

# PRINT AT HOME USER GUIDE



1. Go to the bottom of Eurostar.com and then click on “For all other points of sale” in the area highlighted in red

The screenshot shows the footer of the Eurostar website. On the left, there is a 'Manage your booking' section with a red box around the text: **For all other points of sale:** [Click here to access your booking](#). The main content area includes sections for 'Our loyalty programmes', 'Tread Lightly', 'Our partners' (listing provider, tripadvisor, and BIDDING NATION ENGLAND), and 'Useful links' (listing email address, press office, print your ticket, manage your booking, follow us on Facebook, and follow us on Twitter). The footer contains links for 'About Eurostar', 'Careers', 'Affiliates', 'Site Map', 'Contact Us', 'Website Terms and Conditions', 'Conditions Of Carriage', 'Privacy Policy', 'Cookies And Personal Data', 'Accessibility', and 'Customer charter'. The copyright notice is © 2010 Eurostar Group Ltd. All Rights Reserved. A disclaimer at the bottom states that Eurostar Group Limited is an Appointed Representative of Mondial Assistance (UK) Limited, which is authorised and regulated by the Financial Services Authority (FSA).

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## 2. Complete "Booking reference" and "Surname" fields and then, click on "Confirm"

If you **didn't book on eurostar.com**, please fill in the fields below:

- Your **booking reference** and
- Your **surname as stated on your ticket**.

If your surname is not recognised please enter the number of the card you used during the booking (debit / credit or your Eurostar frequent traveller card number).

To download your **travel insurance policy**, please [click here](#).

**For all other UK points of sale:** \*\* Mandatory

Please enter your booking reference. This can be found on your ticket or will have been given to you by the company which booked for you.

**\*\* Booking reference**  [Where can I find my booking reference?](#)

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Then for identification please provide us either with your surname (as appearing on your ticket or provided during the booking) or your payment card number:

**Surname**

**Number of the card you paid with**

**Confirm** >>

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[Website Terms and Conditions](#) [Conditions Of Carriage](#) [Privacy Policy](#) [Cookies And Personal Data](#) [Accessibility](#) [Customer charter](#)

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## 3. Click on "Print your ticket"



Travel detail - Microsoft Internet Explorer provided by Eurostar

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Folders Favorites

Address

Welcome Login

Customer Care

Book Online | Travel Information | Destinations | Latest Deals | Loyalty Programmes | Business Travel

Home > Manage your booking > Your booking (SFDKNO)

[Login](#) or [create a new account](#) to manage other purchases that you have made via Eurostar.com.

### London St Pancras to Paris Nord return ( Ref.: SFDKNO )

Monday 26th April 2010 - Wednesday 28th April 2010

**Information on this page**

- [Itinerary](#)
- [Travellers](#)
- [Useful information](#)
- [Fare Conditions](#)
- [Delivery method](#)
- [Send this itinerary to someone else](#)

**Booking options**

[Print itinerary](#) [Print your ticket](#)

**Your itinerary in progress: 1 Adult**

<b>Outbound - London St Pancras to Paris Nord</b>	<b>Depart:</b> Mon 26th Apr 2010 - 07:27 <b>Arrive :</b> Mon 26th Apr 2010 - 10:56 <b>(duration)</b> 02h29m <b>Train:</b> 9006 <b>Ref.:</b> SFDKNO	<a href="#">Business Premier Taxi</a> <a href="#">Fully flexible</a>	1 x Adult @ £285.00	<b>£285.00</b>
<b>Inbound - Paris Nord to London St Pancras</b>	<b>Depart:</b> Wed 28th Apr 2010 - 15:13 <b>Arrive :</b> Wed 28th Apr 2010 - 16:36 <b>(duration)</b> 02h23m <b>Train:</b> 9039	<a href="#">Business Premier Taxi</a> <a href="#">Fully flexible</a>	1 x Adult @ £285.00	<b>£285.00</b>
<b>Subtotal</b>				<b>£570.00</b>

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4. Key your email address into the two fields in the area highlighted in red, and then, click on "Continue" (area highlighted in blue)

How would you like to receive your tickets? - Microsoft Internet Explorer provided by Eurostar

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Folders Favorites

Address

**Subtotal** £570.00 [Back to top](#)


**Your preferred method of delivery**

**i** We've made some changes; you can now print your ticket from home (or anywhere else for that matter).

**How would you like to receive your tickets?**

**Print-at-home tickets – free of charge**

This e-ticket will be available for you to print at home before you come to the station. [How does it work?](#)



- You will receive your tickets by email, so you need to print them before you come to the station. Otherwise you will have to pay for a duplicate ticket.
- Bear in mind that if you choose this option you won't be able to collect your tickets at the station, so only choose this option if you are sure you can print your tickets yourself.
- Please allow plenty of time for check-in - at peak times and around public holidays, we suggest you arrive at the station **45 minutes** before your train leaves.

You will have the opportunity to print your ticket on the next page  
We just need you to confirm your email address to which we'll send your confirmation email.

**Please enter your email address: (Your booking confirmation will be sent to this address)**


**Confirm your Email address**

[Back](#) [Continue](#)

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High Speed Europe

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## 5. Click on "Traveller 1: Print the ticket now"

Travel detail - Microsoft Internet Explorer provided by Eurostar

File Edit View Favorites Tools Help

Back Forward Stop Home Search Folders Favorites Refresh Print

Address

### Details of your journey

#### Itinerary

Travellers	Jmr Smith - Adult (Returning journey only)		
➔ Outward journey: <b>London St Pancras to Paris Nord</b>	Depart: <b>Mon 26th Apr 2010 - 07:27</b> Arrive: <b>Mon 26th Apr 2010 - 10:56</b> Duration: <b>02h29m direct</b> Train: <b>9006</b> Booking ref: <b>SFDKNO</b>	<a href="#">Business Premier Taxi</a>  <a href="#">Fully flexible</a>	1 x Adult @ £285.00
➔ Return journey: <b>Paris Nord to London St Pancras</b>	Depart: <b>Wed 28th Apr 2010 - 15:13</b> Arrive: <b>Wed 28th Apr 2010 - 16:36</b> Duration: <b>02h23m direct</b> Train: <b>9039</b> Booking ref: <b>SFDKNO</b>	<a href="#">Business Premier Taxi</a>  <a href="#">Fully flexible</a>	1 x Adult @ £285.00
<b>Total</b>	<b>£570.00</b>		

#### Traveller(s) details

Name	Meal preference
1. Jmr Smith(Adult)	Bar/Buffer service available

### Print your ticket(s) now

You can now print your ticket(s)

#### Delivery Method - Print-at-home tickets

**Print your ticket** [How does it work?](#)

**Do you want your ticket(s) now? Just click below to print them out.**

Please note:  
There is **1 ticket per passenger to be printed.**  
(You will need to have *Adobe Acrobat reader* installed. [Click here to download.](#))

Traveller 1 - Jmr Smith	<b>Traveller 1 : Print the ticket now &gt;&gt;</b>
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<< Back

Return to your account >>

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## 6. Click on "Open"

Travel detail - Microsoft Internet Explorer provided by Eurostar

File Edit View Favorites Tools Help

Back Forward Stop Home Search Folders Favorites Refresh Print Mail

Address [https://recette.eurostar.com:21449/dynamic/\\_SvAsGetBarcodeTicketsTerm?\\_TMS=1269355398733&\\_DLG=SvAsGetBarcodeTicketsTerm&\\_LANG=UK&\\_AGENCY=ESTAR](https://recette.eurostar.com:21449/dynamic/_SvAsGetBarcodeTicketsTerm?_TMS=1269355398733&_DLG=SvAsGetBarcodeTicketsTerm&_LANG=UK&_AGENCY=ESTAR)

### Details of your journey

Itinerary			
Travellers	Jmr Smith - Adult (Returning journey only)		
Outward journey: London St Pancras to Paris Nord	Depart: <b>Mon 26th Apr 2010 - 07:27</b> Arrive: <b>Mon 26th Apr 2010 - 10:56</b> Duration: <b>02h29m direct</b> Train: <b>9006</b> Booking ref: <b>SFDKNO</b>	<a href="#">Business Premier Taxi</a>  <a href="#">Fully flexible</a>	1 x Adult @ £285.00
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<b>Total</b>			<b>£570.00</b>

### Traveller(s) details

Name
1. Jmr Smith(Adult)

**Print your ticket(s) now**  
You can now print your ticket(s)

**File Download**

Do you want to open or save this file?

Name: E-SFDKNO-HEcewU2ymINkcT6Dabi.pdf  
Type: Adobe Acrobat Document, 319 KB  
From: 91.199.233.90

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

### Delivery Method - Print-at-home tickets

**Print your ticket** [How does it work?](#)

**Do you want your ticket(s) now? Just click below to print them out.**

Please note:  
There is **1 ticket per passenger to be printed.**  
(You will need to have Adobe Acrobat reader installed. [Click here to download.](#))

Traveller 1 - Jmr Smith **Traveller 1 : Print the ticket now >>**

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7. Click on the "Print" icon in the area highlighted in red on the picture above

**EIL** *Your ticket to a carbon-neutral journey on Eurostar*

**CIV 0019** **Ticket and seat reservation for Smith Jmr**

Calendar	Clock	Train	Depart	Arrive	Clock	Calendar	Class	Coach	Seat
26/04	07h27	9006	LONDON ST-PANCRAS	→ PARIS NORD	10h56	26/04	Business Premier	7	21

**Additional information**  
Check in at least 10 min before departure time  
Exchange/refundable/chauffeur  
After sales: keep all tickets

**Booking references**  
PNR / SFDKNO

*You are booked in a solo seat*  
Carriers 0019 1187 GBP \*\*285.00

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AF PA00AD 158225380761 AFMARB IV822538076 CA Issued 230310  
EUROSTAR BUS PREM / 01ADULT 15:10

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**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 **01 70 70 60 88\***  
Belgium **070 79 79 89** (0,30 €/min)

**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](mailto:traveller.care@eurostar.co.uk).

**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.
- Tickets may only be used by the person whose name is on the ticket. You will be required to provide appropriate personal identification upon demand. If you are unable to do so you will be charged 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 fraudulently obtained, then our staff may refuse to allow you on the Eurostar train and you will not be entitled to any refund of your ticket.

**What are the ticket conditions?**  
Fare terms apply, as do the Eurostar Conditions of Carriage, which incorporate the Uniform Rules

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## 8. Your boarding pass

EIL		Your ticket to a carbon-neutral journey on Eurostar		eurostar	
CIV 0019		Ticket and seat reservation for			
Train	Depart	Arrive	Class	Coach	Seat
2708	11h29 9181	BRUXELLES MIDI → LONDON ST-PANCRAS	12h33 2708 Standard	14	15
<b>Additional information</b> Check in at least 30 min before departure time Non exchangeable / non refundable Valid from/to any belgian station Not valid on thalys/ice train You are booked in a seat Carriers 1088 1167 0019			<b>Booking references</b> PNR / USEPIZ		
BV CF52AD 158324445614 BVMASE		IV832444561 CA		Issued 060810	
EUROSTAR PALS ANY BELGIAN STATION / 01ADULT				13:54	

<p><b>Need help with your existing booking?</b> To make changes to your ticket you can manage your booking at <a href="http://eurostar.com">eurostar.com</a>, or call us on:</p> <p>UK 08432 186 186* Outside the UK +44 (0) 1233 617 575 France 0170 70 60 88* Belgium 070 79 79 89 (0,30 €/min)</p> <p>* Calls are charged at the national rate and may be monitored for training purposes.</p> <p><b>Traveller Care</b> To comment on your Eurostar experience email us at <a href="mailto:traveller.care@eurostar.co.uk">traveller.care@eurostar.co.uk</a></p> <p><b>Ticket conditions</b> Your travel on Eurostar is subject to Eurostar's Conditions of Carriage which incorporate both Regulation (EC) No 1371/2007 on Rail Passengers' Rights and Obligations and the CIV. Passengers on other operator's services are subject to those operators' conditions of carriage. Fare terms and luggage restrictions apply. This ticket may only be used by the person whose name appears on it. Please always ensure that you purchase your Eurostar ticket from authorised Eurostar distributors only.</p>	<p>HOLD THIS BAR CODE FIRMLY AGAINST THE READER ON THE TICKET GATE</p> 
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