

## Eurostar (9F) Global Sales via Hahn Air Ticketing (HR-169)

In April 2017, Eurostar and Hahn Air reached agreement to enable Eurostar bookings to be issued on HR-169 Tickets.

Eurostar (9F) is a high-speed railway service operating over HS1 (the UK's 1<sup>st</sup> high speed rail line) connecting London with Avignon, Brussels, Lille, Marseille and Paris and locations listed below. It is the only high speed train service that directly links the UK to France and Belgium, via the Channel Tunnel, and operates primarily city centre to city centre.

**Eurostar (9F) Railway Station codes bookable to/from LON include:**

Country	IATA MET ZONE	IATA Station Code	Rail Station Name	Station Location
UK	LON	QQS	St Pancras	Central London
	LON	XQE	Ebbsfleet Intl	North London
	QDH	QDH	Ashford Intl	Kent
Belgium	BRU	QYR	Brussel Midi <sup>(1)</sup>	Central Brussels
France	LIL	XDB	Lille Europe	Central Lille
	PAR	XPG	Gare Du Nord	Central Paris
		XZN	Avignon TGV	
		XFF	Calais / Dunkerque	
	MRS	XRF	Marseilles St Charles	
	LYS	XYD	Lyon Part Dieu	

Train equipment code is shown as either TRN or TRS.

TRS indicates the train operating this service in the new E320 900 seater train.

<sup>1</sup> – Eurostar offers walk on SNCB train service add-on fares to All Belgium Station (ABS).

### Customer benefit

- Book Eurostar (via 9F code) without the need for a rail licence.
- Enables Eurostar to be booked (via 9F code) in most countries then ticketed via HR-169.
- Train carriage and seat numbers as assigned at booking.
- Travelport Galileo (1G) Advance Seat Assignment is available to change seats at the terminal/green screen.
- Travelport Galileo (1G) Travelport Smartpoint Seat Map App is available to see the train carriage seats and change seats.
- Train booking process is same as for air and standard HR-169 ticketing procedure.

### Detail, exceptions and customer examples

Except for BELGIUM, FRANCE, GERMANY and the NETHERLANDS, Eurostar (9F) can now be booked via 9F and e-ticketed in ALL countries across all Travelport systems using HR-169 ticket stock. In the UK and USA, Eurostar (9F) will continue to be ticketed via its own 9F plate.

Normal GDS booking entries apply but rail v air response order will differ slightly based on the agent point of sale.

Within the EU Zone, Eurostar trains appear in journey time order, to comply with EU CRS Code of Code 2009.

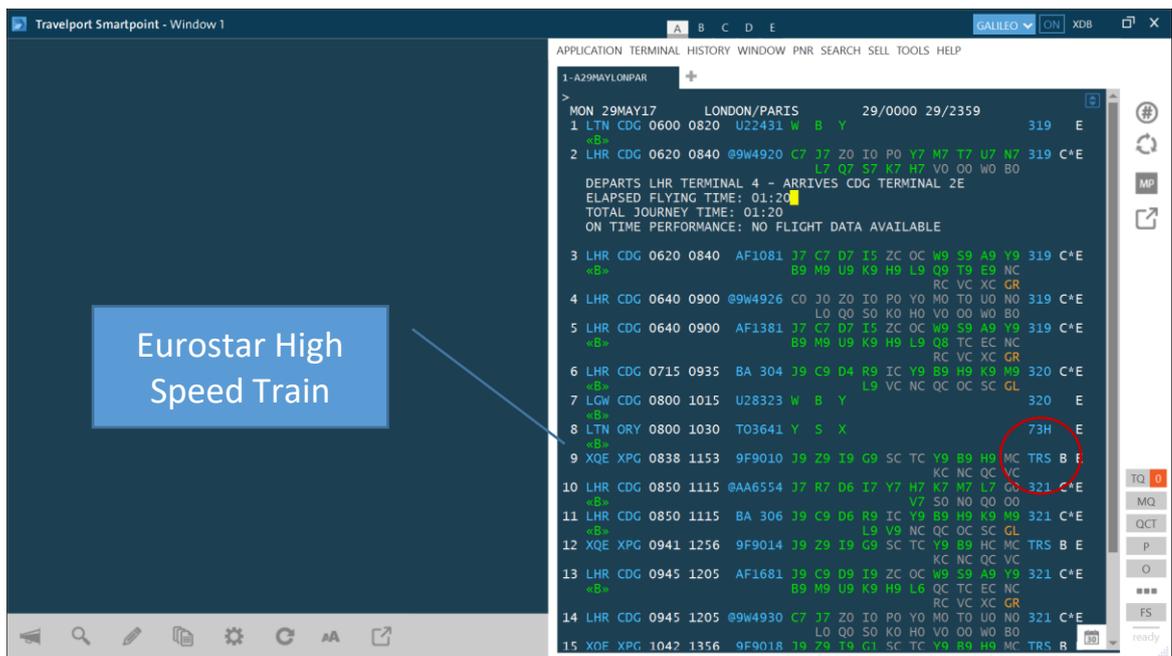
Outside of the EU Zone Eurostar appears in the standard neutral default display order (i.e. direct non-stop, direct stopping, connected journeys, etc.).

To see just Eurostar (9F) availability on these routes, apply standard preference entries:

Travelport System	Neutral City Pair preference entry	Direct Access City Pair Preference entry
Travelport Galileo (1G)	A29JUNLONPAR/9F	A29JUNLONPAR*9F

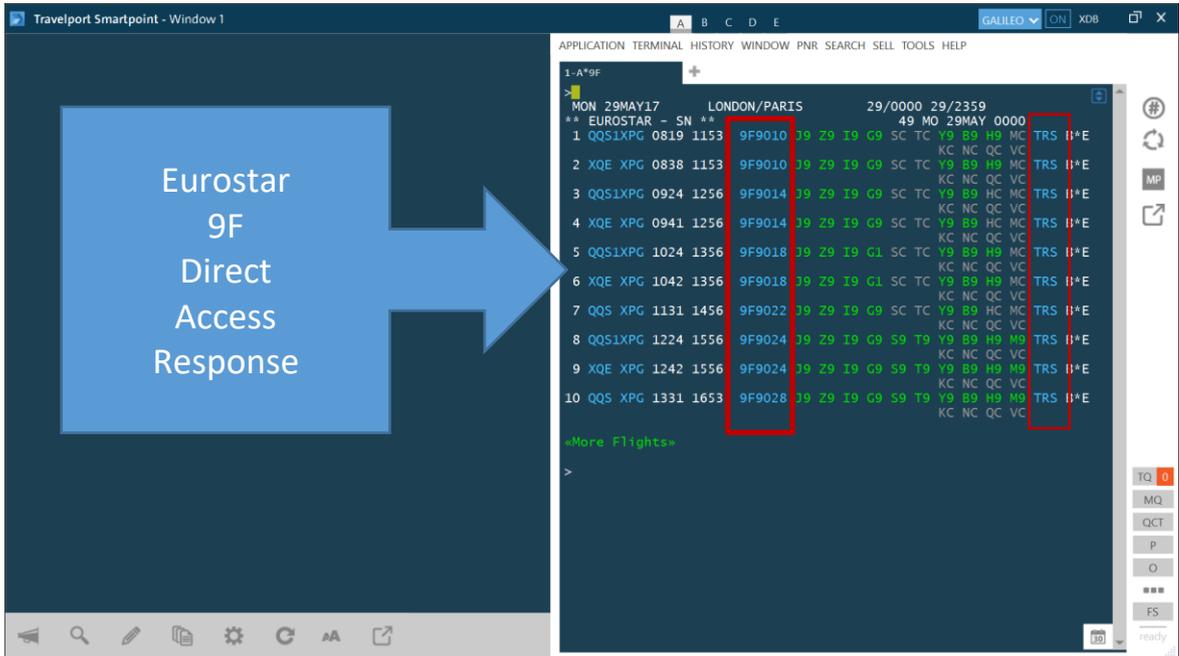
Below are two examples of Travelport availability, showing the Eurostar (9F / TRS) high speed train service.

**Travelport Smartpoint (Travelport Galileo)  
Neutral display response (outside EU)**



TRS equipment code for the e320 high speed train.

**Travelport Smartpoint (Travelport Galileo)  
Eurostar (9F) Direct Access response showing direct and stopping services**



For additional information on rail availability displays responses, refer to PA 2155.

**Eurostar Booking Classes**

Service	Class	Service Offering
Business Premier	J	Lounge, early check-in, meal service at seat
Standard Premier	Z, I, G, S, T	Meal service at seat
Standard	Y,B,H,M,K,N,Q,V	

**Seating Maps and Advanced Seating**

Eurostar offers an ASA (Advance Seat Assignment) and Travelport Smartpoint Seat Map App/GUI in Travelport Galileo only. All other systems (Travelport Worldspan and Travelport Apollo), coach and seat numbers are assigned automatically at time of booking. There are no middle seats, only aisle and window. Train windows size enables passengers sat in aisle seats to look outside with relative ease. For further information on Travelport Galileo seating, refer to PA 2642.

**(ASA) Advanced Seat Assignment by Platform**

Travelport Galileo	Travelport Apollo	Travelport Worldspan
ASA available in Travelport Galileo plus Travelport Smartpoint 9F Seat Map App. Refer PA 2642.	Seats are assigned by 9F at time of booking	Seats are assigned by 9F at time of booking

**Taxes, Fees and Charges (TFCs)**

Train services are exempt of Government Taxes.

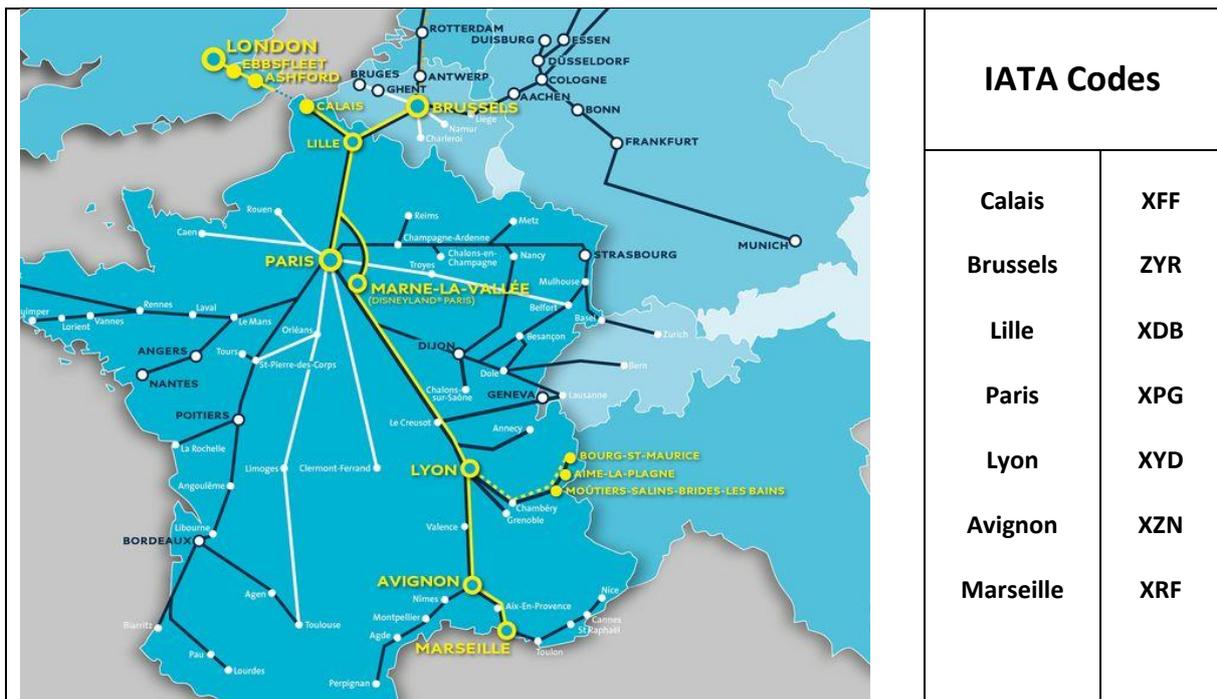
## Eurostar UK Route and IATA Station Codes



### IATA Codes

St Pancras QQS  
 Ebbfleet QXE  
 Ashford QDH

## Eurostar European Routes and IATA Station codes



### IATA Codes

Calais	XFF
Brussels	ZYR
Lille	XDB
Paris	XPG
Lyon	XYD
Avignon	XZN
Marseille	XRF

Maps courtesy of Eurostar.

## Frequently Asked Questions (FAQs)

**Q1: Has Hahn Air started to market and ticket Rail services?**

A1: Hahn Air started ticketing distributing rail services with their rail partner 5W (Westbahn) in 2014. Currently, 5W distributes Renfe in Spain and NTV in Italy under the 5W code ticketed on HR-169.

The Eurostar (9F) is in a traditional airline style Interline ticket arrangement with HR. Bookings are made using the **9F code** and ticketed using **HR-169 plate**.

**Q2: Can I book domestic travel in UK and France on Eurostar?**

A2: Not via the GDS Air Availability/sell process.

**Q3: Can I book domestic travel in Belgium on Eurostar using HR-169?**

A3: You can issue the authority to travel to any Belgium Station on SNCB in conjunction with your Eurostar international trip.

Book to/from ZYR (Brussels Midi) and choose the Any Belgian Station fare add-on. Eurostar has made this easy to identify with the fare basis code initials "ABS" in them. The authority to travel to any Belgium Station served by SNCB is then included on the Eurostar Boarding Pass.

Agents / passengers can check SNCB timetable / journey planner to Any Station in Belgium. To connect with Eurostar, choose Brussel-ZUID / Bruxelles-Midi. The SNCB site is available in 4 languages and has an interactive planning map.

Note: The Eurostar boarding pass data for Brussels Midi (ZYR) is the Eurostar arrival / departure time **not** the arrival / departure time from any Belgium Station.

**Q4: Can HR-169 ticket Eurostar (9F) worldwide?**

A4: Yes, with the exceptions of the following countries: BELGIUM, FRANCE, GERMANY, NETHERLANDS, UK and the USA.

**Q5: Can HR-169 Ticket Eurostar on Travelport Apollo, Travelport Galileo and Travelport Worldspan?**

A5: Yes, but not in the countries listed within Answer 4.

**Q6: Why am I not seeing Government Taxes in the rail fare breakdown?**

A6: Currently, UK, Belgium and French Departure Tax only applies to passengers departing via Air.

**Q7: My customer would like a specific seat. How do I book this?**

A7: Passengers are assigned seats automatically at the time of booking. In Travelport Galileo, agents will be able to change seats, although it is best to read PA2642 first, in order to understand the process, as the input is different to air. On planes, advance seating and seat change is standard, on a train this may also include a coach change.

**Q8: What is the Eurostar Booking Range in Availability?**

A8: Eurostar's system booking range is c.120 days which conforms to the rail industry norm but is shorter than most airlines. This range applies to availability, Travelport Galileo advanced seat assignment, and the Travelport Smartpoint Interactive seat map application.

**Q9: When is the latest time I can book 9F?**

A9: 60 mins before departure.

**Q10: Can I book a wheelchair passenger on Eurostar?**

A10: Unlike planes, trains have specific spaces for Wheelchair passengers and these can ONLY be booked direct with Eurostar and **NOT via the GDS**.

**Q11: Are Unaccompanied Minors (UMs) permitted on Eurostar?**

A11: UMs are not carried.

**Q12: Does Eurostar accept special meal requests?**

A12: Business Premier and Standard Premier Passengers have a choice of meals served at their seat. Special meals can be booked outside of 48 hours before departure and once the passenger has a confirmed seat.

No meal is offered to economy/standard class passengers but a buffet coach on every train is available to Standard class passengers offering a wide range of food and drink options for purchase.

**Q13: Does Eurostar offer any Frequent Traveller cross accrual programme with airlines?**

A13: No. Eurostar operates its own 2 tier Frequent Traveller programme. Agents or travellers can register direct at Eurostar and earn points toward services listed on the Frequent Traveller web page.

**Q14: Is there any difference to the refund and exchange process when ticketing via Hahn Air (HR-169)?**

A14: Hahn Air follow standard refund procedure for all E Ticket partners.

**Q15: Does Eurostar offer an Agents Online support site?**

A15: Yes, refer to [www.eurostar4agents.com](http://www.eurostar4agents.com) which is available in English.

**Q16: Does Eurostar offer an Agent GDS guide?**

A16: Currently this is only available for the Travelport Galileo platform on [www.eurostar4agents.com](http://www.eurostar4agents.com) but does include useful tips for booking, classes of travel, seating, revalidation, refunds, exchanges and suggested do's and don'ts. The document is in English.

For HR-169 interline E Tickets, follow the fare rule instructions regarding changes.

**Q17: Why is the journey time between Non-Stop and Stopping Services almost the same?**

A17: This is because, unlike air, Eurostar station stops are generally less than 4 minutes when they occur.

**Q18: How can I check if Eurostar is available via HR-169 in a country?**

A18: Hahn Air operate a Ticket Quick Check online service. The below image shows the Hahn Air Quick Check Page and the result if Japan and 9F-Eurostar is selected. This information can also be emailed.

The screenshot shows the Hahn Air Quick Check interface. The top navigation bar includes 'Agents', 'Ticketing HR-169', 'Partner Carriers', 'Benefits', 'HR-Groups', 'Social Gallery', 'Help & Contact', and 'My Hahn Air'. The breadcrumb trail reads 'You are here: Agents | Ticketing HR-169 | Quick Check'. The main heading is 'Quick Check' with the subtext 'Check ticketing availability of carriers on HR-169 tickets in your country.' Below this, a disclaimer states: 'We guarantee the validity of tickets issued based on your Quick Check result. Please be aware that reference to the result is based on the time and date checked on our website and may not be used for issuance in the future.' The 'Please select' section has a dropdown menu set to 'Japan' and another set to '9F - Eurostar'. There is a 'Carrier overview' link and an 'Add carrier' button. A 'Check' button is located to the right. Below the form, the heading 'Ticketing availability in Japan' is followed by the date '13 Apr 2017' and social media icons. A table displays the results:

Code	Carrier	Permitted?	Payment methods	GDS
9F		YES		

Remarks

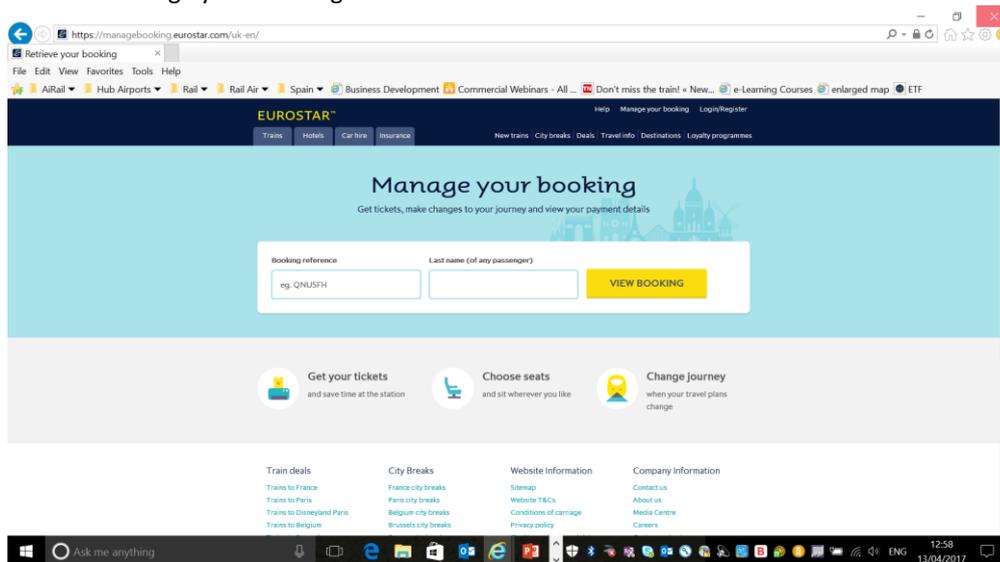
**Q19: How do I collect the Eurostar Rail Boarding Pass?**

A19: There are three methods of collecting the Passenger Boarding Pass, these being:

- 1) **Print at Home** boarding passes can be obtained online at [www.eurostar.com](http://www.eurostar.com) under “manage my booking” (see example below). Please note the Eurostar website is translated in 7 languages.
- 2) **Email** the boarding pass.
- 3) **Check-in kiosks** at the respective railway stations.

Note: Please choose the method that best supports the passengers visit to/from the UK.

Eurostar Manage your booking website:



**Q21: Can I book a Single or Double Open Jaw journey in the same booking file / PNR?**

A21: Eurostar does not recommend this as changes would be harder to process. The recommendation is to create 2 separate PNRs.

**Q22: Can an airline and Eurostar rail segment appear in the same booking file / PNR.**

A22: Eurostar has no interline airline partners. Until this changes the recommendation is to create 2 separate PNRs.