

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](http://www.eurostar4agents.com).

Travel Agent Website [www.eurostar4agents.com](http://www.eurostar4agents.com)

ELGAR Helpdesk for systems queries **08448 220 119**

eurostar4agents for general Eurostar queries **08448 224 334**

For training requests, please e-mail [eurostar4agents@eurostar.com](mailto:eurostar4agents@eurostar.com)

## 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   | N1AF2             |
| 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](http://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.

| SEATS   |                |
|---|----------------|
| Sell seat in AF class as well as assign Club 2 seat   | N1AF1+S.*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 Standard Premier and B Standard | SM*S1/2        |
| 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.com](http://eurostar4agents.com).

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

| SPECIAL MEAL REQUESTS               |                 | SEAT TYPES |  |
|-------------------------------------|-----------------|------------|--|
| 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 Standard Premier. 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 for 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 |

To book a Eurostar fare you will need to check the fares pages at [eurostar4agents.com](http://eurostar4agents.com) for the correct 2-letter class of service code as well as the 3-letter passenger type. The class of service is selected from availability and the passenger type is used when fare quoting. Fares are guaranteed only on day of quoting.

| 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         |
| Moûtiers   | 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 (followed by R.YOURINITIALS then ER if cancelling booking)                                     | 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 Standard Premier/ 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/<br>CC1234567890123456<br>(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, Paris and Brussels, tickets are collected from the e-ticket machines.
- ~ 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.com](http://www.eurostar4agents.com), 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\*

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](http://eurostar4agents.com).

### 5 Aftersales

#### REFUNDS (ALL SITES)

- ~ To refund only one leg of a return booking, see the Elgar Galileo pages within the 'How to book' section of [eurostar4agents.com](http://eurostar4agents.com).
- ~ 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.
- ~ 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 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              |

#### THE CLIENT HAS THE TICKETS

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 1-5 (this ensures any refund before departure conditions are met).

|   |   |                 |
|---|---|-----------------|
| 1 | Retrieve booking (within 2 months)                | *QRSUVT         |
| 2 | Cancel itinerary                                  | XI              |
| 3 | Enter received field                              | R.YOUR INITIALS |
| 4 | Calculate refund due (last opportunity to ignore) | XFD             |
| 5 | End and retrieve (you may no longer ignore)       | ER              |

Once you receive the tickets back from the client, follow steps 6-10 to complete the refund.

|    |  |                 |
|----|--|-----------------|
| 6  | Retrieve cancelled booking (within 2 months) | *QRSUVT         |
| 7  | Enter received field                         | R.YOUR INITIALS |
| 8  | Calculate refund due                         | XFD             |
| 9  | Process refund                               | XTX             |
| 10 | End and retrieve                             | ER              |

#### TICKETS ARE QUEUED (TOD)

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)                  | *QQRSU          |
| 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](http://eurostar4agents.com) and look within the 'How to Book' pages for the latest exchanges information.

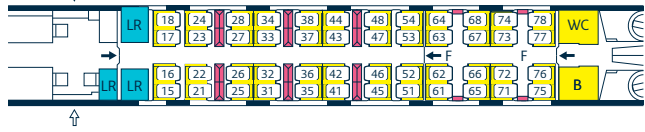
← TO LONDON

TO PARIS/BRUSSELS →

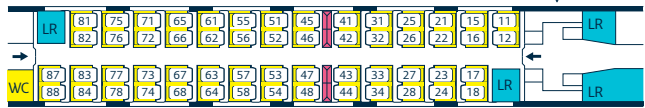
## POWER CAR



**COACH 1** STANDARD 48 seats



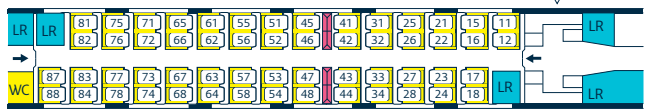
**COACH 2** STANDARD 56 seats



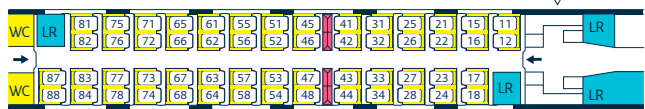
**COACH 3** STANDARD 56 seats



**COACH 4** STANDARD 56 seats



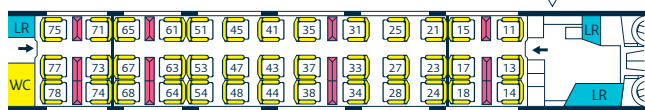
**COACH 5** STANDARD 56 seats



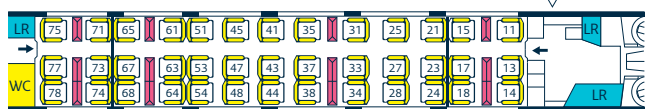
**COACH 6** BAR-BUFFET



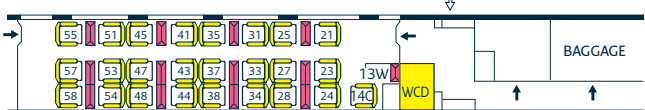
**COACH 7** STANDARD PREMIER/BUSINESS PREMIER 39 seats



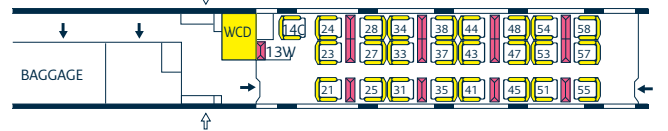
**COACH 8** STANDARD PREMIER/BUSINESS PREMIER 39 seats



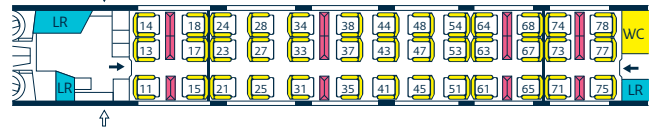
**COACH 9** STANDARD PREMIER/BUSINESS PREMIER 25 seats



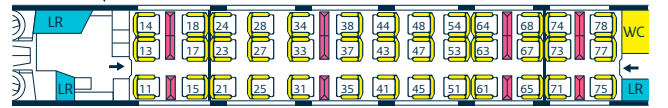
**COACH 10** STANDARD PREMIER/BUSINESS PREMIER 25 seats



**COACH 11** STANDARD PREMIER/BUSINESS PREMIER 39 seats



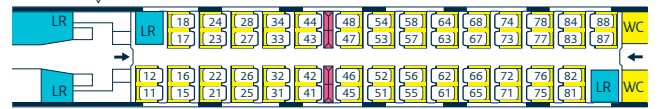
**COACH 12** STANDARD PREMIER/BUSINESS PREMIER 39 seats



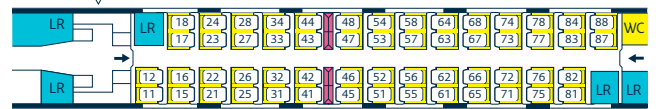
**COACH 13** BAR-BUFFET



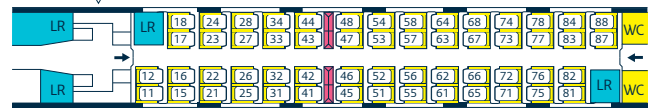
**COACH 14** STANDARD 56 seats



**COACH 15** STANDARD 56 seats



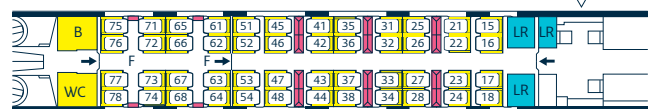
**COACH 16** STANDARD 56 seats



**COACH 17** STANDARD 56 seats



**COACH 18** STANDARD 48 seats



## POWER CAR



← TO LONDON

TO PARIS/BRUSSELS →

### KEY

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

### 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.