

## SNCF DEA FRANCE CLIENTS

### 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

The customer will need to contact their point of sale, which would be a Travel Agent or Tour Operator which purchases Eurostar tickets via SNCF DEA.

*What happens next...*

- The Travel Agent or Tour Operator should send the compensation claim to SNCF DEA so that their customer service team can assess and provide an appropriate response.

## 1. Customer Wishes To Claim Compensation For Delay

### c) Groups

If individuals within a group do not wish to claim separately, a representative of the group can send a claim on behalf of the entire group via email to Traveller Care at [traveller.care@eurostar.com](mailto:traveller.care@eurostar.com), including booking reference(s), scanned copies of the impacted tickets (where possible) and an RIB (Relevé d'Identité Bancaire) containing details of a bank account to which compensation for the entire group should be paid. The RIB should include IBAN numbers and BIC codes. The group representative will subsequently be responsible for sharing the compensation among the group.

*What happens next...*

- Eurostar's Traveller Care team will implement the delay compensation in line with Eurostar's delay compensation policy.

## 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

The customer will need to contact their point of sale, which would be a Travel Agent or Tour Operator which purchases Eurostar tickets via SNCF DEA.

*What happens next...*

- The Travel Agent or Tour Operator should send the compensation claim to SNCF DEA so that their customer service team can assess and provide an appropriate response.

### 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

The customer should make the claim by post to SNCF Customer Services, 62973 Arras Cedex 9, France and include details of their tickets and booking reference along with an explanation of why they are making the claim.

*What happens next...*

- SNCF Service Relations Clients will consider the claim and respond to notify the customer of their decision and any next steps.

*NOTE: Eurostar and SNCF have an agreement whereby the distributor of Eurostar / TGV through tickets will handle any arising compensation claims or complaints. This is irrespective of whether the root cause of the disruption was the Eurostar journey or the TGV journey.*

#### **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 (made via DEA [French](#) agents only)**

The customer should contact their Travel Agent or Tour Operator

*What happens next...*

- The Travel Agent or Tour Operator will cancel the original ticket and make a new booking
- The Travel Agent or Tour Operator will then submit a "demande détaxe" form to SNCF's Service Clientèle for a refund of the initial ticket and the fare difference to neutralise the higher cost
- SNCF's Service Clientèle will then process the refund



#### **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 (made via DEA [French agents only](#))**

The customer should contact their Travel Agent or Tour Operator

*What happens next...*

- The Travel Agent or Tour Operator will cancel the original ticket and make a new booking
- The Travel Agent or Tour Operator will then submit a "demande détaxe" form to SNCF's Service Clientèle for a refund of the initial ticket and the fare difference to neutralise the higher cost
- SNCF's Service Clientèle will then process the refund

## **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 (made via DEA [French](#) agents only)**

The customer should contact the Travel Agent or Tour Operator through which they made the booking.

*What happens next...*

- The Travel Agent or Tour Operator will cancel the booking.
- The Travel Agent or Tour Operator will then submit a "demande détaxe" form to SNCF's Service Clientèle for a refund of the ticket
- SNCF's Service Clientèle will then process the refund

## **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 (made via DEA [French agents only](#))**

The customer should contact the Travel Agent or Tour Operator through which they made the booking.

*What happens next...*

- The Travel Agent or Tour Operator will cancel the booking
- The Travel Agent or Tour Operator will then submit a "demande détaxe" form to SNCF's Service Clientèle for a refund of the ticket
- SNCF's Service Clientèle will then process the refund

## 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 by contacting their Travel Agent or Tour Operator.

*What happens next...*

- The Travel Agent or Tour Operator will exchange or refund the customer's ticket within the usual fare conditions.

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

### b) Eurostar & TGV combined reservations

The customer can exchange or refund their ticket within the usual fare conditions by contacting their Travel Agent or Tour Operator.

*What happens next...*

- The Travel Agent or Tour Operator will exchange or refund the customer's ticket within the usual fare conditions.