping hand. That way, you won't have to rush and there'll be no worry about missing your train.

Each station has a designated assistance welcome point (see the table on the next page) and that's where you'll need to go as soon as you arrive. Tell our team that you'll need assistance, and then talk us through what kind of help you'd like us to provide. Every traveller is different, so we'd like to know exactly how we can help you best.

If you need a helping hand to get to the welcome point, we suggest that you arrange this with the transport operator you're travelling with to your departure station, whether it's by train, bus, taxi, or with a friend or family member. If you're arriving by car or taxi at one of the set-down points (see the table on the next page) and someone can get to the welcome point to let us know you've arrived, we'll gladly come to you and help you to the welcome point.



We'll always be there to give you the help you need, but please do bear with us if our teams are busy. To make sure we can assist you on time, it's best to arrive at least an hour before your train leaves and tell us exactly how we can help you best.

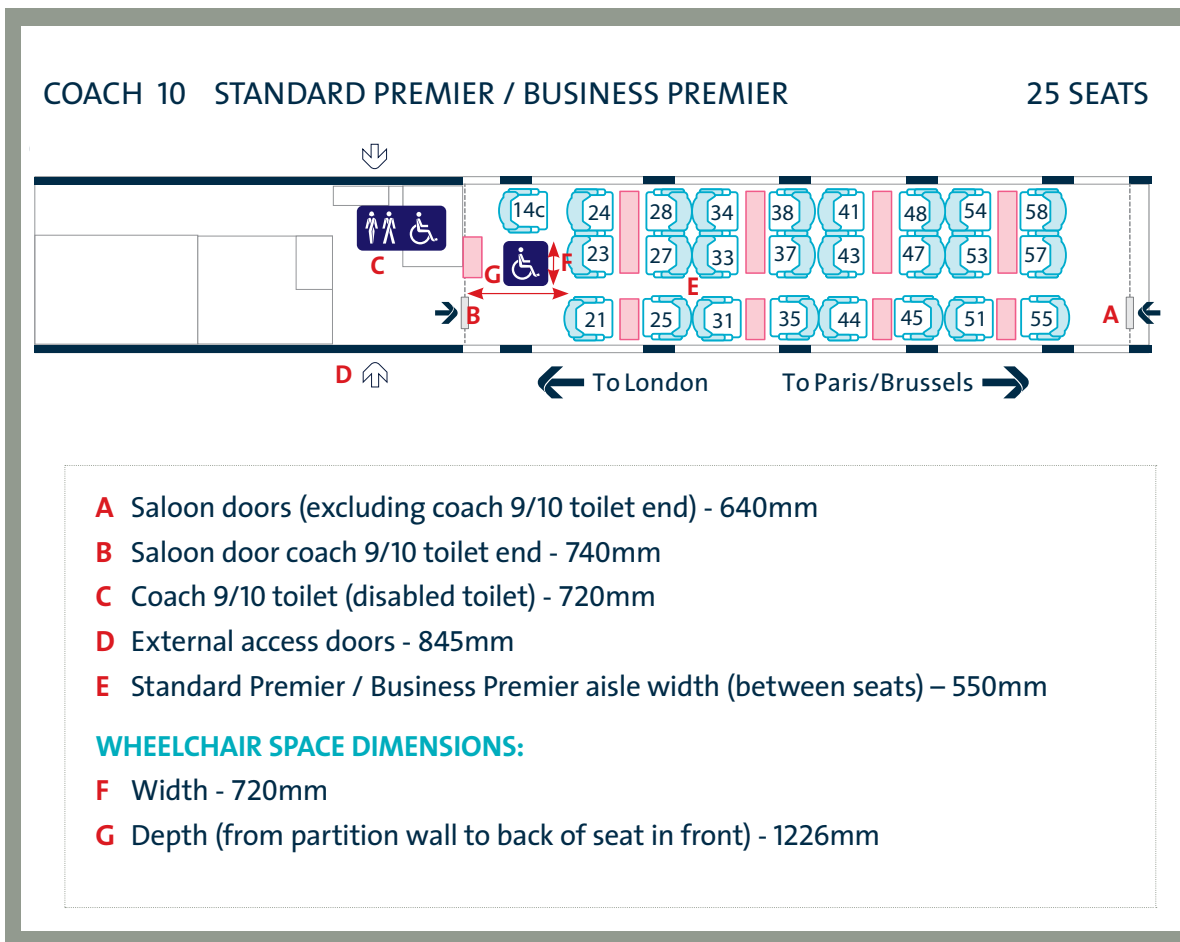
AT THE STATION

TYPES	LONDON ST PANCRAS	EBBSFLEET INTERNATIONAL	ASHFORD INTERNATIONAL	PARIS GARE DU NORD	BRUSSELS GARE DE MIDI	LILLE EUROPE	CALAIS FRÉTHUN	DISNEYLAND (MARNE LA VALLÉE)
Welcome point	Assistance desk at Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Ticket office or Eurostar check-in	SNCF information desk or Eurostar check-in
Staff availability	Full time	Full time	Full time	Full time	Full time	Full time	Full time	Full time
Step-free from concourse to platform	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Seating in departure lounge	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Accessible toilets	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)
Ticket facilities	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter	Ticket counter	Ticket counter
Customer announcements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food before check-in	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food after check-in	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Wheelchair available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ramp for train access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Induction loops	Yes	Yes	Yes	No*	No*	No*	No*	No*
Accessible set-down and pick-up point	Pancras Road	Next to the west entrance/exit	Eurostar entrance	Rue de Dunkerque/ Rue de Maubeuge	Place Horta	Bd de Turin, opposite the Suite Hotel	Station entrance	Place des passagers du Vent, at the front of the station
Automatic doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes, but not all doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes (all doors)

* Eurostar ticket counters are unglazed to aid communication, so induction loops are not installed.

ON THE TRAIN

Here's a diagram of the onboard dimensions for coach 10, with one of our wheelchair spaces. The other wheelchair space is in carriage 9, which is a mirror image of the arrangement below.



Once you're onboard, we hope you'll be able to relax and enjoy the journey. There are a few extra things to remember, which might make your trip with us a bit smoother.

STAYING IN THE LOOP

Our train managers make regular announcements, including safety information. There are leaflets about onboard safety at the ends of each carriage.

If there's a service disruption, our onboard staff will always do their best to keep you updated with any relevant or important information. If the information isn't clear, perhaps due to a hearing impairment, then don't hesitate to ask a member of onboard staff, who can always be found in the bar buffet in carriages 6 and 13.

TOILETS

You'll find these between each carriage, as well as baby changing facilities in coaches 1 and 18. Larger, wheelchair accessible toilets are in coaches 9 and 10, next to our two adapted wheelchair spaces.

ON THE TRAIN

FOOD AND DRINKS

In our Standard Premier and Business Premier carriages, we serve your meals and drinks to you at your seat.

In Standard, we have two bar buffet carriages in coaches 6 and 13, selling drinks, snacks and meals. If you'd like something from the bar buffet but can't get there, just ask one of the Train Managers when they walk by.

Of course, you're welcome to bring your own food and drink onboard as well. There are no restrictions on this, except when it comes to the quantity of alcohol that can be carried per person. Just check our Conditions of Carriage to find out more.

HELP ONBOARD

Our onboard team is always available to advise and help as best they can, although they're not trained carers, so they won't be able to assist you with feeding, administering medicine or toilet visits.



Each Eurostar train has two Train Managers who are happy to answer any questions. If you're on the train and think you might need assistance when you arrive at your destination, speak to the Train Managers as they pass through the train. They can also be contacted in our two bar buffet coaches. Just to let you know, we can't guarantee assistance if it's requested less than an hour before the arrival of your train.

ON THE TRAIN

CARRYING MEDICAL EQUIPMENT

Our regulations on carrying certain items and substances are fairly strict. If you need to travel with specialist medical equipment, let us know what you need to carry before you travel, to make sure you'll be able to take it with you. You can find lots more on **eurostar.com** in the FAQs section, as well as in our Conditions of Carriage.

In some cases, you'll have to provide a formal confirmation of your need to travel with specialist equipment. Or it might be that you can carry some of the equipment, but only in the train's luggage hold. It's important to call our Contact Centre and let them know well before the day you travel. We'll consider each request on a case-by-case basis and send you an approval letter, which you'll need to carry at all times during your journey and present at the security check.

TICKETS AND FARES

WHEELCHAIR USERS

Reduced wheelchair user fares are specially for customers who are unable to walk 200 metres unaided and need to travel in their own wheelchair. To make sure you have enough space to be perfectly comfortable and in line with Eurotunnel safety policies, we can carry up to two wheelchair users per train on a Wheelchair User fare.

We have specially adapted wheelchair spaces on each of our trains, either in Standard Premier or Business Premier class. We'll serve you a meal and drinks at your seat and your wheelchair space will be near wheelchair accessible toilets. There'll also be a ramp and Eurostar staff will help you when you board and leave the train.

Don't worry – although our wheelchair spaces are in Standard Premier and Business Premier, you won't have to pay first class prices for them. We've fixed our Wheelchair User prices at the lowest priced Standard class fare.

If you don't normally use a wheelchair but won't be able to walk far enough to get to or from the train unassisted, we can help you. We can also provide a wheelchair to get you to the train, although you'll need to be able to walk from the door to your seat and sit in a regular seat throughout your journey. There's no special fare available in this case.

TICKETS AND FARES

COMPANION FARES

If you're booking a Wheelchair User ticket and you'd like to take a companion with you, they'll get the same reduced fare. They'll sit with you and be served a meal as well. To be eligible, both the wheelchair user and the companion will need to travel together on all parts of their Eurostar journey.

If you have a visual or hearing impairment and need someone to travel with you, your companion can travel for a reduced fare. Since you'll be able to sit in a regular seat if you're not in a wheelchair, you can choose your class of travel, paying the usual full fare, and your companion can travel at the same price as a wheelchair user's companion. If you need to book a companion fare, you'll need to do it through our Contact Centre, by calling **+44 (0)8432 186 186**.

To find out more about fares, go to **eurostar.com**

TICKETS AND FARES

MOBILITY SCOOTERS

If you need to travel with a mobility scooter, we can put it safely in one of the train's luggage holds for you, at no extra cost. Scooters that use combustible fuel won't be allowed on any Eurostar train – only battery operated ones can travel with us.

For scooters to access our platforms and trains in lifts and on ramps, they'll need to be no more than 1 metre wide. We can help you board and disembark the train, but we may ask you to operate the scooter yourself, as models vary and our team might not be familiar with yours.

It's important to get in touch with the EuroDespatch Centre before you travel, to make sure there's enough space available in the luggage hold on the train you're travelling on.

EURODESPATCH CENTRE AT ST PANCRAS INTERNATIONAL

TEL: +44 (0) 844 822 5822

OPEN DAILY FROM 07:00 TO 22:00 (UK TIME)

GEOPARTS AT PARIS GARE DU NORD

112 RUE DE MAUBEUGE, 75010 PARIS

TEL: +33 (0) 1 55 31 58 33

MONDAY TO FRIDAY 07:00 TO 21:00

SATURDAY 06:00 TO 23:00

SUNDAY 07:00 TO 23:00 (CONTINENTAL TIME)

BRUSSELS-SOUTH

REGISTER OR COLLECT YOUR LUGGAGE

TEL: +32 (0) 2 224 88 62

OPEN DAILY FROM 06:00 TO 22:00 (CONTINENTAL TIME)

TICKETS AND FARES

GUIDE AND ASSISTANCE DOGS

Registered guide and assistance dogs are very welcome on these Eurostar routes:

LONDON & EBBSFLEET ↔ PARIS
LONDON & EBBSFLEET ↔ BRUSSELS
LONDON & EBBSFLEET ↔ LILLE
LONDON & EBBSFLEET ↔ CALAIS

If you have a registered guide or assistance dog, you can board the train from Ashford International, but you'll only be able to return to the UK via London St Pancras International or Ebbsfleet International. This is because the authorities can only carry out their checks at London St Pancras International and Ebbsfleet International at the moment.

For safety reasons, only four guide or assistance dogs can travel on each Eurostar train. So, if you're travelling with a guide or assistance dog but didn't mention it when booking, we may not have room for you and your dog on the train.

If you're travelling with a guide or assistance dog, remember that you'll need to show specific documents when you're leaving or entering the UK. If you don't have these, your guide or assistance dog may have to be put in quarantine. It's entirely up to you to make sure that you have all the necessary documents with you.

For detailed information, contact **DEFRA** (Department for Environment, Food and Rural Affairs):

PETS HELPLINE

+44 (0)870 241 1710

Monday to Friday 8am - 6pm UK time
(closed Bank Holidays)

www.defra.gov.uk/wildlife-pets/pets/travel/pets

Email: pettravel@ahvla.gsi.gov.uk

Fax: +44 (0)1245 458749

You can book your journey with a guide or assistance dog in our stations or by calling our Contact Centre on **+44 (0)8432 186 186**.

TRAVELLING WITH LITTLE ONES

If you're travelling with babies or kids and need a bit more space, you might want to book your seats in one of our family sections in carriages **1** and **18**.

These sections have smaller tables, so you've got more room for any equipment you might be travelling with or just some extra space for the kids to play in.

The family sections are also near to the onboard baby changing facilities, in the same carriages.

You're welcome to take one pram and/or car seat with you for each child, but whatever you take needs to be foldable, so you can stow it away during your journey.

Little ones under four years old (at the time of travel) won't need a ticket, and you can take one child per paying adult. Remember, because they don't have a ticket, they won't have a seat, so on busy trains they might need to sit on a grown-up's lap. You can find out about child fares (ages 4-11) at [eurostar.com](https://www.eurostar.com)

PREGNANT WOMEN

While there are no restrictions at all for pregnant women travelling with us, just remember that all our travellers need to pass through an X-ray machine for security checks.

Our X-ray machines are certified to be harmless to pregnant women but, of course, you're welcome to request a manual search by one of the security team instead. Just to let you know, if the hand-held metal detector used by our security staff detects metal on you, they might need to do a private search, and you can request a private area for this.

While we don't have special meal options for pregnant women in Standard Premier and Business Premier, there's plenty of choice in our bar buffet and you're welcome to bring your own food and drink with you.

If you have any pregnancy-related concerns about your journey, it's best to check with your regular doctor before booking your trip.

CAR PARKING AND ACCESS

All our stations are accessible by car and have car parking available.

You can find out more about parking, including prices, in the FAQs section of [eurostar.com](https://www.eurostar.com)

STATIONS	OPERATED BY	TOTAL NUMBER OF SPACES	DISABLED BAYS	ACCESSIBLE SET-DOWN AND PICK-UP POINT
London St Pancras International	CP Plus	315	13	Pancras Road
Ebbsfleet International	CP Plus	2536	74	Next to the west entrance / exit
Ashford International	CP Plus	1850	40	Eurostar entrance
Paris Gare du Nord	Vinci Park	1220	24	Rue de Dunkerque
Lille Europe	Vinci Park	711	12	Bd de Turin, opposite the Suite Hotel
Calais Fréthun	Free public car park next to the station	Unknown	Unknown	Station entrance
Disneyland (Marne la Vallée)	Vinci Park	1370	28	Place des passagers du Vent, at the front of the station
Brussels Gare de Midi	Q-Park	1650	30	Place Horta

CONNECTING TO THE REST OF EUROPE

While we're always available to lend a helping hand on the Eurostar part of your journey, we won't be able to arrange help for you on other parts of your trip. For this, all you'll need to do is contact the relevant train company and make the arrangements with them directly.

We're currently working on new ways to make things seamless for connecting customers who need assistance during their journey, but in the meantime, here's some information that might come in useful.

UK

For train connections, the system used in the UK is called Passenger Assist, and train operators record and communicate assistance requests through it. The system gives customers a confirmation email, together with a reference for the request. Bookings are then passed to stations and local rail staff.

To arrange assistance on a train in the UK, call National Rail Enquiries **(+44 (0)8457 48 49 50)** or the individual train company **24 hours before your journey**. The system can book one-off journeys or a series of frequently made journeys. Once you're registered on the system, your details can be shared with other UK train companies.

If you're taking a taxi, most black cabs in London are equipped with ramps and are accessible for wheelchair users.

FRANCE

The assistance service in France is Accès Plus.

Tel: +33 (0)8 90 64 06 50
Fax: +33 (0)8 25 82 59 57
accesplus@sncf.fr

You'll just need to book at least 48 hours before you travel, and you can find out more at **www.accessibilite.sncf.com**

Our preferred taxi partner in Paris is G7 Taxis **(+33 (0)1 47 39 00 91)**, who are able to provide accessible taxi services around the clock.

CONNECTING TO THE REST OF EUROPE

BELGIUM

Assistance requests for Belgian rail services need to be made at least 48 hours before you travel, and the number to call is **+32 (0)2 528 28 28**

In Brussels, Taxis Verts (**+32 (0)2 349 49 49**) offer a fully accessible taxi service around the clock.

NETHERLANDS

The assistance service in the Netherlands is Service Centrale, and you can call them on **+31 (0)3 02 35 78 22**.

You'll need to arrange this at least 48 hours before you travel.

SWITZERLAND

The Swiss rail operator SBB offers an assistance service, which needs to be booked at least 48 hours before you travel.

Tel: +41 (0)51 225 78 44
mobil@sbb.ch

GERMANY

The assistance service in Germany is Mobilitätsservice-Zentrale.

Tel: +49 (0)1 805 512 512
Fax: +49 (0)1 805 159 357
msz@bahn.de

You'll just need to book at least 48 hours before you travel.



Although Eurostar has a 'turn up and go' assistance service, most other train operators need at least 48 hours' notice of the help you'll need. If in doubt, it's best to call the local train operator before your trip.

WHEELCHAIR AND COMPANION BOOKINGS FOR ONWARD CONNECTIONS

There are various differences between the booking systems used by us and other train operators, which means we're not able to reserve dedicated wheelchair or companion fares with other train companies for you. So, if you're making a journey that involves connecting with a non Eurostar train company, it's a good idea to contact Rail Europe on **+44 (0)844 848 4064**

DISRUPTION

If there's a delay or disruption to our services, we'll always do our best to keep you updated with accurate and relevant information. Of course, when we need to, we'll always give particular care and consideration to travellers who need special assistance.

Having said this, it's not always easy for our staff to do this proactively, particularly during a major disruption. So, don't hesitate to let us know if you need something or if things become uncomfortable for you at any point – whether you're onboard the train or in one of our stations.

TELL US WHAT YOU THINK

All our staff are extensively trained when they join Eurostar and throughout their time with us. We make sure that staff who interact with our travellers get the right disability awareness training.

Of course, we're always working to improve our services, and that's where we'd like to hear from you. You can talk to us about any aspect of your journey using the details at the end of this guide.

We also keep track of our performance through daily reports and monthly customer feedback. We take every customer comment into account, whether it's something that hasn't gone well, or praise for a team member who delivered a particularly good service.



Even if you don't need assistance during your journey, you can still let us know before departure about something that we might need to take into consideration if there's a disruption, like a hearing impairment that might make onboard announcements difficult to hear. Any information you give us before departure is passed to our onboard Train Managers, so please share anything you think we might need to know.

ALTERNATIVE FORMATS

Alternative versions of this guide are available on **eurostar.com** in large print and audio formats. A hard copy or Braille version of the guide can be requested in our stations or by calling our team on **08432 186 186**.

GET IN TOUCH

BOOKINGS AND GENERAL ENQUIRIES

Our UK based Contact Centre teams are available from 08:00 until 19:00 from Monday to Friday, and from 09:00 until 17:00 at weekends and bank holidays (UK time). We have English, French and Dutch speaking advisors on the team.

Call us on **08432 186 186** or, from outside the UK, on **+44 1233 617 575**.

Or send us an email at **contactus@eurostar.com**

FEEDBACK ON YOUR JOURNEY

If you have feedback on any aspect of your journey, our Traveller Care team would love to hear from you. You can send an email to **traveller.care@eurostar.com** or call them on the numbers below.

From the UK: **01 777 777 879**

From France: **01 70 70 60 99**

From Belgium: **02 400 67 76**