

5 AFTERSALES

REFUNDS (ALL SITES)

- Refunds must be completed within 2 months, in accordance with the ticket conditions.
- Where tickets have been printed, you must ensure you have these in your possession before refunding. Tickets must be endorsed 'refunded' and retained by your agency.
- Where tickets are queued (TOD), tickets are not required.
- If refunding or exchanging does not apply to all passengers, please divide the booking (see section 3).

YOU HAVE THE TICKETS

QUICKSTEP

1	Retrieve booking (within 2 months)	*QSSHVT
2	Cancel segment or itinerary	X1 or XI
3	Enter received field	R.YOUR INITIALS
4	Check that only cancelled sectors show ?? next to ticket numbers. If not, call Elgar Help Desk	*R
5	Quote for a refund (last opportunity to ignore)	XFD
6	Cancel and refund ticket (you may no longer ignore)	XTX
7	End and retrieve	ER

THE CLIENT HAS THE TICKETS

QUICKSTEP

A full refund cannot be processed without the tickets, so it is necessary to cancel and refund in two stages. Upon refund request, cancel the segment or itinerary following steps 1-6 (this ensures any refund before departure conditions are met).

1	Retrieve booking (within 2 months)	*QRSUVT
2	Cancel segment or itinerary	X2 or XI
3	Enter received field	R.YOUR INITIALS
4	Check that only cancelled sectors show ?? next to ticket numbers. If not, call Elgar Help Desk	*R
5	Calculate refund due (last opportunity to ignore)	XFD
6	End and retrieve (you may no longer ignore)	ER

Once you receive the tickets back from the client, follow steps 7-11 to complete the refund.

7	Retrieve cancelled booking (within 2 months)	*QRSUVT
8	Enter received field	R.YOUR INITIALS
9	Calculate refund due	XFD
10	Process refund	XTX
11	End and retrieve	ER

TICKETS ARE QUEUED (TOD)

QUICKSTEP

Bookings that have been set up as a ticket on departure and are in 'telepaid' status, can be refunded, subject to ticket conditions, regardless of whether they have been printed or not.

1	Retrieve booking (within 2 months)	*QQVRSU
2	Cancel itinerary	XI
3	Enter received field	R.YOUR INITIALS
4	Quote for a refund (last opportunity to ignore)	XFD
5	Cancel and refund ticket (you may no longer ignore)	XTX
6	End and retrieve	ER

EXCHANGES

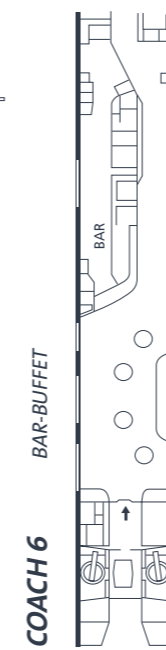
Please refer to eurostar4agents.com and look within the How to Book pages for the latest exchanges information.

To refund only a part of a TOD booking, tickets must first be printed. Please contact eurostar4agents for assistance.



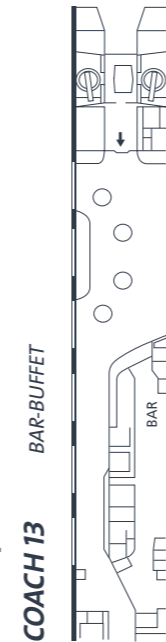
TO PARIS/BRUSSELS

TO LONDON



KEY	↕↕	Access doors	WC	Toilet	B	Baby changing room
	↔	Automatic doors	WCD	Disabled person toilet	F	Family area
	↔	Luggage rack	W	Wheelchair space	□	Window
			C	Wheelchair companion seat		

COACH 10



TO LONDON

TO PARIS/BRUSSELS

SEAT DETAIL	□	Backrest
	□	Full table
	□	Half table

PLEASE NOTE:
Seats facing forward on a journey from London will be facing backwards on the return journey. However, on rare occasions this may change.
All trains are non-smoking.



Canals and Belfry, Bruges



NEW ELGAR GUIDE

Eurostar™ reservations on ELGAR Direct

This guide gives you key information about booking Eurostar on ELGAR in an easy-to-use, condensed form. For the complete range of ELGAR entries, and for instructions on booking French and German connecting services, please refer to the ELGAR User Guide at www.eurostar4agents.com.

Travel Agent Website www.eurostar4agents.com

ELGAR Helpdesk for systems queries **0870 6030 203**

eurostar4agents for general Eurostar queries **0870 6000 792**

For training requests, please e-mail elgartrainingteam@eurostar.co.uk

1 MAKING A RESERVATION

A SINGLE PASSENGER ONE-WAY RESERVATION		QUICKSTEP
1	Select reservations mode (if cursor bar does not show)	F12
2	Enter a Received Field	R.YOUR INITIALS
3	Request Availability (up to 120 days in advance)	A10AUGSPXPBN.0900
4	Sell 1 seat in AF class from line 2	NIAF2
5	Fare Quote passenger at relevant fare (AD example only – see Fares and pricing)	FQ*AD
6	Enter Passenger's Name	N.RAY/NMISS
7	Request seat	S.S1/
8	Form of Payment – miscellaneous (enter free text after MS)	F.MSACCOUNT
9	End and Retrieve booking (note locator and ticket time limit)	ER
10	Print ticket or arrange TOD	see Section 4

Elgar Direct has function keys along the bottom of the screen, and these are used to recall and ticket bookings. Some sites need to select the 'hidden' function F12 to enter reservations mode.

DISPLAYING AND RETRIEVING

Display booking record	*R
Move up	Select PgUp tab
Move down	Select PgDn tab
Retrieve by 6-letter PNR	*QTRJZU
Retrieve by 8-letter TNR	Either * QRJLNPNU or Esc then F2 to recall
Retrieve by date/name	*/24JUN-JONES

AVAILABILITY

Availability earlier	AE
Availability later	AL
Availability different time	A.1400
Availability previous day	A-
Availability next day	A#
Availability return with date and time	AR16AUG.1500
Encode Station	.CEBRUSSELS
Decode Station (3 or 5 letters)	.CDGBEBF

Availability can be viewed up to 120 days in advance. For seat availability codes, please refer to the ELGAR pages at eurostar4agents.com (please note –A indicates between 1 and 10 seats available).

'Open jaw' bookings should not be made in ELGAR; please make a separate booking for each leg.

NAME FIELD AND EUROSTAR FREQUENT TRAVELLER

Name (3 passengers, same surname)	N.3JONES/KMR/LMRS/KMISS
Name (2 passengers, different surname)	N.JONES/KMR then N.DELL/GMR
Enter last 11 digits of frequent traveller number (passenger name automatically transfers into booking)	N. #12345678901
Delete name field 1 (a frequent traveller number can be added to a provisional booking by first deleting the namefield)	N.P1@

Infants under 4 do not require reservations and should not be included in the booking. Travel is free and seats are not guaranteed.

SELL OPEN SEGMENT (FOR ANY DUTCH STATION, LOCAL SERVICES)

Sell open segment (unreserved) in 1st class	OSNOPEN12JANBXSAMSNO1
Sell open segment in standard class, 2 passengers	OSNOPENB19JANAMSBSXSN02

Local services are standard and 1st class. For Eurostar Leisure Select and Business Premier always sell in 'A' on local service. Open segment tickets are not valid on Thalys or ICE services.

SEATS

Sell seat in AF class as well as assign Club 2 seat	NIAF1S.*CLUB2
Assign segment 2 window seat	S.S2/W
Assign segment 1 Club2 seat	S.S1/*CLUB2
Seat availability display for segment 1 in coach 2 (this does not reflect coach layout, please refer to seat map) Check for correct class displayed on the left of screen: A is Business Premier, H Leisure Select and B Standard	SM*51/2
Specific coach and seat, for single-passenger bookings	S.S1/8/75
Assign seats near to seat (already allocated)	S.S1/8/75N
Reassign seat for sector 1 to coach 7 seat 51	S.S1@7/51
Display seats booked	*SD

Seats must be requested before ending a booking. All seats are non-smoking. Overbooking applies if message 'Specific seat not guaranteed. Go to manual check-in', appears. Client may get a seat at check-in due to 'no-shows', but may be offered a tip-up seat as a last resort. Meals are not guaranteed. For help seating groups in specific seats, call eurostar4agents.

SEAT TYPES

Single seat in Leisure Select/Business Premier, seat-back table	SOLO
Two seats airline style Leisure Select/Business Premier, seat-back tables	DUO
Two seats facing each other Leisure Select/Business Premier, with table	CLUB2
Four seats facing each other Leisure Select/Business Premier, with table	CLUB4
Four seats facing each other Standard (must have minimum of 2 passengers in booking)	CARRE

SPECIAL MEAL REQUESTS

Special Meal	Notice required	Code
Vegetarian	24 hours	VLML
Vegan	36 hours	VGML
Kosher	36 hours	KSML
Muslim	36 hours	MOML
Diabetic	36 hours	DBML
Low fat	36 hours	LFML
Low salt	36 hours	LSML
Gluten free	36 hours	GFML
Child (Ski and Avignon Direct only)	72 hours	CHML

Meals are included in Business Premier and Leisure Select. There are two bar buffet cars for travellers in Standard.

Book vegetarian meal all passengers	SI./VLML
Book vegan meal, specific passenger	SI.P2/VGML
Delete special meal passenger 2	SI.P2@

FARES AND PRICING

Fare quote 1st passenger as TL, 2nd as a child	FQP1*TL.2*CH
Fare quote 3 passengers as LR, 4th as a child	FQP1-3*LR.4*CH

ENDING A PNR

End and file away	E
End and retrieve (all data will be lost if you fail to end your PNR)	ER
Ignore existing PNR	I
Ignore current activity and retrieve	IR

TICKET TIME LIMITS

On completion of a PNR, ELGAR automatically returns ticketing time limits, which are governed by how far in advance the booking is made and cannot be changed. Reservations will automatically expire after the ticketing time and date limit.

2 EUROSTAR DESTINATIONS

STATION CODES	3-LETTER CODE	5-LETTER CODE
St Pancras International	SPX	GBSPX
Ebbsfleet International	EBF	GBEBF
Ashford International	ASI	GBASI
Stratford International (once open)	SDI	GBSDI
Calais Fréthun	FRH	FRSTH
Lille Europe	LIU	FRLLE
Paris Nord	PBN	FRPNO
Brussels-Midi/Zuid (tickets valid to all Belgian stations)	BXS	BEBMI
Marne la Vallée (Disneyland)	MCK	FRMLV
Avignon	AVI	FRAES
Moutiers	MOU	FRQMU
Bourg-St-Maurice	BOS	FRQBM

3 or 5 letter codes may be used when requesting availability, but cannot be combined.

3 CHANGES TO PROVISIONAL BOOKINGS

CHANGES TO PROVISIONAL BOOKINGS

Cancel itinerary	XI
Cancel segments 2 to 4	X2-4
Change segment 1 to AF class (you may only change within the same class of travel e.g. within Business Premier)	@1/AF
Insert segment at start of itinerary	/0
Insert segment 2 after 0	/0S2
Delete Name (1 passenger)	N.P1@
Delete names 2 and 3	N.P2.3@
Reassign seat for sector 1 to coach 7 seat 51	S.S1@7/51
Reassign seat(s) for sector 2 to Leisure Select/Business Premier table	S.S2@*CLUB4

All change entries must be followed by a Received field then End and Retrieve.

DIVIDING A PNR

QUICKSTEP

1	Divide passenger 1	DP1
2	Enter Received Field	R.YOURINITIALS
3	File divided passenger's PNR	F
4	Enter Received Field again (remaining PNR will be displayed)	R.YOURINITIALS
5	End transaction and retrieve	ER

Dividing can be done both before and after ticketing.

DIVIDING MORE THAN 1 PASSENGER

1	Divide out passenger 2 and 4	DP2.4
2	Divide out passengers 1 to 3	DP1-3

4 ARRANGING TICKETS

TICKETING

Issue tickets on site (printer sites only)	Esc to exit reservations mode then F5 and F8
Issue test ticket (printer sites only)	Esc then F4
Ticket by post (posted to your agency. Arrange min. 5 working days prior to departure)	T.TBP
Ticket to a remote location (eg agency HQ)	T.TRM
Ticket deferred (printer sites only. Confirms PNR for later ticketing on site)	T.TDF
Batch print tickets	Refer to Help pages by selecting F1

Any ticketing or queuing commands will automatically generate a debit to your agency.

TICKETS ON DEPARTURE (TOD)

St Pancras International	T.TOD/SPX
Ebbsfleet International	T.TOD/EBF
Ashford International	T.TOD/ASI
Paris Gare du Nord	T.TOD/PBN
Brussels-Midi/Zuid	T.TOD/BXS
Lille and selected French Stations* (credit card required for collection)	T.TEL/CC1234567890123456 (where 1234567890123456 is the credit or debit card number)

TOD collection

- Customers should collect tickets at least 45 minutes before departure, using the 6-letter reference.
- At UK stations and Paris, tickets are collected from the e-ticket machines.
- At Brussels, tickets are collected from the Railtour desk, next to Eurostar.
- For Lille and selected French stations, the customer must present the credit or debit card to collect tickets. The card is not used for payment and is for security purposes only.

*for a list of eligible French stations, please see www.eurostar4agents, Ticket on departure page, within the Eurostar A – Z section.

TICKET STATUS CODES

Status	Description	Action Taken
TK	Ticket Confirmed	Ticket has been issued or telepaid (queued for ticketing)
TR	Ticket Refunded	Processed for refund
TE	Ticket Exchanged	New ticket issued
TV	Ticket Voided	Manual void of ticket
TZ	Ticket Voided	Printer failure void
TX	Ticket Voided	Voided at Eurostar point of sale
??	Ticket Cancelled	Not yet refunded or exchanged

VOIDING (PRINTER SITES – DAY OF ISSUE ONLY)

Void all tickets in PNR (the void entry must be followed by R.YOUR INITIALS then ER. Tickets can then be printed, or itinerary cancelled if booking no longer required)	TPX*
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If coupons are partially printed, it is necessary to void all tickets in the booking before re-printing.

DAILY SALES REPORT

Display daily sales report for today	HMPR or TASR
Display daily sales report for specific date (previous 90 days can be viewed)	TASR/14JUN
Display daily sales report Eurostar only	HMPR/24JUL*EUKL

To maintain accurate sales accounting within your agency, it is essential to print out a daily sales report each day. For more information please refer to the ELGAR pages at eurostar4agents.com.