

Printing Guide

Eurostar – The international high speed train operating the UK and continental Europe

► What is a Print @ the station ticket?

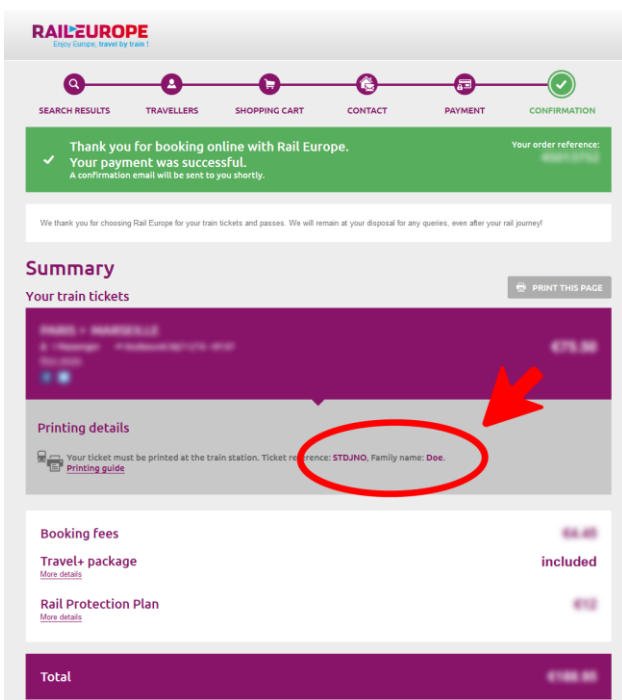
A Print @ the station ticket is an electronic ticket which you must retrieve from a self-service ticket machine at a railway station before boarding a train. It is available from the day you make your booking, up to the time of travel.

► Step 1 - How to get your Print @ station ticket?

You can retrieve your Print @ station ticket with your booking reference which you have to enter in the self-service ticket machine at a railway station. The ticket reference is found in the booking confirmation page and email sent to you.

Booking confirmation page

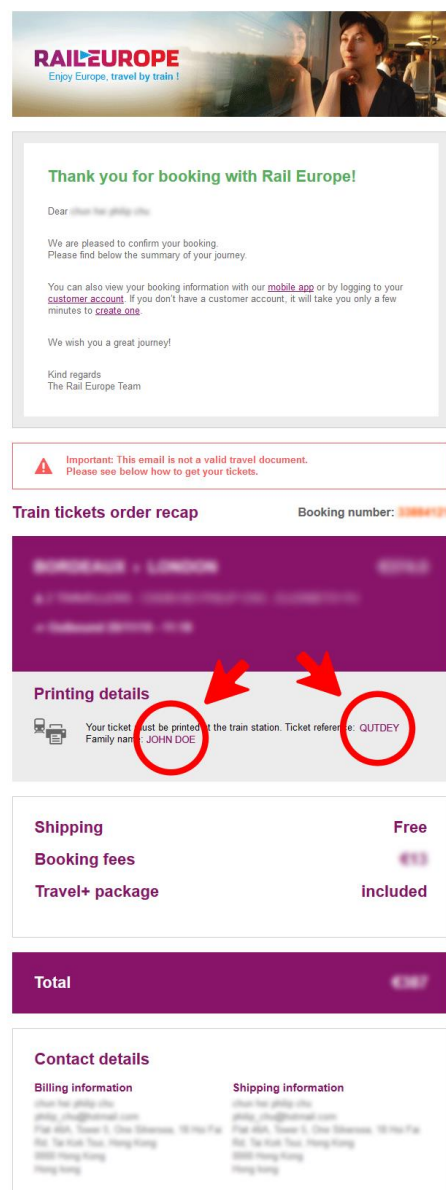
- Once your booking is completed, you will be redirected to a booking confirmation page.



Screenshot of a booking confirmation page for a Print @ station ticket

Confirmation email

- Once your booking is completed, you will receive a confirmation email in your inbox.



Screenshot of a confirmation email for a Print @ station ticket

Notes:

- Check your spam folder, as sometimes emails are automatically redirected there.

► **Step 2 - How to print your Print @ the station ticket?**

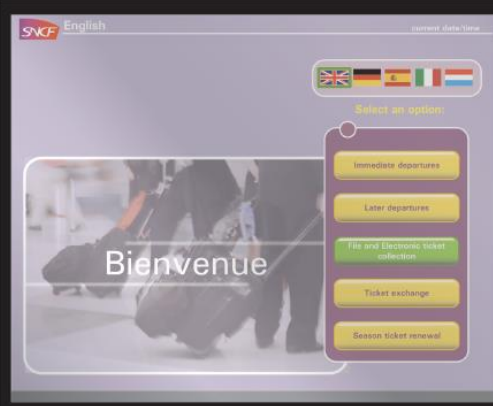



You can print your ticket from self-service ticket machines in Paris (yellow machine) or in London (greyish blue machine).



► **From London**

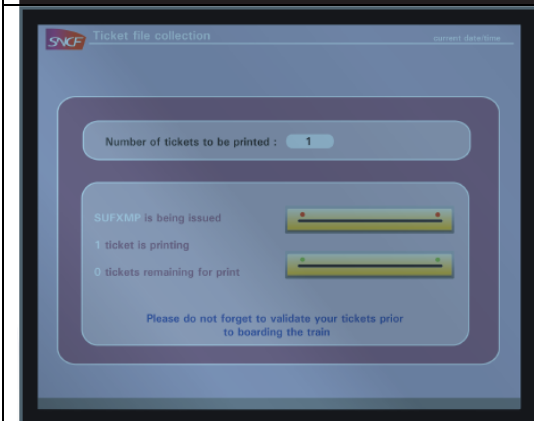
<p>EXIT</p> <p>Please enter your six or eight-character booking reference.</p> <p>SAAMMW</p> <p>1 2 3 4 5 6 7 8 9 0 Backspace</p> <p>Q W E R T Y U I O P</p> <p>A S D F G H J K L</p> <p>Z X C V B N M</p> <p>OK</p>	<ul style="list-style-type: none"> Select Enter a booking reference on the previous screen. Type-in the six letter reference of your ticket reference, found in you confirmation email, and press on OK. 																												
<p>EXIT</p> <p>Select the booking you would like to print or exchange.</p> <table border="1"> <thead> <tr> <th>Reference</th> <th>Journey</th> <th>Travel Dates</th> <th>Travellers</th> <th></th> </tr> </thead> <tbody> <tr> <td>SAAMMW</td> <td>1. Waterloo to Paris Gare du Nord 2. Paris Gare du Nord to Waterloo</td> <td>31 DEC 07 31 DEC 07</td> <td>3 + Adults B + Children B + Child</td> <td>PRINT EXCHANGE</td> </tr> </tbody> </table>	Reference	Journey	Travel Dates	Travellers		SAAMMW	1. Waterloo to Paris Gare du Nord 2. Paris Gare du Nord to Waterloo	31 DEC 07 31 DEC 07	3 + Adults B + Children B + Child	PRINT EXCHANGE	<ul style="list-style-type: none"> This next screen shows all your bookings. Press on Print to start printing your selected journey. 																		
Reference	Journey	Travel Dates	Travellers																										
SAAMMW	1. Waterloo to Paris Gare du Nord 2. Paris Gare du Nord to Waterloo	31 DEC 07 31 DEC 07	3 + Adults B + Children B + Child	PRINT EXCHANGE																									
<p>EXIT</p> <p>Print tickets - Step 1 of 2</p> <p>Remove the part of the journey you do not wish to print</p> <table border="1"> <thead> <tr> <th>Waterloo</th> <th>Departure</th> <th>Arrival</th> <th>Duration</th> <th>Travellers</th> <th>Booking ref</th> <th>REMOVE</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>to Paris Gare du Nord</td> <td>31 DEC 07 18:11</td> <td>26:00</td> <td>Booking ref: SAAMMW</td> <td>REMOVE</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Paris Gare du Nord</td> <td>31 DEC 07 17:18</td> <td>26:00</td> <td>Booking ref: SAAMMW</td> <td>REMOVE</td> </tr> </tbody> </table> <p>Remove any travellers you do not wish to print tickets for now</p> <table border="1"> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/DAVE (Adult)</td> <td>REMOVE</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/JOHN (Adult)</td> <td>REMOVE</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/JILL (Adult)</td> <td>REMOVE</td> </tr> </tbody> </table> <p>When you're ready... CONTINUE</p>	Waterloo	Departure	Arrival	Duration	Travellers	Booking ref	REMOVE	<input checked="" type="checkbox"/>	to Paris Gare du Nord	31 DEC 07 18:11	26:00	Booking ref: SAAMMW	REMOVE	<input checked="" type="checkbox"/>	Paris Gare du Nord	31 DEC 07 17:18	26:00	Booking ref: SAAMMW	REMOVE	<input checked="" type="checkbox"/>	FAMILY/DAVE (Adult)	REMOVE	<input checked="" type="checkbox"/>	FAMILY/JOHN (Adult)	REMOVE	<input checked="" type="checkbox"/>	FAMILY/JILL (Adult)	REMOVE	<ul style="list-style-type: none"> On the next screen, you can chose which segment of your journey you want to print. You may also print tickets for the whole party or individual passengers. Make your selections and press on confirm.
Waterloo	Departure	Arrival	Duration	Travellers	Booking ref	REMOVE																							
<input checked="" type="checkbox"/>	to Paris Gare du Nord	31 DEC 07 18:11	26:00	Booking ref: SAAMMW	REMOVE																								
<input checked="" type="checkbox"/>	Paris Gare du Nord	31 DEC 07 17:18	26:00	Booking ref: SAAMMW	REMOVE																								
<input checked="" type="checkbox"/>	FAMILY/DAVE (Adult)	REMOVE																											
<input checked="" type="checkbox"/>	FAMILY/JOHN (Adult)	REMOVE																											
<input checked="" type="checkbox"/>	FAMILY/JILL (Adult)	REMOVE																											
<p>EXIT</p> <p>Confirm print tickets - Step 2 of 2</p> <p>If journey details are correct press "Print Tickets" if not press "Back"</p> <table border="1"> <thead> <tr> <th>Waterloo</th> <th>Departure</th> <th>Arrival</th> <th>Duration</th> <th>Travellers</th> <th>Booking ref</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>to Paris Gare du Nord</td> <td>31 DEC 07 18:11</td> <td>26:00</td> <td>Booking ref: SAAMMW</td> <td>PRINT</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Paris Gare du Nord</td> <td>31 DEC 07 17:18</td> <td>26:00</td> <td>Booking ref: SAAMMW</td> <td>PRINT</td> </tr> </tbody> </table> <p>If traveller details are correct press "Print Tickets" if not press "Back"</p> <table border="1"> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/DAVE</td> <td>PRINT</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/JOHN</td> <td>PRINT</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>FAMILY/JILL</td> <td>PRINT</td> </tr> </tbody> </table> <p>Press here to PRINT TICKETS</p>	Waterloo	Departure	Arrival	Duration	Travellers	Booking ref	<input checked="" type="checkbox"/>	to Paris Gare du Nord	31 DEC 07 18:11	26:00	Booking ref: SAAMMW	PRINT	<input checked="" type="checkbox"/>	Paris Gare du Nord	31 DEC 07 17:18	26:00	Booking ref: SAAMMW	PRINT	<input checked="" type="checkbox"/>	FAMILY/DAVE	PRINT	<input checked="" type="checkbox"/>	FAMILY/JOHN	PRINT	<input checked="" type="checkbox"/>	FAMILY/JILL	PRINT	<ul style="list-style-type: none"> Check all the details carefully and press on print tickets before collecting from the self-service ticket machine. 	
Waterloo	Departure	Arrival	Duration	Travellers	Booking ref																								
<input checked="" type="checkbox"/>	to Paris Gare du Nord	31 DEC 07 18:11	26:00	Booking ref: SAAMMW	PRINT																								
<input checked="" type="checkbox"/>	Paris Gare du Nord	31 DEC 07 17:18	26:00	Booking ref: SAAMMW	PRINT																								
<input checked="" type="checkbox"/>	FAMILY/DAVE	PRINT																											
<input checked="" type="checkbox"/>	FAMILY/JOHN	PRINT																											
<input checked="" type="checkbox"/>	FAMILY/JILL	PRINT																											

► From Paris

	<ul style="list-style-type: none"> • Select the 3rd box down (File and Electronic ticket collection) on the touch screen of the self-service ticket machine located in the railway station.
	<ul style="list-style-type: none"> • A new list will appear on the left. Select the 3rd box down (Collection with a file reference number).
	<ul style="list-style-type: none"> • On the next screen, type-in your ticket reference, found in your confirmation email, and press on confirm.
	<ul style="list-style-type: none"> • On the next screen, type-in the passenger name as displayed in your booking confirmation email.



- This next screen shows all your bookings. Press on Print tickets for this journey, to start printing your ticket.



- The number of printouts is displayed. Press on End to terminate. Retrieve your ticket from the self-service machine.



Example of a ticket printed from a self-service ticket machine

- 1 Barcode for validation
- 2 Departure date and time
- 3 Departure and arrival city
- 4 Arrival date and time
- 5 Class of service
- 6 Train number and seat information
- 7 Conditions of use

Notes:

- Please validate your ticket before boarding.

Have a pleasant trip in Europe!