

## Printing Guide

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

### ► What is a Print @ home ticket?

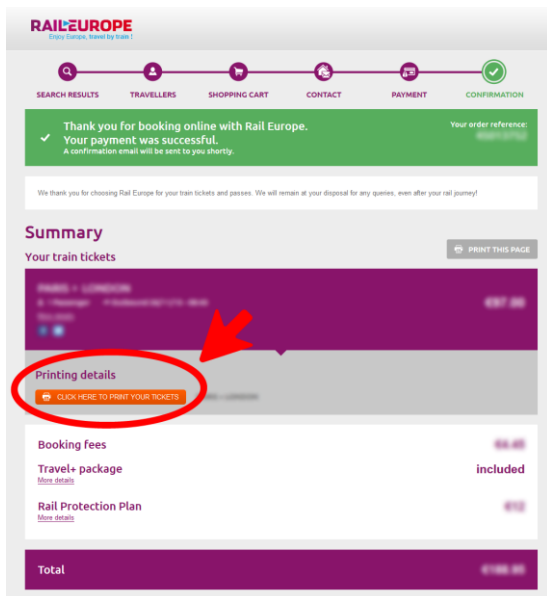
A Print @ home ticket is an electronic ticket which you must print before boarding a train. Print @ home tickets are strictly personal, nominative and not transferrable.

### ► Step 1 - How to get your print @ home ticket?

You can retrieve your Print @ home ticket either through the booking confirmation page or the confirmation email sent to you.

#### Booking confirmation page

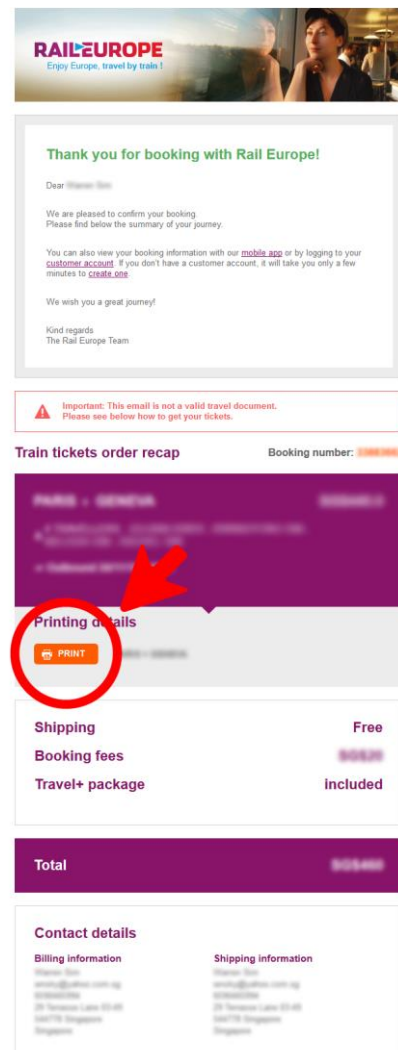
- Once your booking is completed, you will be redirected to a booking confirmation page.
- Click on the link provided in the booking confirmation page to open a PDF version of your Print @ home ticket.



Screenshot of a booking confirmation page with the link to the PDF version of your Print @ home ticket

#### Confirmation email

- Once your booking is completed, you will receive a confirmation email in your inbox.
- Click on the link provided in the confirmation email to open a PDF version of your Print @ home ticket.



Screenshot of a confirmation email with the link to the PDF version of your Print @ home ticket

#### Notes:

- a. Due to anti-fraud verification, it may happen that you will receive the link to your Print @ home ticket within 2 business days.
- b. Check your spam folder, as sometimes emails are automatically redirected there.

## Step 2 - How to print your print @ home ticket?

- Print the PDF version of your Print @ home ticket from any printer using an A4 size paper.
- Please check all your tickets once they have been printed-out and keep it with you at all times during your trip.

### Printed copy of a ticket

**RAIL EUROPE**

You have purchased your ticket from Rail Europe.  
25033745 REA 1034477 - WEB REAA ECS 02

150196964566

TICKET-RESERVATION		01 ADULT	
1187	EUROSTAR		
CHECK IN AT LEAST 30 MIN BEFORE DEPARTURE TIME			
1	2		
20/09	16.01	LONDON ST-PANCRAS	PARIS NORD
20/09	19.17		2
TRAIN 9038		COACH 04	SEAT NUMBER 11
NON SMOKER			
BVASB STANDARD NON FLEXI		CARRIERS CIV 0019	
NON EXCHANGEABLE/NON REFUNDABLE			
BVASB IV 019696456CK		5 Booking reference PNR RBWAAQ	

#### Traveller Care

To comment on your Eurostar experience email us at [traveller.care@eurostar.co.uk](mailto:traveller.care@eurostar.co.uk), or call us on:

UK 08432 186 186\*

Outside the UK +44 1233 617 575

France 01 70 70 60 88\*

Belgium 07 0 79 79 89 (0.30 €/min)

\* calls are charge at the national rate and may be monitored for training purposes.



#### Ticket conditions

Your travel on Eurostar train services is subject to Eurostar's Conditions of Carriage which incorporate both Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on Rail Passengers' Rights and Obligations and the CIV. When you are travelling on another operator's train service, this will be subject to a separate transport contract on the other operator's conditions of carriage. Fare terms also apply. 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.

#### Please note

Your ticket may only be used by the person whose name appears on it, and you must provide appropriate personal identification if asked. If you are unable to do so you will be charged for a new ticket on the basis of the full fare applicable to the train, journey and class in which you are travelling.

If we reasonably believe your ticket has been obtained fraudulently, our staff may refuse to allow you on the Eurostar train and you will not be entitled to any refund.

> 0019 LONDON ST-PANCRAS -> PARIS NORD

#### Customer Service

Should the condition of your ticket permit, an exchange or cancellation can take place up to the time of departure:

- via the agency who made your booking
- at the departure station in Belgium, France or England.

For refund requests, please contact the agent who made your original book



- 1 Departure date and time
- 2 Departure and arrival cities
- 3 Train number and seat information
- 4 Class of service and conditions of fare
- 5 Ticket reference
- 6 Barcode for validation

1/8

Example of a Print @ home ticket

#### Notes:

- Please note that Adobe reader is required to open the PDF.
- We recommend that you save a copy of the PDF version of your Print @ home ticket so that you can easily retrieve it whenever you want and reprint it in case you lose your printed version.

Have a pleasant trip in Europe!