



# Your guide to Eurostar





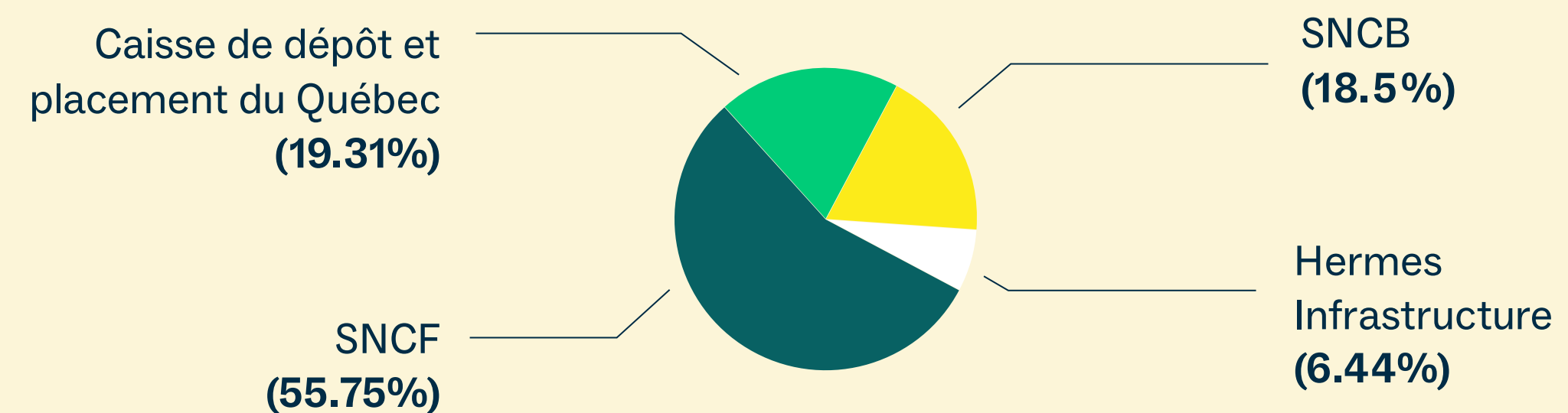
# A little bit about us

Eurostar and Thalys have joined forces under the Eurostar name, kick-starting an exciting new era for international train travel.

Together we go further as one single rail network connecting the UK, France, Belgium, the Netherlands, and Germany on high-speed direct and indirect routes.

By teaming up, we want to make it easier for travellers to switch from car or plane to train. And we aim to take 30 million customers a year between Europe's biggest cities by 2030.

Our shareholder structure gives us the perfect platform to make this happen. It looks like this:





# Meet our CEO

**Gwendoline became CEO of Eurostar Group in October 2022. With 20 years of experience in the SNCF Group, she's held key positions in business, operations, strategy, and finance. She was a partner at Olivier Wyman, a leading international management consulting firm, before joining Eurostar.**



*"Thank you for choosing to work with Eurostar. We have been connecting people, places, and businesses with some of Europe's most iconic cities for almost 30 years. We are proud to build the backbone of sustainable travel in Europe, and we wouldn't have been able to achieve this without the support of you – our partners – who help to ensure more passengers can enjoy the unique Eurostar travel experience: easy, fast, and convenient. We want to offer a lowest-carbon solution for individual travellers and businesses. Bringing Eurostar and Thalys together, we are connecting five countries in one network, opening up even more opportunities for sustainable travel across Europe."*

**Gwendoline Cazenave**



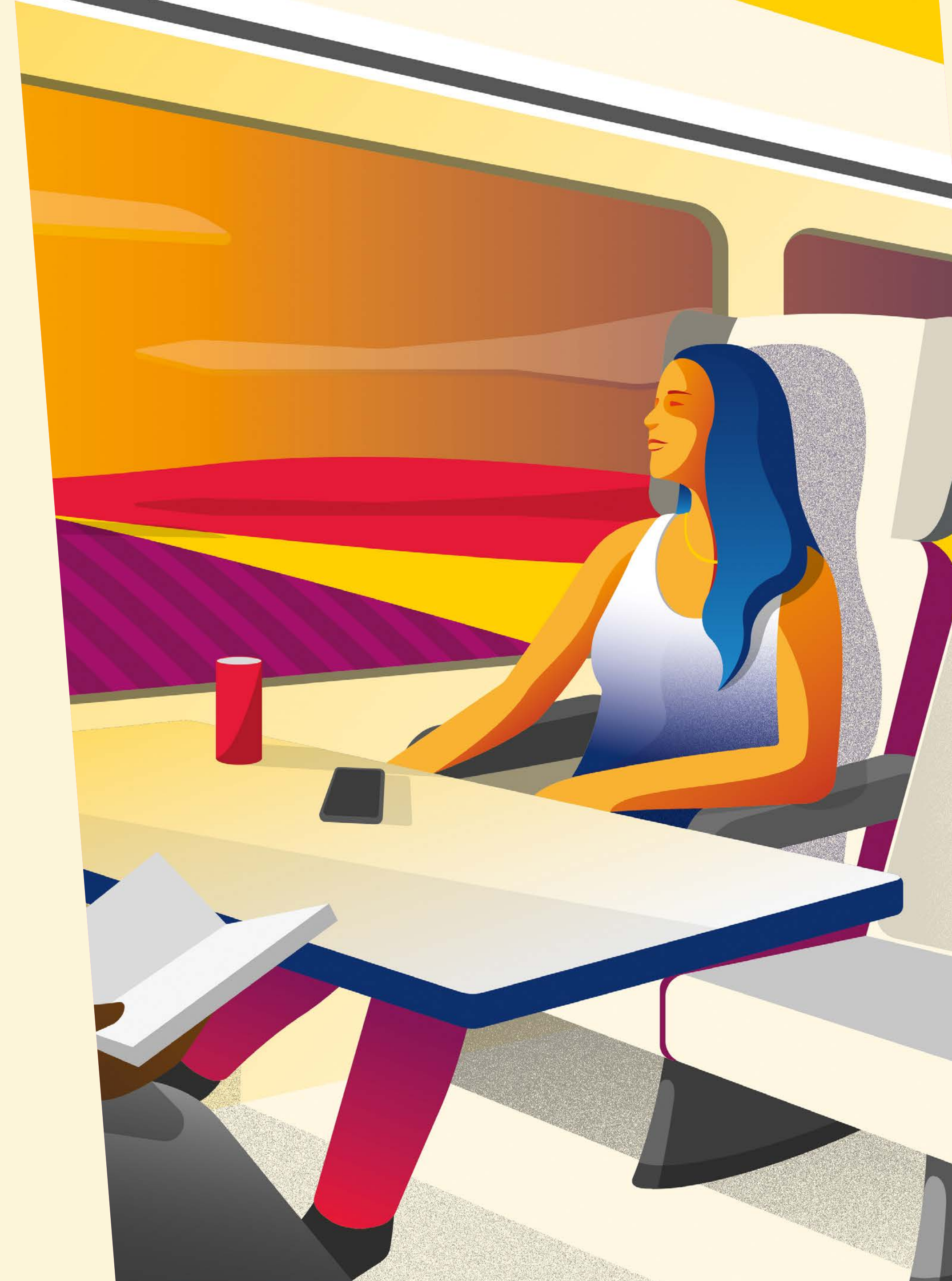


# Why travel with us?

There are so many reasons to hop on a Eurostar train. Here are just some of the benefits of travelling with us:

- We run up to 23 daily return trains to and from London and 31 on all of our other routes
- We go direct from city centre to city centre – no airport transfers, no time wasted
- Going through departures is effortless
- There's plenty of space to relax in our comfy coaches
- There are no weight restrictions on luggage or limits on liquids
- Taking the train emits on average 90% less CO<sub>2</sub> than going by car or 95% less than taking a plane\*

\* Calculations taken from an independent study carried out by EcoRes SCRL in July 2023.  
For full details, [www.eurostar.com/uk-en/sustainability](https://www.eurostar.com/uk-en/sustainability)



# A new network for a new era

Exploring Europe by train is now easier than ever. Our brand-new network takes travellers even further, stretching between the UK, France, Belgium, the Netherlands, and Germany.

And we even help people hit the slopes or lap up some sunshine. Our Eurostar Snow trains glide to the Alps in a matter of hours. And our Eurostar Sun trains speed to the heart of sunny Provence.

Outside of our network, many of Europe's biggest and best cities are only a connecting train away.





# About our trains

Our fleet has grown to a huge 51 trains. We have 17 e320s and 8 e300s, which run to and from London. We also have 4 refurbished Ruby trains and 26 classic trains, which run between France, Belgium, the Netherlands, and Germany.

Our trains have:

- A top speed of 320km/h\*
- Up to 894 seats in 16 coaches\*
- Free wi-fi
- Plug sockets at every seat
- Our onboard bar buffet, Eurostar Café
- Wheelchair facilities and wheelchair lifts
- Extra space for luggage
- Dedicated coaches for Eurostar Premier and Eurostar Plus.

\* Information based on our e320 train



# A travel class for everyone

We have 3 classes of comfort to suit the needs of every traveller: Eurostar Standard, Eurostar Plus and Eurostar Premier.

## Eurostar Standard

Fast, flexible and sustainable travel

- Exchange with no fee up to 1 hour pre-departure
- Refundable up to 7 days pre-departure for €25/£25/\$40
- 2 pieces of luggage + 1 small daypack/handbag
- Buy drinks, meals and snacks on board

## Eurostar Plus

A little extra comfort

- Exchange with no fee up to 1 hour pre-departure
- Refundable up to 7 days pre-departure for €25/£25/\$40
- 2 pieces of luggage + 1 small daypack/handbag
- Extra spacious seats
- Light meal served at your seat on London routes

## Eurostar Premier

Our signature experience for business and pleasure

- Exchangeable and refundable with no fee up to 48 hours after departure
- Same-day boarding guarantee
- Exclusive lounge access
- Extra spacious seats
- Gourmet meal served at your seat
- 3 pieces of luggage + 1 small daypack/handbag
- Priority ticket gates for travel to/from London





# Start any journey in style in our lounges

## **Eurostar Premier Lounges**

All Eurostar Premier travellers, as well as Carte Blanche and Étoile Club Eurostar members, have access to our Eurostar Premier Lounges in London, Paris, and Brussels.

They can enjoy free snacks, savour tasty smoothies, or chat over cocktails. And with wi-fi and lots of magazines and newspapers, there's plenty to do before boarding.

## **Our Eurostar Lounges**

Our Eurostar Lounges are the perfect place to kick back, relax, and unwind. They're in Brussels and Paris and are open to corporate fares ticket holders and Eurostar Premier travellers, as well as Carte Blanche, and Étoile Club Eurostar members.



# Food and drink on board

Whether it's a light bite or a three-course meal, we offer a wide selection of tasty dishes and refreshments on board.

## Eurostar Standard

Eurostar Café serves a range of delicious snacks, healthy dishes, and sweet treats, as well as a selection of drinks.

## Eurostar Plus

On London routes, travellers are served a cold, light meal and drinks at their seat. We use the very best local ingredients, to make every dish both nutritious and delicious.

## Eurostar Premier

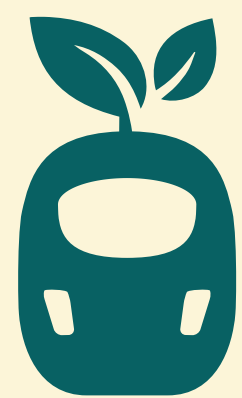
Travellers can sit back and enjoy a three-course meal made with sustainable ingredients. Our menus are seasonal and designed in partnership with top chefs.





# Go greener with Eurostar

Travelling with Eurostar isn't just hassle-free and comfy— it's also kind on the environment. By hopping on one of our trains, you're helping us make European travel more sustainable than ever.



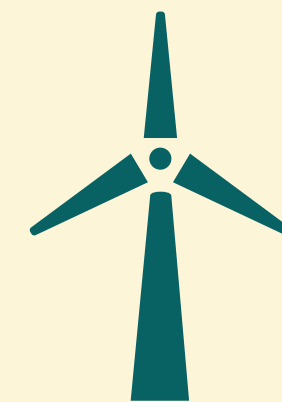
## High speed, low impact

Taking the train emits on average 90% less CO<sub>2</sub> than going by car or 95% less than taking a plane.\*



## A recipe for success

It isn't just our trains that are kind to the planet. At Eurostar Café, we're also swapping out plastic cups and cutlery for greener alternatives and choosing high-quality ingredients.



## A power for good

In the UK, our trains have been powered by 40% wind energy since 2023. And it's our goal to purchase 100% renewable energy to power all our trains by 2030.



## Planet-friendly plates

In Eurostar Plus or Eurostar Premier, we want every meal to be both special and sustainable. That's why we make every effort to have locally sourced, seasonal ingredients on our menus.

\*Calculations taken from an independent study carried out by EcoRes SCRL in July 2023. For full details, [www.eurostar.com/uk-en/sustainability](https://www.eurostar.com/uk-en/sustainability)



A photograph of three young adults sitting on a grassy lawn. A woman on the left is smiling and holding a waffle. Two men are sitting next to her, also holding waffles. One man is holding a green thermos. They are all looking towards the right. The background shows a blurred city street with buildings and trees.

# Travelling as a group

If ten or more people are travelling together, we can make the trip effortless for everyone.

## Great value

Our special discount means group trips could cost less than you think. And since we speed straight to the city centre, travellers can avoid the hassle and cost of airport transfers.



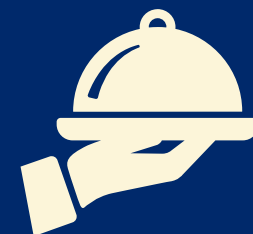
## Simple and convenient

Group fares can be booked up to six months in advance for travel on all our routes.



## A tailored experience

On routes to and from London, you can book an entire Standard or Plus coach and travel in style. We'll even help personalise everything, from headrest covers to coasters. For the ultimate group trip, an entire train can be chartered.





# Introducing Club Eurostar

Comfortable, convenient, and now more rewarding than ever. With Club Eurostar, anyone can turn their international train trips into brilliant benefits.

## How points are earned



## What points can be spent on

- Discounted tickets
- Free tickets
- Seat upgrades

## Membership levels

Members are split into membership levels. To maintain or upgrade their level, they need to earn a certain number of status points.

Classique
0 to 499 status points
Avantage
500 to 2899 status points
Carte Blanche
2900 to 4999 status points
Étoile
5000+ status points



# Working together

Whether you're a tour operator selling holidays on our routes, a corporate travel agency, or an online travel retailer, we offer a range of ways to help you get down to business.

## Voyager

Voyager is our online booking tool that lets our partners make and manage bookings with ease.

## Eurostar API

The Partners API is the perfect solution for anyone that wants to sell our products on their website or app. Our API enables a direct connection to our inventory system while providing sales and after-sales capability.

## GDS Air (9F)

GDS Air (9F) covers a range of different global distribution systems where corporate travel management companies in the UK, France, Belgium, the Netherlands, Germany, and North America can find and book our services.

## Other rail distributors

Alternatively, you can get an indirect supply of tickets through one of our existing distribution partners.

## Eurostar for Business

Eurostar for Business is a free, easy-to-use online portal for companies of any size. It offers a single dashboard showing all your bookings in one place. It makes it easy to track budgets or make changes to existing bookings.



# Eurostar for Agents

Eurostar for Agents is our website for tour operators, travel agents, and distribution partners. It features lots of useful information on all things Eurostar, including the latest service updates, timetables, our fares and conditions, travel document requirements, and lots more.

**Scan to explore**



## Get in touch

Got a question or want to make a booking?

**Get in touch** with a member of our team. We have sales offices in London, Lille, Paris, and Brussels with English, French, Dutch, and German speakers available to help.