

**Annette Egginton**

Head of Competition and Consumer Policy  
Directorate of Railway Markets & Economics

Email: [annette.egginton@orr.gsi.gov.uk](mailto:annette.egginton@orr.gsi.gov.uk)

28 February 2017

Nicolas Petrovic  
Chief Executive Officer  
Eurostar

Dear Nicolas

**Review of Eurostar International Limited Disabled People's Protection Policy (Condition 5 of your GB Statement of National Regulatory Conditions: Passenger)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your GB Statement of National Regulatory Conditions: Passenger (SNRP).

We welcome your commitment to provide passengers with a Turn Up and Go assistance service, meaning that passengers will be provided with assistance without having to book in advance. We believe this will have a positive impact for passengers.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance.

The main areas where you clarified your policies during our review were:

- **Availability of minicom or typetalk facilities:** The guidance states that operators are expected to provide typetalk, minicom or equivalent facilities or to commit to providing these where they currently do not exist. You have confirmed in your document that English language calls are compatible with the Next Generation Text Service.
- **Information at stations:** The guidance states that operators should give details of their policies for the provision of information at stations. You have now added information regarding audio and visual information on stations, confirming that if passengers need help with any audio and visual information, they should contact staff on the station, who will be able to help.

We note that, as with other operators who do not participate in Passenger Assist, Eurostar will not have the ability to update Knowledgebase as required in Sections C2 (i) and (j) of the Guidance.

We also note that Section C5 of the Guidance relating to the purchase of tickets on-board services or at the destination for passengers who, due to their disability, were unable to purchase their tickets in advance of travel does not apply to Eurostar. This is because all Eurostar tickets must be purchased before travel for security reasons. In this context, Section C6.4 of the Guidance does also not apply to Eurostar as tickets are not sold at ticket machines.

In common with other operators who do not manage stations, Section C6.1 of the Guidance regarding the closure of station entrances does not apply to Eurostar. However, we would expect Eurostar, as with other operators who do not manage stations, to work closely with station managers when closures to station entrances are being considered.

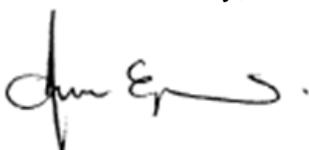
### **Participation in Passenger Assist**

As part of the review we discussed Eurostar's participation in the national Passenger Assist system. We acknowledge that Eurostar provides a Turn Up and Go (TUAG) system for passengers, who therefore do not need to book assistance in advance. Eurostar stations are always staffed when trains are running and passengers are asked to arrive 75 minutes before their train is due to depart and present themselves at the assistance welcome point. Passengers can also notify Eurostar of assistance needs in advance if they wish to do so through Eurostar's own booking system, available via both telephone and email booking channels. We also note that Eurostar has a system in place to communicate with operators who participate in the Passenger Assist system in order to ensure that passengers are not left stranded and are provided with assistance to make connecting journeys. You have confirmed that you have put in place arrangements for Eurostar staff to take those passengers that require assistance to the gate line of the domestic operator in the station they arrive at or, in St Pancras, to either Kings Cross station or the London Underground. These arrangements will also work in reverse, with domestic operators assisting passengers to the Eurostar assistance welcome point where necessary. We also note that Eurostar services are not on the national timetable for assistance booking purposes. With this confirmation, ORR is content that Eurostar would not be expected to join the Passenger Assist scheme.

We note that your exemption from Passenger Assist does not dis-apply your obligation under section C6.6 of the Guidance to provide assistance with luggage. We would expect this to be provided to all passengers when required, in accordance with the commitment you have made in your DPPP.

Finally, please note that we expect all supporting information, such as that provided on your website and trains, to be consistent with the information provided in your DPPP.

Yours sincerely,



**Annette Egginton**





# MAKING RAIL ACCESSIBLE

---

SPECIAL ASSISTANCE  
WHILE YOU'RE TRAVELLING  
WITH EUROSTAR

---



---

## MAKING YOUR JOURNEY SIMPLER

---

At Eurostar, we believe that everyone who travels with us should have a smooth, seamless and stress-free journey.

We know that travel can be a bit complicated for some of our customers, so we've created this guide to let you know how we can lend a hand, from booking your tickets to arriving at your destination.

If you'd like to know more, take a look at the **Special travel needs** page at [eurostar.com](https://www.eurostar.com).

# CONTENTS

<b>HOW AND WHERE WE CAN HELP .....</b>	<b>4</b>
<b>LUGGAGE .....</b>	<b>5</b>
<b>BEFORE YOU TRAVEL.....</b>	<b>6</b>
<b>AT THE STATION.....</b>	<b>7</b>
<b>ON THE TRAIN.....</b>	<b>9</b>
<b>TICKETS AND FARES .....</b>	<b>14</b>
<b>TRAVELLING WITH LITTLE ONES .....</b>	<b>18</b>
<b>CAR PARKING AND ACCESS.....</b>	<b>19</b>
<b>CONNECTING TO THE REST OF EUROPE.....</b>	<b>20</b>
<b>DISRUPTIONS .....</b>	<b>22</b>
<b>TELL US WHAT YOU THINK .....</b>	<b>22</b>
<b>ALTERNATIVE FORMATS.....</b>	<b>23</b>
<b>GET IN TOUCH.....</b>	<b>23</b>

---

## HOW AND WHERE WE CAN HELP

---

---

### OUR TEAMS ARE TRAINED TO HELP TRAVELLERS WHO HAVE:

---

- Wheelchairs
- Mobility problems
- Visual impairment and blindness
- Hearing impairment and deafness
- Mental impairment

---

### WE'RE ALSO TRAINED TO HELP:

---

- Pregnant women
- Parents with babies and small children
- Elderly people

---

### YOU'LL FIND ASSISTANCE AT:

---

- London St Pancras International
- Ebbsfleet International
- Ashford International
- Paris Gare du Nord
- Brussels-Midi/Zuid
- Lille Europe
- Calais Fréthun

---

### AND FOR PASSENGERS TRAVELLING ON EUROSTAR TRAINS TO OR FROM:

---

- Disneyland® Paris (Marne la Vallée)
- Lyon Part-Dieu
- Avignon TGV
- Marseille Saint Charles

## LUGGAGE

### LUGGAGE LIMITS

Each adult can take up to two bags (each up to 85cm long) and one small item of hand luggage. Children over four years old can travel with one bag (again, up to 85cm at its maximum length) and one piece of hand luggage.

If you need help with your luggage, there's a weight limit of 15kg per bag.

For anything heavier or larger than the allowances above, you can use our registered luggage service, EuroDespatch.

To find out more, take a look at our luggage pages on [eurostar.com](https://eurostar.com).

### EURODESPATCH

If you're sending bigger bags, or just want to avoid the hassle of taking your luggage on board with you, EuroDespatch will take care of everything.

Just drop your bag off at St Pancras International and it'll be ready to collect in Paris, Brussels or Lille within 24 hours. If you'd rather your luggage arrived with you, please book at least 48 hours before you travel by calling **+44 (0)3448 225822** or emailing [eurodespatch@eurostar.com](mailto:eurodespatch@eurostar.com).

### DOOR-TO-DOOR LUGGAGE DELIVERY

Have your luggage picked up from home and waiting when you arrive, with First Luggage's door-to-door service. As a Eurostar traveller, you'll get a special rate – just go to [euroluggagedelivery.com](https://euroluggagedelivery.com) or call **+44 (0)1895 450188** to book.

### GEOPARTS

If you're travelling from Paris, you can arrange luggage transfers with Geoparts by calling **+33 (0) 1 55 31 58 33**.

## BEFORE YOU TRAVEL

### MAKING A BOOKING

You can book tickets – including dedicated wheelchair and companion spaces – at [eurostar.com](https://www.eurostar.com), in our stations or by calling us on **+44 (0)3432 186 186**.

Then, just call us on the same number at least 48 hours before your trip to let us know about any help you'll need during your Eurostar journey.

### ON THE DAY

If you need some help during your journey, it's best to arrive at least 75 minutes before your train departs so our team can give you a helping hand as soon as possible.

### FIND OUT MORE

Our website is full of information about special assistance, but if you'd prefer to talk things over with a member of our team, just get in touch on **+44 (0)3432 186 186** or or via the Contact us form on [eurostar.com](https://www.eurostar.com)

## AT THE STATION

To get your journey off to a smooth start, please arrive 75 minutes before your train's due to depart and head to the assistance welcome point. There's a list of where to find these on the next page.

The extra time will give us a chance to talk through what kind of help you'd like, and there'll be no rushing to catch the train.

If you need a helping hand getting to the welcome point, we suggest arranging this with whoever's bringing you to the station – whether it's another train company, a bus, taxi or a friend or relative.

If you're arriving by car or taxi and someone can pop in and let us know you're here, we'll gladly come and meet you at the drop-off point.

We'll always be there to give you the help you need, but please do bear with us if our teams are busy.

If you need any help with aural or visual information about our services, just let us know.

# AT THE STATION

TYPES	LONDON ST PANCRAS	EBBSFLEET INTERNATIONAL	ASHFORD INTERNATIONAL	PARIS GARE DU NORD	BRUSSELS GARE DE MIDI	LILLE EUROPE	CALAIS FRÉTHUN	DISNEYLAND (MARNE LA VALLÉE)
Welcome point	Eurostar Assist desk at Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Eurostar check-in	Ticket office or Eurostar check-in	SNCF information desk or Eurostar check-in
Staff availability	Full time	Full time	Full time	Full time	Full time	Full time	Full time	Full time
Step-free from concourse to platform	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Seating in departure lounge	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Accessible toilets	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)	Yes (radar key not needed)
Ticket facilities	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter and e-ticket machines	Ticket counter	Ticket counter	Ticket counter
Customer announcements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food before check-in	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Places to buy food after check-in	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Wheelchair available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ramp for train access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Induction loops	Yes	Yes	Yes	No*	No*	No*	No*	No*
Accessible set-down and pick-up point	Pancras Road	Next to the west entrance/exit	Eurostar entrance	Rue de Dunkerque/ Rue de Maubeuge	Place Horta	Bd de Turin, opposite the Suite Hotel	Station entrance	Place des passagers du Vent, at the front of the station
Automatic doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes, but not all doors	Yes (all doors)	Yes (all doors)	Yes (all doors)	Yes (all doors)

\* Eurostar ticket counters are unglazed to aid communication, so induction loops are not installed.

## ON OUR NEW E320 TRAIN

Here's a diagram of the onboard dimensions for coach 3 of our new e320 trains, showing wheelchair spaces at 13 and 17. There are two other wheelchair spaces in coach 14, which is a mirror image of the arrangement below.



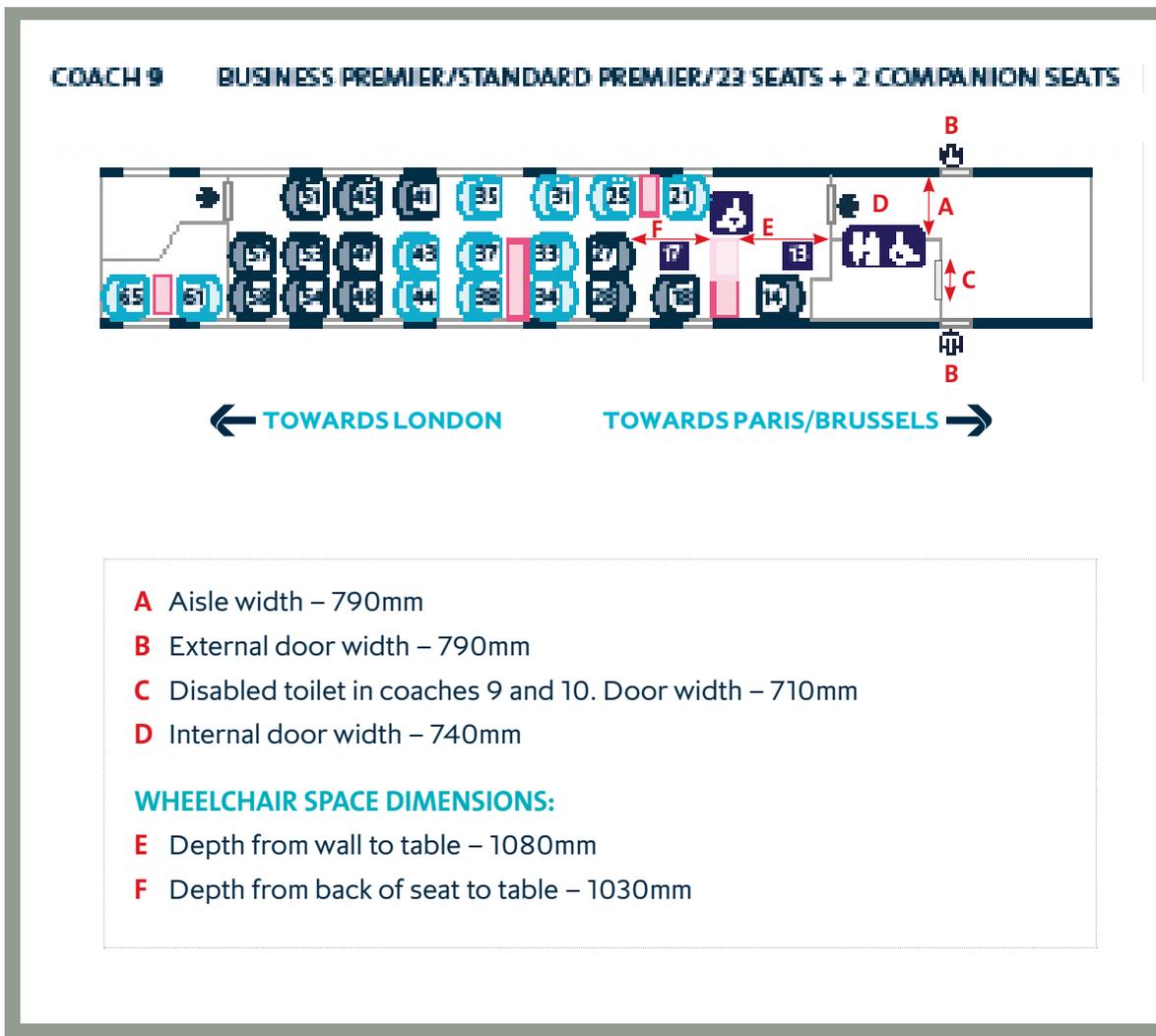
### TOILETS

You'll find these between each coach, while larger, wheelchair accessible toilets are in the same coaches as our wheelchair spaces.

**PLEASE NOTE:** until we've moved all of our routes over to our new trains, we'll only be able to take bookings for two of the four wheelchair spaces on our e320s. This is to make sure there's space for everyone in case we need to switch trains for any reason.

## ON OUR REFURBISHED E300 TRAIN

Here's a diagram of the onboard dimensions for coach 9 of our refurbished e300 trains, showing wheelchair spaces at 13 and 17. There are two other wheelchair spaces in coach 10, which is a mirror image of the arrangement below.



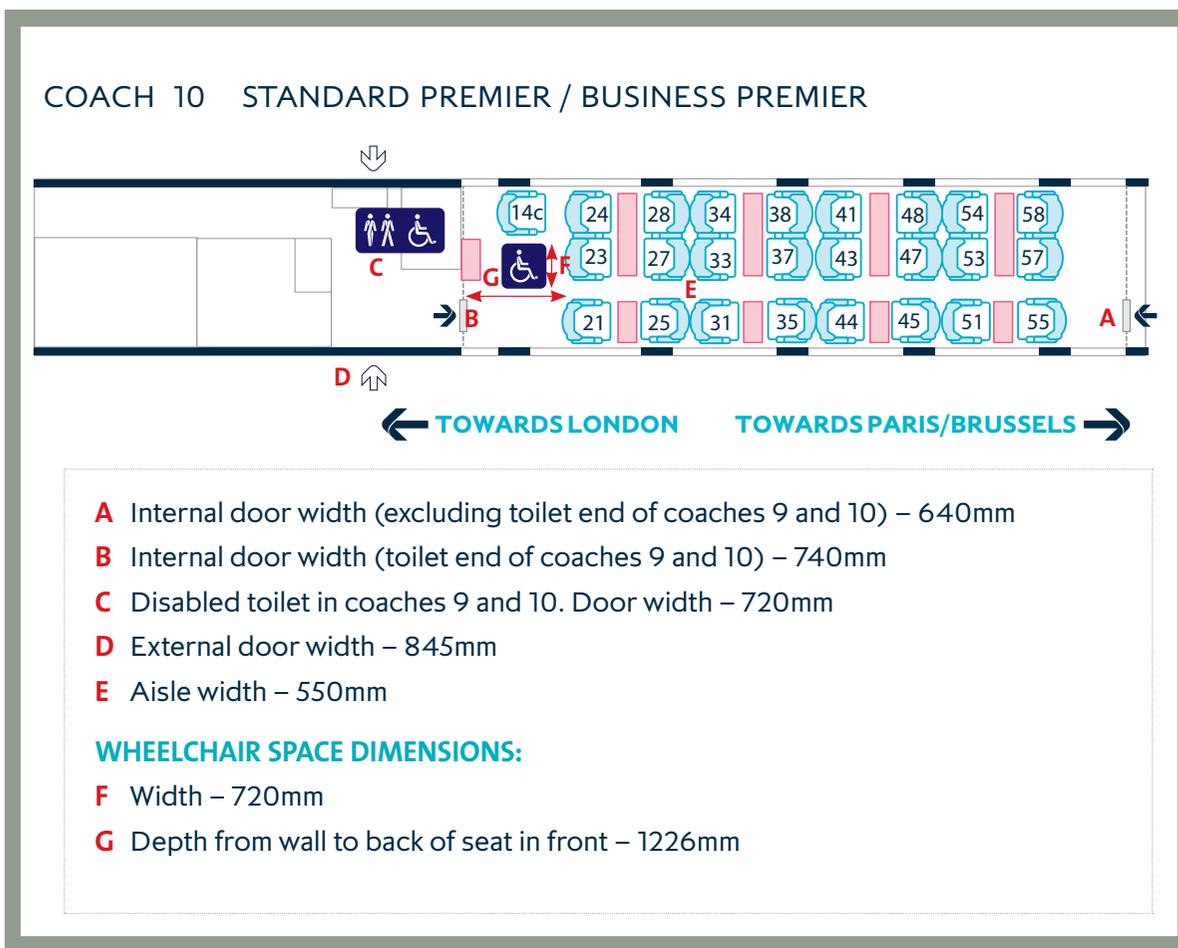
### TOILETS

You'll find these between each coach, while larger, wheelchair accessible toilets are in the same coaches as our wheelchair spaces.

**PLEASE NOTE:** until we've moved all of our routes over to our new and refurbished trains, we'll only be able to take bookings for two of the four wheelchair spaces on our e320s and e300s. This is to make sure there's space for everyone in case we need to switch trains for any reason.

## ON OUR ORIGINAL TRAIN

Here's a diagram of the onboard dimensions for coach 10, with one of our wheelchair spaces. The other wheelchair space is in coach 9, which is a mirror image of the arrangement below.



### TOILETS

You'll find these between each coach, as well as baby changing facilities in coaches 1 and 18. Larger, wheelchair accessible toilets are in coaches 9 and 10, next to our two adapted wheelchair spaces.

## ON THE TRAIN

Once you're on board, we hope you'll be able to relax and enjoy the journey. There are a few extra things to remember, which might make your trip with us a bit smoother.

### STAYING IN THE LOOP

Our train managers make regular announcements, including safety information, and there are leaflets about onboard safety at the ends of each coach.

If there's a service disruption, our onboard staff will always do their best to keep you updated with any relevant or important information. If the information isn't clear, perhaps due to a hearing impairment, then don't hesitate to ask a member of onboard staff, who can always be found in the bar buffet.

### FOOD AND DRINKS

In Standard Premier and Business Premier, we'll serve your meals and drinks to you at your seat. If you're travelling in Standard class, we have two bar buffet coaches, where you can buy drinks, snacks and meals. If you'd like something from the bar buffet but can't get there, just ask one of the train managers when they walk by.

Of course, you're welcome to bring your own food and drink on board as well. There are no restrictions on this, except when it comes to the quantity of alcohol that can be carried per person. Just check our **rules on alcohol** to find out more.

### HELP ON BOARD

Our onboard team is always available to advise and help as best they can, although they're not trained carers, so they won't be able to assist you with feeding, administering medicine or toilet visits.

## ON THE TRAIN

### CARRYING MEDICAL EQUIPMENT

Our regulations on carrying certain items and substances are fairly strict. If you need to travel with specialist medical equipment, let us know what you need to carry before you travel, to make sure you'll be able to take it with you.

You can find more on [eurostar.com](https://www.eurostar.com) in the FAQs section, as well as in our Conditions of Carriage.

In some cases, you'll have to provide a formal confirmation of your need to travel with specialist equipment. Or it might be that you can carry some of the equipment, but only in the train's luggage hold. It's important to call us on **+44 (0)3432 186 186** to let us know well before the day you travel.

We'll consider each request on a case-by-case basis and send you an approval letter, which you'll need to carry at all times during your journey and present at the security check.



Each Eurostar train has two train managers who are happy to answer any questions. If you're on the train and think you might need assistance when you arrive at your destination, speak to one of the train managers as they pass through the train. They can also be contacted in our two bar buffet coaches. Just to let you know, we can't guarantee assistance if it's requested less than an hour before the arrival of your train.

## TICKETS AND FARES

### WHEELCHAIR USERS

Reduced wheelchair user fares are specially for customers who are unable to walk 200 metres unaided and need to travel in their own wheelchair. To make sure you have enough space to be perfectly comfortable and in line with Eurotunnel safety policies, we can carry up to four wheelchair users per train.

We have specially adapted wheelchair spaces on each of our trains, either in Standard Premier or Business Premier. We'll serve you a meal and drinks at your seat and you'll be near wheelchair accessible toilets. There'll also be a ramp and Eurostar staff will help you board and leave the train.

Don't worry – although our wheelchair spaces are in Standard Premier and Business Premier, you won't have to pay extra for them. We've fixed our wheelchair user prices at the lowest priced Standard class fare.

If you don't normally use a wheelchair but won't be able to walk far enough to get to or from the train unassisted, we can help you. We can also provide a wheelchair to get you to the train, although you'll need to be able to walk from the door to your seat and sit in a regular seat throughout your journey. There's no special fare available in this case.

## TICKETS AND FARES

### COMPANION FARES

If you're booking a wheelchair user ticket and you'd like to take a companion with you, they'll get the same reduced fare. They'll sit with you and be served a meal as well. To be eligible, both the wheelchair user and the companion will need to travel together on all parts of their Eurostar journey.

If you have a visual or hearing impairment and need someone to travel with you, your companion can travel for a reduced fare. Since you'll be able to sit in a regular seat if you're not in a wheelchair, you can choose your class of travel, paying the usual full fare, and your companion can travel at the same price as a wheelchair user's companion.

To book a companion fare, please call **+44 (0)3432 186 186**.

To find out more about fares, go to **eurostar.com**.

## TICKETS AND FARES

### MOBILITY SCOOTERS

If you need to travel with a mobility scooter, we'll take it free of charge, as long as it fits in one of our wheelchair spaces on board. Please check the wheelchair space dimensions on page 9. Scooters that use combustible fuel won't be allowed on any Eurostar train – only battery operated ones can travel with us.

For scooters to access our platforms and trains in lifts and on ramps, they'll need to be no more than 70cm wide by 100cm long. We can help you on and off the train, but we may ask you to operate the scooter yourself, as models vary and our team might not be familiar with yours.

It's important to get in touch with us before you travel to make sure that there is enough space available on the train you are travelling on. Please get in touch with us at the Eurostar Contact Centre on **+44 (0)3432 186 186**.

If you have an onward connection, please contact the relevant train company for advice on travelling with a mobility scooter.

# TICKETS AND FARES

## GUIDE AND ASSISTANCE DOGS

Registered guide and assistance dogs are very welcome on these Eurostar routes:

**LONDON & EBBSFLEET ↔ PARIS**  
**LONDON & EBBSFLEET ↔ BRUSSELS**  
**LONDON & EBBSFLEET ↔ LILLE**  
**LONDON & EBBSFLEET ↔ CALAIS**

If you have a registered guide or assistance dog, you can board the train from Ashford International, but you'll only be able to return to the UK via London St Pancras International or Ebbsfleet International. This is because the authorities can only carry out their checks at London St Pancras International and Ebbsfleet International at the moment.

A maximum of four guide or assistance dogs can travel on each Eurostar train. So, if you're travelling with a guide or assistance dog but didn't mention it when booking, we may not have room for you and your dog on the train.

If you're travelling with a guide or assistance dog, remember that you'll need to show specific documents when you're leaving or entering the UK. If you don't have these, your guide or assistance dog may have to be put in quarantine. It's entirely up to you to make sure that you have all the necessary documents with you.

You need to bring the following documents when travelling with your guide or assistance dog:

**Pet passport:** Showing that your dog has been micro-chipped and vaccinated.

**Assistance Dogs ID book (UK only):** Showing that your dog is a certified assistance dog.

For more information, contact **DEFRA** (Department for Environment, Food and Rural Affairs):

**+44 (0)370 241 1710**

Open Monday to Friday, 08:00-18:00 UK time  
(closed on bank holidays)

**[gov.uk/take-pet-abroad](https://www.gov.uk/take-pet-abroad)**

**Email: [pettravel@ahvla.gsi.gov.uk](mailto:pettravel@ahvla.gsi.gov.uk)**

**Fax: +44 (0)1245 458749**

You can book your journey with a guide or assistance dog in our stations or by calling our Contact Centre on **+44 (0)3432 186 186**.

## TRAVELLING WITH LITTLE ONES

If you're travelling with babies or small children and need a bit more space, you might want to book your seats on a table of 4.

That way you'll have plenty of room to spread out your things or play games en route.

You'll find baby changing facilities on all of our trains, so if you'd like to be nearby just let us know when you book.

You're welcome to take one pram and/or car seat with you for each child, but whatever you take needs to be foldable, so it'll fit on a luggage rack during your journey.

Little ones under four years old (at the time of travel) won't need a ticket, and you can take one child per paying adult. Remember, because they don't have a ticket, they won't have a seat, so on busy trains they might need to sit on a grown-up's lap. You can find out about child fares (ages 4-11) at [eurostar.com](https://www.eurostar.com).

## PREGNANT WOMEN

While there are no restrictions at all for pregnant women travelling with us, just remember that all our travellers need to pass through an X-ray machine for security checks.

Our X-ray machines are certified to be harmless to pregnant women but, of course, you're welcome to request a manual search by one of the security team instead. Just to let you know, if the hand-held metal detector used by our security staff detects metal on you, they might need to do a private search, and you can request a private area for this.

While we don't have special meal options for pregnant women in Standard Premier and Business Premier, there's plenty of choice in our bar buffet and you're welcome to bring your own food and drink with you.

If you have any pregnancy-related concerns about your journey, it's best to check with your regular doctor before booking your trip.

## CAR PARKING AND ACCESS

All of our stations are accessible by car and have car parking available.

You can find out more about parking, including prices, in the FAQs section of [eurostar.com](https://www.eurostar.com).

STATIONS	OPERATED BY	TOTAL NUMBER OF SPACES	DISABLED BAYS	ACCESSIBLE SET-DOWN AND PICK-UP POINT
London St Pancras International	CP Plus	315	13	Pancras Road
Ebbsfleet International	CP Plus	2536	74	Next to the west entrance / exit
Ashford International	CP Plus	1850	40	Eurostar entrance
Paris Gare du Nord	Vinci Park	1220	24	Rue de Dunkerque
Lille Europe	Vinci Park	711	12	Bd de Turin, opposite the Suite Hotel
Calais Fréthun	Free public car park next to the station	Unknown	8	Station entrance
Disneyland® (Marne la Vallée)	Vinci Park	1370	28	Place des Passagers du Vent, at the front of the station
Brussels-Midi/Zuid	Q-Park	1650	30	Place Horta

## CONNECTING TO THE REST OF EUROPE

While we're always available to lend a helping hand on the Eurostar part of your journey, we won't be able to arrange help for you on other parts of your trip. For this, you'll need to contact the relevant train company and make the arrangements with them directly.

We're currently working on new ways to make things seamless for connecting customers who need assistance during their journey, but in the meantime, here's some information that might come in useful.

### UK

For train connections, the system used in the UK is called Passenger Assist, and train operators record and communicate assistance requests through it. The system gives customers a confirmation email, together with a reference for the request. Bookings are then passed to stations and local rail staff.

To arrange assistance on a train in the UK, call National Rail Enquiries **on +44 (0)3457 48 49 50**, or the individual train company **24 hours before your journey**. The system can book one-off journeys or a series of frequently made journeys. Once you're registered on the system, your details can be shared with other UK train companies.

If you're taking a taxi, most black cabs in London are equipped with ramps and are accessible for wheelchair users.

### FRANCE

The assistance service in France is Accès Plus.

**Tel: +33 (0)8 90 64 06 50**  
**Fax: +33 (0)8 25 82 59 57**  
**accessplus@sncf.fr**

You'll just need to book at least 48 hours before you travel, and you can find out more at **accessibilite.sncf.com**

Our preferred taxi partner in Paris is G7 Taxis (**+33 (0)1 47 39 00 91**), who are able to provide accessible taxi services around the clock.

## CONNECTING TO THE REST OF EUROPE

### BELGIUM

Assistance requests for Belgian rail services need to be made at least 24 hours before you travel, and the number to call is **+32 (0)2 528 28 28**.

In Brussels, Taxis Verts (**+32 (0)2 349 49 49**) offer a fully accessible taxi service around the clock.

### THE NETHERLANDS

The assistance service in the Netherlands is Service Centrale, and you can call them on **+31 (0)3 02 35 78 22** or fax **+31 (0)3 02 35 39 35**.

You'll need to arrange this at least 48 hours before you travel.

### SWITZERLAND

The Swiss rail operator SBB offers an assistance service, which needs to be booked at least 48 hours before you travel.

**Tel: +41 (0)51 225 78 44**  
**mobil@sbb.ch**

### GERMANY

The assistance service in Germany is Mobilitätsservice-Zentrale.

**Tel: +49 (0)1 805 512 512**  
**Fax: +49 (0)1 805 159 357**  
**msz@bahn.de**

You'll just need to book at least 48 hours before you travel.



Although Eurostar has a 'turn up and go' assistance service, most other train operators need at least 48 hours' notice of the help you'll need. If in doubt, it's best to call the local train operator before your trip.

### WHEELCHAIR AND COMPANION BOOKINGS FOR ONWARD CONNECTIONS

There are various differences between the booking systems used by us and other train operators, which means we're not able to reserve dedicated wheelchair or companion fares with a number of other train companies for you. So, if you're making a journey that involves connecting with a non-Eurostar train company, contact the Eurostar Contact Centre by emailing **contactus@eurostar.com** or calling **+44 (0)3432 186 186**, who will be able to advise on the process you will need to follow for your journey.

## DISRUPTION

If there's a delay or disruption to our services, we'll always do our best to keep you updated with accurate and relevant information. Of course, when we need to, we'll always give particular care and consideration to travellers who need special assistance.

Having said this, it's not always easy for our staff to do this proactively, particularly during a major disruption. So, don't hesitate to let us know if you need something or if things become uncomfortable for you at any point – whether you're on the train or in one of our stations.

## TELL US WHAT YOU THINK

All of our staff are extensively trained when they join Eurostar and throughout their time with us. We make sure that staff who interact with our travellers get the right disability awareness training.

Of course, we're always working to improve our services, and that's why we'd like to hear from you. You can talk to us about any aspect of your journey using the details at the end of this guide.

We also keep track of our performance through daily reports and monthly customer feedback. We take every customer comment into account, whether it's something that hasn't gone well, or praise for a team member who offered particularly good service.



Even if you don't need assistance during your journey, you can still let us know before departure about something that we might need to take into consideration if there's a disruption, like a hearing impairment that might make onboard announcements difficult to hear.

Any information you give us before departure is passed to our onboard train managers, so please share anything you think we might need to know.

---

## ALTERNATIVE FORMATS

---

Alternative versions of this guide are available on **eurostar.com** in large print and audio formats. A hard copy or Braille version of the guide can be requested in our stations or by calling our team on **+44 (0)3432 186 186**.

---

## GET IN TOUCH

---

---

### BOOKINGS AND GENERAL ENQUIRIES

---

Our UK-based team is available from 08:00 until 19:00 from Monday to Friday, and from 09:00 until 17:00 at weekends and bank holidays (UK time). We have English, French and Dutch speaking advisors on the team.

Call us on **+44 (0)3432 186 186** or, from outside the UK, on **+44 1233 617 575**.

Or get in touch via the Contact us form on **eurostar.com**.

---

### FEEDBACK ON YOUR JOURNEY

---

If you have feedback on any aspect of your journey, our Traveller Care team would love to hear from you. Just fill in the Contact us form at **eurostar.com** or call them on the numbers below.

From the UK: **01 777 777 879**  
From France: **01 70 70 60 99**  
From Belgium: **02 400 67 76**

# Making Rail Accessible: Guide to Policies and Practices

Copyright Eurostar International Limited - 2017

## **1. Introduction**

This document outlines Eurostar International Limited (EIL)'s policy regarding our provision of services which are accessible for our customers who have either reduced mobility or require additional assistance in order to be able to use our services.

This policy is required under the terms of EIL's UK operating and service licensing conditions, is approved by the ORR (Office of Rail and Road), and is written in line with the recommendations within the Department for Transport's guide 'How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators' (November 2009).

The information provided in this policy extends to all aspects of the service which we provide to our customers. It covers pre-travel and booking, travel options to and from our stations, car parking facilities, station facilities and the onboard train environment. Where relevant, this document extends to the provision of services in mainland Europe where the assistance referred to is provided by EIL itself and not the relevant station managers.

## **2. EIL accessibility strategy**

EIL provides an international train service from St Pancras International Station, London, through to stations in France and Belgium. Our goal is to provide a customer orientated service which exceeds expectations. Customers with reduced mobility are no exception to this, and the assistance services we provide should allow customers to enjoy a high quality experience when travelling with us – irrespective of their physical capabilities.

Due to our international obligations, some of our assisted travel arrangements will differ to those found within the domestic UK rail industry. This is because we need to provide a service which is compatible with passenger train service providers on the continent, and also meet stringent Eurotunnel safety requirements, in the case of transit through the Channel Tunnel. Where there is a disparity between the ORR and international requirements, we will strive to provide similar arrangements for assisted travel to those required by the ORR.

The Technical Specification for Interoperability (TSI) for Passengers with Reduced Mobility (PRM) has widened the scope of the former Disabled People's Protection Policy (DPPP) from the traditional view of a 'disabled passenger' to now encompass the following:

- Wheelchair users who, due to infirmity or disability, rely upon the use of a wheelchair for mobility
- Wheelchair users who, due to limb impairment or ambulant difficulties, use a wheelchair to increase the range of mobility, and are capable of walking to a limited extent
- Other customers with reduced mobility including:
  - People with children
  - Pregnant women
  - Older people
  - Visually impaired
  - Hearing impaired
  - People of small stature (including children) – where this restricts their mobility
  - Communication impaired, meaning people who have difficulty in communicating or understanding written or spoken language, and includes people with communication difficulties, people with sensory, psychological and intellectual impairment, and foreign people with a lack of knowledge of the local language.
  - People with other physical disabilities

Reasons for reduced mobility may be long-term or temporary, and may be visible or hidden.

We commit to continuously look for ways in which the Eurostar service can be improved for those requiring assisted travel, ranging from improvements to the way in which we deliver customer service, to infrastructure improvements to the stations that we serve and design changes to the trains we operate. On board facilities have been improved with the refurbishment of our some of our current fleet of trains and the acquisition of 17 brand new trains. In both cases, full consideration has been given to the requirements of the PRM TSI.

We are committed to working with the ORR, Network Rail (HS), English Heritage, local authorities, industry partners and other stakeholders to ensure that we recognise and meet customers' changing and evolving needs.

### **3. Procedures**

#### **3.1 Management arrangements**

We work hard to ensure that our services and facilities are accessible to our PRM customers, and are maintained to a high standard.

To achieve this, the needs of PRM customers are integrated into our core business values, forming part of our customer service ethos. This policy document is used in our day-to-day activities and future initiative planning.

Our Chief Executive Officer has overall responsibility for this policy document, though responsibility for its implementation is delegated to the Chief Customer Officer. Local management of procedures lies with local managers across the business, including the Head of Customer Experience (in the case of definition and development of the policy) and in the case of delivery of the policy, the Head of Contact Centre, Head of UK Stations, Head of Continental Stations and Head of Onboard Services.

We believe that excellent customer service is at the heart of the success of our business and that it is important that we give our colleagues and contractors the necessary information and training to be able to deliver to a high standard. Anyone joining the company is made aware of our assistance processes, policies and services through the 'Welcome onboard' induction programme. Colleagues are also provided

with suitable departmental training relevant to their role. The focus of this training varies depending upon the type of interaction with the customer i.e. station and onboard teams communicate face to face with customers whereas for our Contact Centre teams it is important that they are able to facilitate a telephone conversation.

Managers with responsibility for projects and business planning will take account of the DPPP (and associated legislative requirements) in the planning stages of future developments. Where relevant, awareness training on disability issues affecting their area of responsibility is provided.

When we receive correspondence from PRM customers using our services, feedback is reviewed and key comments or recommended improvements are forwarded to the relevant department. More detail on the way in which we capture, share and act upon customer feedback can be found in section 4.2.

### **3.2 Monitoring and evaluation**

Customer feedback is an essential and integral part of the way in which we regularly monitor the quality of the service we provide to PRMs. All customer feedback, without exception, received via our contact centre is recorded according to various criteria, e.g. Date/time of travel, where an incident occurred, which Eurostar team was involved and so on. By capturing this level of detail in what customers report to us, we are able to produce comprehensive monthly reports which clear, actionable insight.

These reports are shared with a wide variety of colleagues including station and onboard teams, teams responsible for processes, systems and information, and senior managers including (amongst others) our Director of Stations. The reports allow us to implement quick improvements to minor issues, as well as identifying bigger projects and issues in need of address. The reports enable us to track performance over time of various aspects of the service we provide. Importantly, they also allow us to recognise and celebrate the positive aspects of the service we provide, primarily through customer praise.

On a day-to-day basis, monitoring of the service provided to PRM customers is principally through review of daily shift reports. Our station team leaders monitor and record not only the level of physical assistance provided, but also the level of individual care provided to customers. Where the level of assistance has fallen short of what can reasonably be expected, the circumstances are considered and colleagues re-briefed as necessary. Where appropriate, the customer is contacted for their feedback. Any significant or repeated shortcomings in the provision of assistance are raised to the Head of Department or Chief Customer Officer for further consideration.

Monitoring against the specific requirements of the DPPP is undertaken by our Customer Experience team. The document is reviewed, as a minimum, on an annual basis, unless it requires updating or practices require changing. This could be after a particularly poor example of assistance provided to a customer, feedback from 'mystery shopper' surveys or changes to the ORR requirements.

The following measurable criteria have been identified to allow us to monitor our compliance against our own DPPP requirements:

- Accuracy of appropriate websites in reflecting the current status of station facilities, including the time taken to update the appropriate websites
- Number of assistance requests made, and number of assistance requests met
- Number of complaints received
- Amount of customer praise received
- Number of instances where assistance has failed to be provided or a customer has waited an unreasonable length of time for assistance to be provided
- Number / length of delays to services as a result of waiting for assistance

### 3.3 Access improvements

All UK stations at which EIL services call are relatively new build stations (St Pancras opened in 2007, Ebbsfleet International in 2007 and Ashford International in 1996). St Pancras and Ebbsfleet International Stations have been built and maintained to the requirements contained within the DFT 'Code', and applicable British Standards. Ashford International Station was built prior to the introduction of the 'Code', but any structural changes or refurbishment is undertaken with full consideration of the requirements.

Our continental stations are a combination of relatively new build (in the case of Lille Europe, Marne la Vallée and Calais Fréthun) and older buildings (in the case of Paris Gare du Nord and Brussels Midi). All of these stations have been upgraded and maintained with consideration for customers with access needs, and access from check-in to train at all of our continental stations is step-free.

Ramps are also available at all stations at which we call to ensure that access to our trains is step-free for those who need it.

Our train fleet currently consists of three types of train; TMST (our original trains), e300 (refurbished trains) and e320 (new trains). The TMST was specially designed for Eurostar services when we started operating in 1994. Despite the TMST entering passenger service before the introduction of the Rail Vehicle Accessibility Regulations in 1998, there are provisions for disabled customers on all TMST trains, such as dedicated wheelchair spaces, accessible toilet facilities and an at-seat catering service (in the case of our first class carriages).

These same facilities can be found on our e300 and e320 trains. Additionally on e300 and e320 trains, there are priority seats for PRMs in each coach, which offer more leg room and manoeuvrability. Priority seats can be selected via our website [www.eurostar.com](http://www.eurostar.com), or requested during or after booking via our contact centre or in our station ticket offices.

### 3.4 Our assistance processes

As we offer an international service on a pre-booked basis, our reservation system is different to that used by domestic UK train operators. Our booking system is bespoke to our operations, and all assistance requests are handled directly by us. As such, we do not currently use Passenger Assist (formerly Assisted Passenger Reservation Service or APRS), but can still offer a comparable service in terms of providing assistance to our customers. All our stations are staffed at all times customers are able to travel, and assistance is co-ordinated by the station teams. These arrangements mean that we can provide assistance on a 'turn up and go' basis. Or, if customers prefer to pre-notify us of their assistance needs, they can do so via our UK based contact centre.

In order to provide the best possible service on the day of travel, assistance is categorised into three priority levels by our station teams:

**Priority 1:** Customers with reduced, or no mobility, who require assistance to access the train (or to access connecting train services from the station).

**Priority 2:** Customers who are not medically unfit but may be older, pregnant or travelling with young children and require assistance to the train (or to connecting train services from the station).

**Priority 3:** Customers who require porter services only. A nominal charge is made for this service, and if there is a large demand for assistance from Priority 1 and 2 customers, this type of assistance will not be provided.

We ask any customer requiring assistance to arrive at their departure station at least 75 minutes prior to their booked time of departure, and to go to the designated assistance meeting point, which in most cases is the Eurostar check-in desk.

For customers at London St Pancras transferring between Eurostar services and other domestic rail services, assistance is provided by Eurostar staff within the Eurostar departure concourse and restricted zone . Outside of the restricted zone, assistance is provided by Network Rail staff.

Assistance for customers transferring between Southeastern and Eurostar services at Ashford International and Ebbsfleet International is provided by Eurostar staff within the restricted zone and Southeastern staff outside of the restricted zone. Ashford International and Ebbsfleet International are both staffed at all times that timetabled passenger services operate.

In our continental stations, assistance for customers transferring to other services is provided by a combination of dedicated Eurostar teams and contracted assistance staff. In all cases, the staff will endeavour to work together to ensure that the transfer from one service to another is seamless.

When a customer requests assistance at a departure station, a record is made of the customer's requirements, time of travel, destination, train and coach/seat number. The information is entered onto a live system to which all Eurostar stations have access. The customer information is checked by the receiving station approximately one hour before each arrival and the necessary arrangements put in place in order to accommodate the assistance request.

Where assistance has been arranged before departure of the customer's train, we aim to disembark customers within 5 minutes of arrival. Where assistance has not been requested prior to departure and therefore the receiving station has less notice to plan the assistance required, disembarking may take longer than this.

In the case of departures and, when necessary, arrivals, customers requiring assistance may be fast tracked through passport control in order to avoid the crowds.

### **3.5 Working with others**

We pride ourselves on delivering excellent service to our customers and continuously look for ways in which to improve our service. As part of this, we consult with relevant stakeholders in order to work together. For example, we have worked with Assistance Dogs UK and DEFRA regarding the carriage of assistance dogs on our trains. We have also worked closely with customers who have previously provided feedback on their journey, and have travelled together with them in order to get first-hand feedback and improve services accordingly, where possible.

### **3.6 Disruption**

Disruptions do occasionally affect our services, when this happens our train managers and station assistance staff are trained to be aware of the needs of persons of reduced mobility and are encouraged to provide the highest levels of customer service. They are able to resolve many issues on the spot. Where this isn't possible passengers are able to contact the Traveller Care team by either phone, e-mail or via social media channels for a resolution.

In the case of a delay in arrival or departure, we will keep passengers informed of the estimated departure time and estimated arrival time as soon as such information is available. Where the delay is more than 60 minutes we will offer:

- (a) meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied;
- (b) hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible;

- (c) if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.

If the service cannot be continued anymore, we will organise as soon as possible alternative transport services for passengers to transport them to either their destination station or station of departure depending on the circumstances.

When train platforms are changed at short notice, we will ensure that all passengers with mobility difficulties are assisted to the new platform before the train departs.

In the event that facilities on trains which materially affect disabled passengers are out of use (e.g. accessible toilets), we will endeavour to ensure that passengers are advised of this before joining the train.

### **3.7 Colleague training**

EIL provides varying levels of training to employees, dependent upon their role and level of interaction with customers.

- All EIL colleagues are made aware of EIL's customer service strategy and the provision of assistance on our induction programme, 'Introducing Eurostar Welcome onboard', which is attended by all employees within their first three months of employment.
- Station teams are provided with general awareness training to help them understand the different requirements of disabled customers, considering requirements beyond physical limitations of the individual, and understanding customers' needs when the reason for assistance is not immediately obvious.
- Relevant train crew are provided with training in emergency procedures, including the evacuation of people with reduced mobility from trains.
- Specific training is provided to employees who need to use specialist equipment i.e. ramps, wheelchairs, induction loops.
- Other customer facing staff undergo general customer service training, with modules available which focus on disability awareness and customers in need of assistance.

### **3.8 Emergency procedures**

EIL emergency arrangements are, to a large extent, specified and governed by the requirements of Eurotunnel and the mandated safety requirements for operating through the Channel Tunnel.

Wherever possible, EIL operates the principle of allowing customers with disabilities to travel alone and to access their seat and onboard facilities without the need for additional assistance.

We have to comply with some strict operating requirements in order to ensure the safety of our customers travelling through the Channel Tunnel. One of these requirements is that where a customer has reduced mobility and requires the use of a wheelchair, they must be able to walk approximately 200 metres unassisted – this is to allow evacuation in the Channel Tunnel.

Customers who require the use of a wheelchair and cannot walk 200m unassisted must book to travel in a dedicated wheelchair space prior to travelling. There are two designated wheelchair spaces (in Coaches 9 and 10 on our TMST and e300 trains, or in coaches 3 and 14 on our e320 trains) and two emergency wheelchairs which are used if evacuation is required in the Channel Tunnel.

Emergency plans take into consideration the needs of disabled customers, in particular those who are not mobility independent.

Onboard passenger emergency information cards are provided in each coach, and the Train Manager makes an announcement at each station in both French and English, indicating the location of safety information. In the case of trains on our Brussels route, this announcement is also made in Dutch.

### **3.9 Communications strategy**

#### **3.9.1 Telephone**

EIL provides a booking reservation service by telephone, as well as any information disabled customers might need regarding their journey. It's also possible for customers to pre-notify us of their assistance requirements ahead of their journey. Customers access these services by calling our UK based contact centre on 03432 186 186. Additionally customers in France can call a France based Eurostar team on 08 92 35 35 39; customers in Belgium can call a Belgium based Eurostar team on 02 400 67 31.

Our UK contact centre booking line is available between 08:00 and 19:00 Monday to Friday, and 09:00 to 17:00 at weekends and on bank holidays and English language calls are compatible with Next Generation Text Service (<http://ngts.org.uk/>). All calls are charged at a local rate. Group bookings of ten or more customers should be made on 03448 224 800. All customers using this service will have the option to speak to a customer services representative in either English, French or Dutch. Alternatively, an online booking service is available 24 hours a day at [www.eurostar.com](http://www.eurostar.com)

Assistance requests for connecting (non-Eurostar) trains need to be booked directly with the operator of the connecting service, in most cases at least 48 hours in advance.

#### **3.9.2 Websites**

A large amount of pre-travel information is available on our website, [www.eurostar.com](http://www.eurostar.com). Additionally, a comprehensive customer guide to accompany this document is available on our website. The guide is also available in other formats including large print, Braille and audio.

A ticket booking service is available on our website where it is possible to specify exact seating requirements, including an adapted wheelchair space if needed.

#### **3.9.3 Social media**

Important service information is broadcast via our @eurostar Twitter account. Customers can also contact us with questions or feedback using this Twitter account. The account is monitored between 08:00 and 19:00 Monday to Friday, and 09:00 to 17:00 at weekends and on bank holidays. During periods of major service disruption, this account is monitored and updated on a 24/7 basis.

#### **3.9.4 Signage**

All UK stations which are served by Eurostar were built recently. As such, due care and consideration in ensuring that the stations were built in line with all relevant standards has been taken, and facilities and services are provided in accordance with recent disability guidance.

Station signage, although out of our direct control, is situated to allow it to be clearly visible to customers. Signage is designed in compliance with BS 8300 'Design of Buildings and Their Approaches to Meeting the Needs of Disabled People – Code of Practice'. St Pancras International was opened in 2007, and was built in full consultation with stakeholders, including English Heritage, Transport Focus and disability support groups such as DPTAC.

Signage throughout all our stations is consistent in design in order to prevent confusion. All signage has good colour contrast (white on navy blue), uses both upper and lower case lettering, has matt surfaces to reduce glare from light sources and is suitably lit in order to aid good visibility. Facilities designed specifically for disabled customers are denoted by pictograms and text to international standards. Signage relating to emergency information is provided in accordance with the relevant safety and fire legislation, and its positioning also takes account of wheelchair users to ensure that it can be easily seen.

### 3.10 Car parking

#### 3.10.1 Disabled car parking provision

Car parking facilities at St Pancras International are restricted, due to the station's location in central London. There are, however, parking facilities available for 315 cars on a short term basis. Car parking facilities at the station are provided by CP Plus. There are 13 bays designated for disabled parking. Long term parking is not available at this car park, though there are other privately operated car parks within a short distance of the station that can provide this facility. This is not a facility dedicated only for Eurostar customers, but is provided by CP Plus for all users of St Pancras. As the parking is not our responsibility to manage we do not undertake reviews on occupancy of disabled spaces; this is the responsibility of the car park operator.

Parking at Ebbsfleet and Ashford International stations is also provided by CP Plus. At Ebbsfleet, 74 car parking spaces have been designated for disabled badge holders across car parks A and B. These spaces are closest to the ramps near the car park entrance/exit that lead to the west entrance of the station. The station and car parks are well signposted from the major roads surrounding Ebbsfleet.

The facility at Ashford benefits from extensive car parking provisions, with 1850 parking spaces (of which 40 are disabled bays) available in the dedicated station multi-storey car park, operated by CP Plus. All of these allocated spaces are located on the fifth floor as this provides a direct, step-free route, free from any gradient, to the link bridge from the car park to the station. There is also a large open-air car park situated between the station and the nearby retail park. The car parks are well sign posted from all major roads surrounding the station.

Car parks operated by CP Plus are routinely monitored throughout the day. This monitoring includes ensuring that those parking in disabled bays display the correct disabled parking badge. Fines are issued to those drivers who disregard this requirement. Contractors undertaking work at either Ashford or Ebbsfleet are not permitted to park in disabled bays and are provided with a designated parking area. Contractor parking at St Pancras International is managed by Network Rail.

The table below summarises the car parking facilities available to Eurostar customers, including information for our continental stations:

	<b>Operated by</b>	<b>Total number of spaces</b>	<b>Disabled bays</b>
<b>St Pancras</b>	CP Plus	315	13
<b>Ebbsfleet</b>	CP Plus	2536	74
<b>Ashford</b>	CP Plus	1850	40
<b>Paris</b>	Vinci Park	1220	24
<b>Lille</b>	Vinci Park	711	12
<b>Calais</b>	There is a free public car park next to the station.	Unknown	8
<b>Marne la Vallée</b>	Vinci Park	1370	28

<b>Brussels</b>	Q-Park	1650	30
-----------------	--------	------	----

### **3.10.2 Set-down and pick-up points**

Customers arriving by car or taxi at St Pancras International can use the dedicated set-down point on Pancras Road, directly adjacent to the entrance of the international concourse. This provides same-level access to the station and leads directly to the Eurostar concourse and special assistance welcome desk. The pick-up point for travellers is located between the departures and arrivals area, accessible via a gentle ramp.

At Ebbsfleet International Station, there is a set down point for customers located adjacent to the west entrance / exit. The Network Rail reception, located just inside the station at the west end can make arrangements for assistance including fully accessible taxis.

There is a set down point for customers at Ashford International Station, and access via pavements to the station is via dropped kerb zebra crossings, fitted with tactile paving.

At our continental stations, the set-down and pick up points are as follows:

Paris Gare du Nord – Rue de Dunkerque  
 Brussels Gare de Midi – Place Horta  
 Lille Europe – Bd de Turin, opposite the Suite Hotel  
 Calais Fréthun – Station entrance  
 Marne la Vallée - Place des passagers du Vent, at the front of the station

### **3.11 Check-in, security screening and immigration controls**

Eurostar is subject to strict security and immigration controls, which all customers are required to comply with regardless of any customer’s disability. Action has however been taken to make the process as smooth as possible for any customers with reduced mobility.

Check-in gates at all of our stations have been designed with sufficient width to allow wheelchair users or those with pushchairs or bulky luggage to use them. This allows customers to check in without requiring assistance, if they choose. Manual check-in booths are also accessible, are open (rather than glazed) and have extra wide access with no barrier.

Security screening must be undertaken, without exception, of all customers and their luggage. Customers restricted to a wheelchair may be subject to a security search via the use of sweep wands, which is a non-invasive physical search. Any such search is always carried out by specially trained employees and undertaken with respect.

All of our stations have immigration control. Customers are required to present their documents to the French Police (PAF) or Belgian Federal Police, and British Immigration control authorities (when entering the UK). The booths are glass-fronted and induction loops have been installed.

Customers who need to travel with medical equipment are advised to obtain a letter from their doctor stating why this equipment is required. This will assist in the security process at check-in.

In all of our stations, security is handled by third parties. However we work closely with these third parties to ensure that appropriate consideration is given to customers with disabilities or reduced mobility.

### **3.12 Carriage of restricted items**

EIL have strict requirements on the carriage of certain items and substances. Customers who need to travel with specialist medical equipment should first inform us of what they need to carry, prior to travel, to

ensure that it is permitted and that there are no additional requirements. Information on restricted items can also be found on our website and in our Conditions of Carriage.

In some cases, customers are required to obtain a formal confirmation of their need to travel with specialist equipment; this must be carried at all times and presented to security where requested. It may be deemed that some equipment can be carried, but only in luggage holds. Such requests should initially be made to our contact centre, well in advance of the day of travel. Each request will be considered on a case by case basis, and will be forwarded to the relevant department for approval. The customer will be provided with an approval letter, which must be carried with the customer and presented at security screening.

#### **4. Services for customers with specific requirements**

##### **4.1 Arrangements for wheelchair users**

Eurostar services currently have two designated wheelchair spaces per train which provide a facility for wheelchair users who need to remain with their wheelchairs. These are located in Coaches 9 and 10 on our TMST and e300 trains, and in coaches 3 and 14 on our e320 trains. Ramps are provided on all platforms where Eurostar trains call. An adjacent seat is available for one travel companion.

Customers requiring the use of a wheelchair space must pre-book due to limited availability of spaces. Customers who need to remain in their wheelchairs cannot be accommodated in any other area of the train due to the evacuation procedures required for transit through the Channel Tunnel.

There are two emergency wheelchairs, which are narrower than traditional wheelchairs, provided on board each of our trains. These emergency wheelchairs fit through the trains' aisles and are designed to permit evacuation of customers seated in the dedicated wheelchair spaces.

Eurostar operates a policy which allows for a wheelchair-using customer\* and one companion to travel in Standard Premier / Business Premier accommodation (depending upon the designation of the coach on that journey) at a fixed rate of our lowest priced standard class fare.

As of January 2016, prices are:

##### **Paris, Brussels and Lille route**

Return fare: £58 per person for an adult wheelchair user or their companion  
£56 for a child wheelchair user

Single fare: £45 for an adult wheelchair user or their companion  
£32 for a child wheelchair user

##### **Disneyland Paris route**

Return fare: £72 per person for an adult wheelchair user or their companion  
£51 for a child wheelchair user

Single fare: £41 for an adult wheelchair user or their companion  
£29 for a child wheelchair user

##### **Lyon & the South of France route**

Return fare: \*\*£89/£99 per person for an adult wheelchair user or their companion  
\*\*£63/£70 for a child wheelchair user

Single fare:   \*\*£51/£56 for an adult wheelchair user or their companion  
                  \*\*£36/£40 for a child wheelchair user

\*\*Lower fare for Lyon, higher fare for Avignon and Marseille.

### **French Alps ski route**

Return fare:   £149 per person for an adult wheelchair user or their companion  
                  £105 for a child wheelchair user

Single fare:   £84 for an adult wheelchair user or their companion  
                  £60 for a child wheelchair user

Additionally, the companion fare is available to the companion of a PRM customer who requires someone to travel with them. One companion per PRM customer may travel at the reduced rate, and to be eligible both customers must travel together on all segments of their Eurostar journey. In this case, the PRM customer would pay the best available rate for their own ticket, as opposed to a fixed rate.

*Wheelchair users who are unable to walk 200m unassisted are eligible for these fares.*

### **4.2 Arrangements for customers with guide or assistance dogs**

Registered guide and assistance dogs are permitted on Eurostar services, as long as they meet Defra requirements. These requirements stipulate that according to our licence with the Animal Health and Veterinary Laboratories Agency (AHVLA), Eurostar is only approved to carry dogs which have been trained by an organisation that is affiliated to or is a member of one of the organisations below:

- Assistance Dogs Europe
- Assistance Dogs UK
- International Guide Dog Federation
- Assistance Dogs International

Any other animals, including emotional support dogs, are not permitted to travel on Eurostar services.

Customers with assistance dogs are encouraged to travel to and from St Pancras or Ebbsfleet International – customers may travel from Ashford International, but cannot return to the UK via Ashford as the required checks are only permitted by Defra to be carried out at St Pancras and Ebbsfleet International stations.

We allow a maximum number of four guide or assistance dogs per train. We can only accept four guide or assistance dogs for travel on each Eurostar train. Declaration of the intention to travel with a guide or assistance dog is required at the time of booking. Customers who attempt to travel with a guide or assistance dog, but do not declare this at the time of booking, may be refused access to the train, this decision is dependent upon how full the train is.

Tickets for a guide or assistance dog can be booked at any Eurostar station ticket office or by calling Eurostar, SNCF or SNCB contact centres. There is no charge for the guide or assistance dog's ticket.

Customers intending to travel with a guide or assistance dog are responsible for and required to produce the necessary documentation to allow their dog to leave or enter the UK whilst traveling on our trains. This documentation must be identified with the dog's microchip or tattoo (in line with the requirements under the Pet Travel Scheme) and a document to prove the dog is a guide or assistance dog (such as an ID book or card). Failure to produce the appropriate documentation in line with the Pet Travel Scheme may result in the dog being quarantined. Customers travelling with a guide or assistance dog are required to have UK

departure and arrival checks carried out on their dog’s documentation, and must ensure that they make contact with a member of Eurostar station staff upon departure and arrival in the UK. Detail on the documentation required to allow a guide or assistance dog to travel out of or enter the UK can be found at <https://www.gov.uk/take-pet-abroad> or by contacting [pettravel@ahvla.gsi.gov.uk](mailto:pettravel@ahvla.gsi.gov.uk)

Customers with sight impairment are required to pay a normal fare for themselves. However, if they need to travel with a companion, that person will be entitled to the discounted companion fare (see section 5.1). During the journey, dogs are requested to lie under the seat that has been reserved for them, in order to avoid any hazards that may arise from the dog occupying the aisle or other customer areas.

### 4.3 Arrangements for customers using mobility scooters

Customers who need to travel with a mobility scooter can take it free of charge, as long as it fits in one of our wheelchair spaces on board. Wheelchair space dimensions can be found in [our special assistance guide](#) on our website [www.eurostar.com](http://www.eurostar.com). Scooters that use combustible fuel are not permitted on any Eurostar train – only battery operated ones can travel with us.

For scooters to access our platforms and trains, in lifts and on ramps, they’ll need to be no more than 70cm wide by 100cm long. We can help customers on and off the train, but we may ask customers to operate the scooter themselves, as models vary and our team might not be familiar with all types.

It’s important that customers contact us at least 48 hours before they travel to make sure that there is enough space available on the train they are travelling on. Customers should telephone our Contact Centre on +44 (0)3432 186 186.

## 5. References

‘How to Write Your Disabled People’s Protection Policy: A Guide for Train and Station Operators’  
November 2009, Department for Transport

‘Accessible Train Station Design for Disabled People: A Code of Practice 2010’  
Department for Transport

## 6. Definitions

Term	Meaning/Definition
APRS	Assisted Passenger Reservation Service
DfT	Department for Transport
DPPP	Disabled People’s Protection Policy
DPTAC	Disabled Persons Transport Advisory Committee
EIL	Eurostar International Limited
ORR	Office of Rail and Road
PRM	Persons with Reduced Mobility
RNIB	Royal National Institute of Blind People
RNID	Royal National Institute for Deaf People
RVAR	Rail Vehicle Accessibility Regulations 1998

The 'Code'	DfT Code of Practice 'Accessible Train Station Design for Disabled People'
TSI	Technical Specification for Interoperability

- End -