

## SNCB

### AFTER SALES AND DISRUPTION PROCEDURES FOR EUROSTAR BOOKINGS

#### 1. Customer Wishes To Claim Compensation For Delay

##### a) Stand-alone Eurostar reservations

Either...

The customer can claim a compensation voucher by completing the Eurostar compensation web-form on the Eurostar website at <https://compensation.eurostar.com/?lang=EN#/>

Or...

The customer can claim monetary compensation by completing the Eurostar compensation web-form on the Eurostar website at <https://pr.eurostar.com/?lang=en#/>

*What happens next...*

- The customer completes the web-form, including their 9-digit ticket number and 6-character booking reference
- Compensation is then arranged by Eurostar's Business Support Centre

**1. Customer Wishes To Claim Compensation For Delay**

**b) Eurostar & TGV combined reservations**

**NOT APPLICABLE**

## 2. Customer Wishes To Make A General Complaint About Their Experience

### a) Stand-alone Eurostar reservations

The customer can complete the complaints web-form on the Eurostar website at <https://help.eurostar.com/email?lang=en#/>

*What happens next...*

- Eurostar's Traveller Care team will assess the complaint thoroughly before providing an appropriate response to the customer.

## 2. Customer Wishes To Make A General Complaint About Their Experience

### b) Eurostar & TGV combined reservations

**NOT APPLICABLE**

### 3. Customer Wishes To Claim Arising Costs After Their Eurostar Service Was Disrupted

#### a) Stand-alone Eurostar reservations

The customer will need to contact their travel insurer as it may be that their policy can cover such costs.

If the customer is unable to claim the costs via their travel insurer, they can apply to claim back these costs via the Eurostar website at <https://help.eurostar.com/email?lang=en#/>

*What happens next...*

- Eurostar's Traveller Care team will assess the claim before responding to the customer with their decision.

*NOTE: Eurostar's Traveller Care team can only consider reimbursing the following costs where they were a direct result of a delayed or cancelled Eurostar:*

- *Overnight accommodation*
- *Food*
- *Transport between the station and overnight accommodation*
- *The cost of calling waiting friends or relatives*

### **3. Customer Wishes To Claim Arising Costs After Their Eurostar Service Was Disrupted**

#### **b) Eurostar & TGV combined reservations**

**NOT APPLICABLE**

#### **4. Customer Wants To Accept Eurostar's Authorisation Of A Free Ticket Exchange Where Their Eurostar Will Be Cancelled Or Subject To Severe Disruption**

##### **a) Stand-alone Eurostar reservations**

The customer should contact SNCB.

*What happens next...*

- SNCB will make a free exchange by following the "Forced Exchange Procedures" it has agreed with Eurostar.

**4. Customer Wants To Accept Eurostar's Authorisation Of A Free Ticket Exchange Where Their Eurostar Will Be Cancelled Or Subject To Severe Disruption**

**b) Eurostar & TGV combined reservations**

**NOT APPLICABLE**



## **5. Customer Wants To Accept Eurostar's Authorisation Of A Free Refund Where Their Eurostar Will Be Cancelled Or Subject To Severe Disruption**

### **a) Stand-alone Eurostar reservations**

The customer should contact SNCB.

*What happens next...*

- SNCB will offer the customer a free refund by following the "Forced Refund Procedures" it has agreed with Eurostar.

**5. Customer Wants To Accept Eurostar's Authorisation Of A Free Refund Where Their Eurostar Will Be Cancelled Or Subject To Severe Disruption**

**b) Eurostar & TGV combined reservations**

**NOT APPLICABLE**

## 6. Customer Wants To Exchange Or Refund Their Eurostar Ticket Within Normal Fare Conditions

### a) Stand-alone Eurostar reservations

The customer can exchange or refund their ticket within the usual fare conditions on the “Manage A Booking” link on Eurostar.com.

*What happens next...*

- The customer exchanges or refunds their ticket within the usual fare conditions on Eurostar.com.

**6. Customer Wants To Exchange Or Refund Their Eurostar Ticket Within Normal Fare Conditions**

**b) Eurostar & TGV combined reservations**

**NOT APPLICABLE**