



Tips for a smooth trip:

- Double check your ticket to make sure there are no mistakes. If you find any report them to your point of sale within 24 hours.
- Arrive 30 minutes before departure, unless you have a Business Premier ticket or Eurostar™ carte blanche, in which case you can check in up to 10 minutes before departure.
- Pack your passport/national identity card.
- Make sure you have a visa (if needed).
- Label all your luggage with a tag.

Can I bring all my worldly possessions?

You can take two medium-sized suitcases and one piece of hand luggage per person. Anything more than this may be charged as excess luggage or need to be registered. Also to be registered are licensed firearms and any oversized or heavy luggage items, be they bicycles or double basses.

Need help with your existing booking?

To make changes to your ticket you can manage your booking at Eurostar.com. If you need any further help you can call us on:

UK **08705 186 186***
 Outside the UK **+44 1233 617 575**
 France **08 92 35 35 39** (0,34 €/min)
 Belgium **02 528 28 28***

Having problems printing your tickets?

If so, call our internet support team on:

UK **01777 77 78 78***
 France **01 70 70 60 88***
 Belgium **02 400 67 31***

What does our Traveller Care Team do?

They're there to help. If you would like to comment on your Eurostar experience call us or email us at traveller.care@eurostar.co.uk.

UK **01777 77 78 79***
 France **01 70 70 60 99***
 Belgium **02 400 67 76***

In case you need to contact us following your Eurostar journey, please keep this ticket as proof of travel.

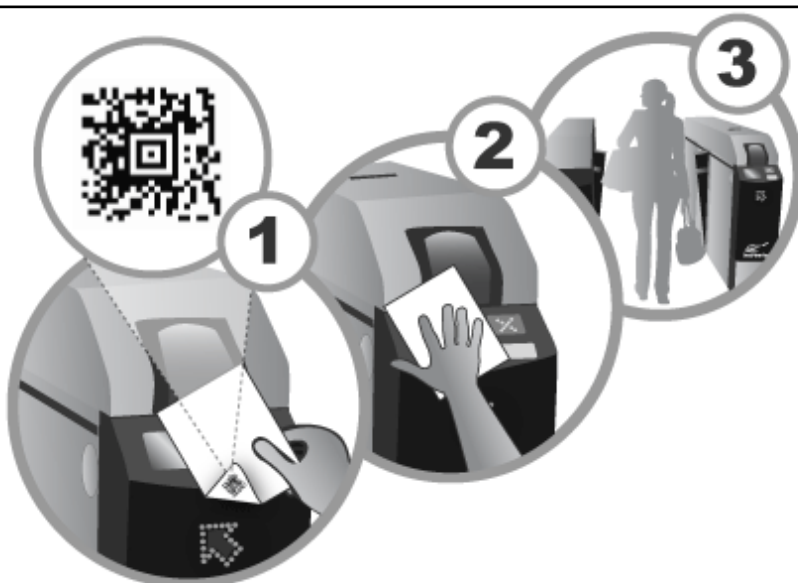
** Calls are charged at the national rate and monitored for training purposes.*

The rules

- All Eurostar services are non-smoking.
- Only assistance and guide dogs are allowed on Eurostar trains.
- So everyone can travel safely you are not allowed to carry prohibited goods and dangerous items such as knives, CS gas and firearms.

What are the ticket conditions?

Fare terms apply, as do the Eurostar Conditions of Carriage, which incorporate the Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV rules). Some fares carry restrictions on exchange and/or refunds. For example certain fares are only exchangeable by paying a fixed fee and if necessary a fare differential. All exchanges are subject to availability.



1. At the gate

2. Scan it

3. Away you go

