

# Eurostar London Routes Service

## Conditions of Carriage

### INTRODUCTION

Regulation (EC) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on Rail Passengers' Rights and Obligations (recast) ("PRR") and all relevant national laws apply to travel on Eurostar London Routes Services. The PRR incorporates the Uniform Rules for the Contract of International Carriage of Passengers by Rail ("CIV"). An electronic version of the PRR can be accessed via the following external website:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32021R0782>

These conditions and the documents incorporated by annexure or reference are Eurostar International Limited's Conditions of Carriage, and apply to your use of Eurostar London Routes Services. Where there is any inconsistency between these Conditions of Carriage and the mandatory requirements of the PRR, the PRR will prevail. Where there are any inconsistencies within these Conditions of Carriage, the condition more favourable to the passenger will apply. If any part of these Conditions of Carriage is found to be invalid or unenforceable, that shall not affect the validity or enforceability of the remainder, which shall remain in force to the fullest possible extent.

### Scope of these Conditions of Carriage

Eurostar International Limited is a railway company that operates and distributes international high-speed passenger rail services on Eurostar London Routes.

To enhance your travel experience and to enable you to travel from or to destinations outside of Eurostar London Routes Services, we collaborate with other carriers (e.g. TGV-InOui, TGV-Lyria, THI Factory SA...) whose rail services we offer.

The journeys we offer you may be composed of rail services (legs) operated by different carriers (for example a Eurostar London Routes Service and a TGV-InOui service, a Eurostar London Routes service and a TGV-Lyria Service or a Eurostar London Routes Service and a Eurostar Continental Routes Service).

**These Conditions of Carriage apply only to the Eurostar London Routes leg of your journey (i.e., Eurostar London Routes Service).**

The Eurostar Continental Routes Service is subject to the application of the THI Factory SA's Conditions of Carriage. Any other leg/service is subject to the conditions of carriage of that other carrier.

## **DEFINITIONS**

"**Eurostar**" or "**we**" or "**us**" means Eurostar International Limited, a company incorporated in England and Wales under number 2462001, whose registered office is at 6th floor, Kings Place, 90 York Way, London, N1 9AG, (United Kingdom).

"**Eurostar Continental Routes Service**" means the high-speed passenger rail services for Eurostar trains operated by THI Factory SA on routes between Belgium, France, Germany, and the Netherlands.

"**Eurostar London Routes Service**" or "**Eurostar London Routes**" means the high-speed passenger rail services for Eurostar trains operated by Eurostar International Limited on (i) routes to/from London St Pancras International and (ii) routes between Lille Europe and Brussels-Midi..

"**Through Ticket** " means a journey purchased in a single commercial transaction combining one or more connections as defined in article 12 of the PRR. Only journeys combining a Eurostar London Routes Service and Eurostar Continental Routes Service purchased as part of a single commercial transaction are regarded as Through Tickets within the meaning of article 12 of the PRR.

"**THI Factory SA**" means a limited company under Belgian law whose registered office is located at Place Marcel Broodthaers, 4, 1060 Brussels (VAT BE 0541.696.005, RPM Brussels). THI Factory SA and Eurostar International Limited are owned by the same parent company.

"**Website**" means the eurostar.com website.

## **SECTION 1 – CONDITIONS OF CARRIAGE RELATING TO PASSENGERS**

### **TICKETS**

#### **1. Purchase a ticket**

1.1 You can purchase tickets for Eurostar London Routes Services at points of sale, including the Website, the Eurostar app, at one of our stations, or from authorised distributors.

1.2 We reserve the right not to sell certain types of ticket, or tickets to particular destinations, and to restrict the availability of certain fares. We also reserve the right not to provide you with train services (for example, where the circumstances set out in paragraph 39 and/or paragraph 40 apply), after you have paid.

1.3 Details of the conditions and restrictions applicable to particular ticket types or fares are communicated during the booking process on our Website.

1.4 Upon completing your ticket purchase, you must provide your full name and contact information (including a valid telephone number or e-mail address belonging to the passenger named on the booking) in order for your ticket to be issued.

#### **1.2 Your Contract**

The ticket that has been issued to you is evidence of the contract(s) between you and Eurostar International Limited and/or you and other carriers, as the case may be. Each contract consists of (i) these Conditions of Carriage (in relation to Eurostar London Routes Services) and/or the conditions of carriage of other carriers performing the contract; and (ii) the specific data indicated on your ticket. Please refer to those other carriers for details of their conditions of carriage.

#### **2. You need a valid ticket to travel**

2.1 You must hold a valid ticket or authority to travel on Eurostar London Routes Services.

2.2 Any required alterations to the class or ticket type must be made and paid for before your journey commences. If you travel without a valid ticket, or in the wrong class, or on a discounted ticket for which you are ineligible, you will be charged on the basis of the full fare applicable to the train, journey and class in which you are travelling as at the date of your journey. No railcard or railpass reductions will be allowed. A refund may be available on the original ticket held depending on the ticket type and may be subject to service fees.

### **3. Conditions on which tickets are issued and Through Tickets**

3.1 Tickets are issued subject to these Conditions of Carriage, the PRR and the CIV (as far as they are applicable), applicable laws and regulations, all safety and other regulations applicable to travel through the Channel Tunnel, and the terms of the byelaws and conditions set out in our notices and other publications, which are issued from time to time, including any restrictions or conditions applicable to the fare type purchased.

3.2 If your journey combines a Eurostar London Routes Service and a Eurostar Continental Routes Service, the ticket will be a Through Ticket within the meaning of article 12 of the PRR and issues regarding delays, missed connections, cancellations, compensation, and the management of after sales will be handled by Eurostar International Limited. For all other journeys that combine a Eurostar London Routes Service and a service provided by another carrier(s) (other than THI Factory SA), including when purchased in a single commercial transaction, those tickets will be separate contracts and issues regarding delays, missed connections, cancellations, compensation, and the management of aftersales will be handled accordingly.

### **4. Specific conditions for Electronic Tickets**

We may issue you with an electronic ticket instead of a paper ticket. Electronic tickets will be sent to your nominated email address or can be accessed via our website: [www.eurostar.com](http://www.eurostar.com). You must either print out your electronic ticket and show it to a member of our staff at the check-in booths or scan the barcode on the electronic ticket from your mobile device at the automatic gates prior to travel. Any reference in these Conditions of Carriage to a "ticket" includes a paper ticket and an electronic ticket unless specifically stated otherwise. If you abuse the e-ticketing systems you may not be permitted to continue to use the e-ticketing systems and home printing functions.

### **5 Children's tickets**

5.1 Children aged under 4 may be carried free, without the need for a ticket provided that they do not require a seat and are able to sit on the lap of an accompanying adult. Children aged 4 to 11 years inclusive (up to and including the child's 12th birthday), and younger children for whom a seat on a Eurostar London Routes Service is booked, will pay the child's fare of the class in which they travel.

5.2 Young persons past their 12th birthday travelling on a Eurostar London Routes Service must be in possession of an adult ticket.

5.3 A child's age for the purpose of these Conditions of Carriage is that applicable on the first day of the outward journey.

5.4 The carriage of children under 4 years old free of charge shall be limited to one child per adult.

5.5 Subject to paragraph 5.6, children up to and including the age of 15 years are not permitted to travel on a Eurostar London Routes Service unless accompanied by a competent person of at least 16 years of age. Where the accompanying competent person is not the child's parent or legal guardian, the child must have in his or her possession throughout the journey (and produce for inspection on request) the written consent of his or her parent or legal guardian to the journey.

5.6 Young persons aged between 12 and 15 inclusive may travel unaccompanied on a Eurostar London Routes Service but must have the written consent of their parent or legal guardian to the journey in the form of the Unaccompanied Minors Form. In addition, such persons must be accompanied to the departure station by a responsible person aged 18 years or older. In order for the young person to travel unaccompanied the responsible person must complete the Unaccompanied Minors Form (available on [eurostar.com](http://eurostar.com)) in the presence of a Eurostar staff member and the young person must keep the form in their possession throughout their journey (and produce it for inspection on request). The responsible person must also ensure that arrangements are in place for the young person to be met on arrival.

There are exceptions to this paragraph 5.6. Young persons aged between 12 and 15 cannot travel unaccompanied: (a) on Eurostar London Routes Services that depart from the relevant departure station earlier than 6am or later than 5pm (local time); or (b) on the last service of the day from the departure station (whatever the time); or (c) on our direct London Routes Service to or from the Netherlands.

5.7 When the parent or legal guardian gives written consent for the young person to travel, they accept and agree that the young person will travel unaccompanied and be treated as an adult passenger (i.e. the young person will not be accompanied by a member of Eurostar staff) for the entirety of the trip.

5.8 All children travelling on Eurostar London Routes Services must have a valid passport or other valid travel documents in their own name or be named on the passport or other valid travel documents of the adult accompanying them, and have all necessary visas or other immigration documents which the child needs for every country through which the child's journey passes.

## **VALIDITY OF TICKETS**

### **6. Tickets for specific times**

6.1 A ticket is only valid for travel on the date and on the train displayed on the ticket. No open dated tickets will be issued. If you board any train other than the one specified on your ticket you will have to pay the full fare applicable to the train, journey and class in which you are travelling. No railcard or railpass reductions will be allowed. A refund may be available on the original ticket held depending on the ticket type and may be subject to service fees where applicable. Any service and exchange fees already paid are not refundable.

6.2 We will endeavour to honour the advance seating request shown on your ticket, however we cannot guarantee that you will be able to sit in any particular seat. We reserve the right to change your seat at any time, even after you have boarded the train. You must not occupy any seat other than the one shown on your ticket, except where you have been requested to do so by, or received permission to do so from, a member of our staff.

## **7. Ticket Exchanges**

Tickets may only be changed if the particular fare type allows it and for the same origin and destination stations. Any change of ticket to a different date (or other change to any of the details of a ticket) must be made in accordance with the conditions applicable to that particular fare type, and may be subject to exchange and service fees where applicable and the payment of the difference in the fare. Any exchange of Standard or Standard Premier tickets must be made before your scheduled departure time. After this time, no exchange will be possible. Exchange or cancellation of Business Premier tickets for travel to or from the Netherlands is only possible before your scheduled departure time. If the new fare is less expensive than the original fare purchased, the difference in price will not be reimbursed. Service and exchange fees already paid are not refundable.

## **8. Refund Conditions**

8.1 If you decide that you wish to cancel your journey, you may request a refund provided the type of ticket you purchased is refundable. Tickets conditions may vary by seller. Where the ticket is refundable, the request must be made through the point of sale from which the ticket was purchased (or from another point of sale to which you are directed).

8.2 Where the ticket is purchased from Eurostar International Limited, if the ticket was paid for with a credit card or charge card, any refund will be made by the issue of a credit voucher against that credit card or charge card. If the ticket was paid by a Business Credit Account, the account will be credited accordingly. If the ticket was paid for with an online payment system such as PayPal, Apple Pay or iDEAL, the account used for the payment will be credited accordingly. If the ticket was paid for by e-voucher(s), any refund will be made by e-voucher(s) to the named holder of the original e-voucher(s). If the ticket was part paid by cash and part paid by e-voucher(s), any refund will be made in the same way – i.e. a refund of the same amount paid by cash and a refund of the same amount paid by e-voucher(s). Otherwise, the refund will be made bank transfer at our discretion.

## **USE OF TICKETS**

### **9. Breaking a journey at intermediate stations**

9.1 Stop-overs en route, other than those necessary for transfers, are not permitted. If you break your journey, you will not be entitled to continue it later.

9.2 Tickets for Eurostar London Routes Services do not include the cost of travel between different stations in any one city.

#### **10. Ticket gates**

Before boarding, you must check-in at the automatic gates or with a member of staff at the dedicated booths or if necessary via ticket checks at boarding. You must scan your ticket before the ticket gate time limit, as explained in clause 19.

#### **11. When you are making a journey and have to change trains**

If you have to change trains on a journey you are making, you will be responsible for transferring yourself and your luggage between the trains and, if necessary, between stations. When booking your journey you shall ensure that you allow sufficient time for any such transfer to comply with the Eurostar ticket gate time limit in accordance with clause 19. Details of recommended minimum connection times are published on our website: [www.eurostar.com](http://www.eurostar.com).

#### **12. If you travel to a station different to that specified on the ticket**

If you wish to use your ticket for a station other than the one for which it is valid, you will have to pay the appropriate full fare for the additional portion of the journey. No railcard or railpass reductions will be permitted.

#### **13. Names on tickets and transfers**

13.1 Access to the Eurostar London Routes Service is only provided to the passenger named on the ticket. All passengers must provide valid proof of identity matching the name on the ticket when requested by our staff or agents. We reserve the right to check the identity documents of passengers and may refuse to carry any passenger and their baggage where passengers refuse or are unable to provide valid proof of identity. In such circumstances a refund is only available where the ticket type allows. Service and exchange fees already paid are not refundable.

13.2 Tickets can be transferred to another person in accordance with the conditions applicable to that fare type, and may be subject to fees. Such transfer must be recorded in our ticket system in advance of the journey.

13.3 Tickets already partly used, or made out in a passenger's name, are non-transferable and may only be used by the person for whom the ticket has been purchased. Tickets may not be offered for sale except by

Eurostar International Limited or its authorised agents. If a ticket is resold or transferred for profit or other commercial gain, it will become invalid and the holder may be refused access to the train.

13.4 Bookings made with e-vouchers must be made by the person named on the e-voucher (i.e. by the person and with the email address used for the original booking, for which the e-voucher was issued). You may make a booking with e-vouchers for someone else to travel but you may not transfer your e-voucher to someone else.

#### **14. Withdrawal of tickets**

Tickets remain our property and if you fail in any material respect to comply with any condition governing its use, your ticket may be withdrawn or invalidated by our staff or agents. If a ticket is withdrawn or invalidated by our staff or agents you will be refused permission to travel and/or continue your journey and no refunds will be issued for any used portion of your ticket.

#### **15. Audit Requirements**

Our staff or agents may retain tickets for audit purposes. If we do this, we will provide you with replacement tickets or receipts as appropriate.

### **PASSENGER RESPONSIBILITIES**

#### **16. Please check tickets at the time of issue**

At the time you purchase a ticket, you should ensure that it is for the journey you wanted. You should draw any apparent errors to the attention of our staff or agents at the point of sale where you bought your ticket (or at another point of sale to which we direct you) as soon as possible. We can only consider claims made if you provide reasonable supporting evidence of an error. You are not entitled to any reduction in the fare once you have purchased your ticket.

#### **17. Make sure that you are on the correct train and that you get on and off at the correct station**

You are responsible for making sure that you come to the correct departure station, join the correct train and that you get off at the correct station, all as stated on your ticket. We will not be responsible for any loss or delay caused as a result of you coming to an incorrect station, joining the wrong train or getting off at the wrong station, unless such loss or delay is due to our negligence or the negligence of our staff or agents.

#### **18. Make sure that you check the times for your train prior to travel**

The train time displayed on your ticket or in our timetables may change between the date you purchase your ticket and the date you actually travel, for example due to engineering works or other incidents. We do not guarantee the train times to you and they do not form part of your contract of carriage with us. It is your responsibility shortly before you travel to check for any changes to the timings for your train. Where there are

changes in the published train times after you purchase your ticket but before your date of travel: (i) you may decide not to travel, in which case you would only be entitled to a refund if permitted in accordance with paragraph 8; or (ii) subject to availability, you may be able to exchange your ticket for a different Eurostar London Routes Service in the same class of travel as stated on your original ticket.

#### **19. Make sure you comply with the ticket gate closure and boarding time**

19.1. You must comply with the ticket gate time limit indicated by us (the “ticket gate time limit”). This means you must arrive at the Eurostar departure area to/from London before the ticket gates close, or other minimum period which we may specify from time to time, before your scheduled departure time as stated on your ticket, in order to scan your ticket and carry out the necessary formalities, border controls and security checks. Disabled persons or persons with reduced mobility who require assistance from our staff shall follow the timeframe in paragraph 24.

19.2. If you arrive after the ticket gate time limit, we reserve the right not to allow you to go through the ticket gates and board your train. In such circumstances if you arrive before your scheduled departure time as stated on your ticket, you may ask, if it is possible to be reallocated on the next available train that day. Subject to availability and to the payment of a reallocation fee as indicated in Fares and Fees, we may be able to transfer you to the next available train of the day provided this will not delay the relevant train departure.

19.3. In addition, you must be present at the boarding gate and board your train at the latest by the boarding time as instructed, otherwise you might not be allowed to board your train.

#### **20. Make sure that you have a valid passport with you when you travel**

You are also responsible for ensuring that you are in possession of a valid passport (including a valid period before expiry for non-EU citizens) or other valid travel documents when you travel, and that you have obtained all necessary visas or other immigration documents which you need for all countries through which your journey passes. If you attempt to travel without a valid passport or other necessary travel documents you may not be allowed to board the train. In such circumstances a refund or exchange is only available where the ticket type allows and may be subject to exchange and service fees.

#### **21. Please keep your ticket ready to show or hand over**

21.1 Tickets must be shown (together with any railcards or other supporting documents where they are required) and/or handed over upon request to a member of our staff, or agents or the staff or agents of any carrier on whose service you undertake your journey. We also reserve the right to require you provide appropriate personal identification upon demand. If you fail to do so, we may either:

21.1.1 charge you on the basis of the full fare applicable to the train, journey and class in which you are travelling; or

21.1.2 refuse you permission to travel and/or continue your journey and issue no refund for any used portion of your ticket.

You must hold a valid ticket throughout your entire journey, retain your ticket until leaving the destination station and keep it available for inspection at all times.

## **22. If your ticket is defaced or damaged**

If a ticket has become spoiled, or tampered with, or altered in any way, or if you have been issued with an electronic ticket and the barcode on the electronic ticket is not readable, then the ticket is not valid for travel. The holder must return it and we may issue a replacement ticket. However, we reserve the right to refuse to issue a replacement ticket where it is reasonable for us to do so: normally this will only occur in the case of suspected fraud or where we consider there may be security implications.

## **23. If your ticket is lost, stolen or mislaid**

The safekeeping of your ticket is your responsibility. If you lose or mislay a ticket (or a portion of a ticket) or a ticket (or portion) is stolen while it is in your possession we may issue a replacement ticket (or portion). However, we reserve the right to refuse to issue a replacement ticket where it is reasonable for us to do so: normally this will only occur in the case of suspected fraud or where we consider there may be security implications. We will not make a refund for any such ticket (or portion), except where the loss, theft or mislaying is the result of our negligence.

## **24. Assistance for Disabled Passengers and Persons with Reduced Mobility**

If you are a person with a disability or if you have reduced mobility, you are requested to notify us at least 24 hours prior to your departure (e.g., by calling or emailing our Contact Centre) if you require any assistance. If you contact us less than 24 hours prior to your departure, we will assist you if you attend the departure area 60 minutes before your scheduled departure time but, in the event of multiple assistances booked for your train, we may not be able to guarantee you being able to travel on your booked train. Access Rules, information on how to get in touch with the Contact Centre and other travel information for disabled passengers are published on our [Website](#).

## **25. Smoking Restrictions**

25.1 You are not allowed to smoke while on board a Eurostar train.

25.2 You are not allowed to smoke in any Eurostar Terminal Building in any country, or in any station or adjacent areas as indicated by signs in those areas.

25.3 For the purposes of this paragraph 25, smoking includes the use of electronic smoking devices.

**26. Compliance with Eurostar International Limited's Instructions, Customs and Security Requirements and behaviour at our premises and on-board**

You shall not prevent our staff or agents from performing their duties and must follow all of the instructions given by our staff or agents, the station managers' staff and the infrastructure managers' staff. You must also ensure that you comply with all relevant security, customs and immigrations requirements and the requirements of any other administrative authorities.

If you fail to comply you may not be allowed to board the train and in such circumstances a refund is only available where the ticket type allows. Service and exchange fees already paid are not refundable. If you are already on board, our staff may refuse to allow you to continue your journey on the train.

**26A. Coronavirus (COVID-19)**

We're closely following advice and requirements from governments, enforcement agencies and health authorities regarding Coronavirus (COVID-19) and continuously reviewing and updating processes and procedures accordingly.

You must observe and follow any other processes and procedures to protect the health and wellbeing of our customers and colleagues that are notified to you from time to time.

**Refusal of travel**

If:

- (a) you fail to comply with any processes and procedures;
- (b) carrying you would break government laws, regulations or orders, or render you and/or us liable for a penalty, prosecution, or fine;
- (c) you have refused or failed to present information which a government, enforcement authority or health authority has asked us to provide or review, including a valid health verification, vaccine or other document required by the country you are travelling to; or
- (d) you have refused or failed to undergo a health or vaccine screening or examination required by a government, enforcement authority or health authority;

you may not be allowed to board the train or if you are already on board the train, you may not be allowed to continue your journey.

You will not be entitled to a refund of any carriage charge or any charge for the carriage of registered luggage and we will not be liable to you for any cost, loss, damage or expenses, including but not limited to any direct, indirect or consequential loss or damage as a result of such refusal.

## **GROUP TRAVEL**

### **27. Minimum Group Size**

To benefit from a "group" fare, a group must consist of at least 10 fare-paying passengers.

### **28. Group Leader**

Groups must have a nominated leader. This person will be responsible for carrying out any special obligations which we place upon him/her. The principle of free places for group travel does not apply on Eurostar London Routes services.

### **29. Group Check-in**

Members of a group must go through the ticket gates together (unless individual tickets have been issued), travel together throughout by the same train(s), and in the same class. We may refuse to allow a group to benefit from a "group" fare when the members of the group do not have the same reason for travelling.

### **30. Advance Bookings**

We can accept requests for group reservations up to 330 days in advance. There will be limited capacity available and the ability to make reservations will be subject to availability.

### **31. Additional Services**

The supply of additional services for groups such as catering shall be by mutual agreement between us and the nominated group leader.

## **TRAIN SERVICE DISRUPTION & PERSONAL INJURY**

### **32. Delayed or cancelled trains**

32.1 This paragraph 32 applies where cancellation or delays affecting your Eurostar London Routes Service or Through Ticket mean that it is reasonably expected that there will be a delay in your reaching your final destination of more than 60 minutes. This paragraph 32 applies subject to paragraphs 34 and 35.

32.2 In such event, we will inform you of your options. You will have a choice between:

32.2.1 continuing your journey to the final destination, with re-routing where necessary, under comparable transport conditions at the earliest opportunity; or

32.2.2 continuing your journey to the final destination, with re-routing where necessary, under comparable transport conditions at a later date; or

32.2.3 deciding not to travel or to continue your journey. In this case, you will be entitled to a full refund on the unused portion of your Eurostar London Routes Service or Through Ticket, if your journey is no longer relevant to your original travel plan, for which you must provide supporting evidence.

32.3 Where you have decided not to continue your journey under paragraph 32.2.3, we will offer a return service to your first place of departure of your Eurostar London routes Service or Through Ticket and in the same class of travel as stated on your ticket at the earliest opportunity.

32.4 If, instead of claiming a refund, you elect to continue your journey at a later date, you must contact one of our points of sale or access the “Manage Your Booking” functionality at [www.eurostar.com](http://www.eurostar.com) and we will, subject to availability and comparable transport conditions, issue you with a new ticket to allow you to complete your journey under your transport contract with us at a later date up to twelve months after the original delay or cancellation.

32.5 In the case of a delay of 60 minutes or more covered by this paragraph 32, we will take reasonable and proportional action to assist you, subject to what is available or physically possible. Having regard to the waiting time and what is reasonably possible, this action may include the provision of refreshments and meals or/and accommodation where relevant and available.

32.6 We will advise you of available re-routing options within 100 minutes from the scheduled departure time of your delayed or cancelled Eurostar London Routes Service or Through Ticket or your missed connection. If we do not do so, and you travel to your final destination by train, coach or bus using the services of another carrier, we will reimburse you for those necessary, appropriate, and reasonable train, coach or bus costs incurred by you. You will need to send us your request with supporting documentation.

### **33. Compensation for Delay**

33.1 In the event of a delay of more than 60 minutes on your Eurostar London Routes Service or Through Ticket, you may request compensation as set out in this paragraph. For compensation in the form of an e-voucher, the value of the compensation is greater than provided by the PRR.

33.2 If you choose compensation in the form of an e-voucher, you may request:

- 30% of the Eurostar London Routes Service or Through Ticket fare for a delay of 60 – 119 minutes.
- 60% of the Eurostar London Routes Service or Through Ticket fare for a delay of 120 – 179 minutes.
- 75% of the Eurostar London Routes Service or Through Ticket fare for a delay of 180 minutes or more.

Alternatively, if you choose monetary compensation, the minimum compensation stipulated in the PRR applies. You may request:

- 25% of the Eurostar London Routes Service or Through Ticket fare for a delay of 60 – 119 minutes.
- 50% of the Eurostar London Routes Service or Through Ticket fare for a delay of 120 minutes or more.

The Eurostar e-vouchers offered under this clause can be used for payment towards future bookings with Eurostar International Limited on Eurostar London Routes services and/or Eurostar Continental Routes services and are subject to Eurostar International Limited's e-voucher terms and conditions. You are not permitted to claim Eurostar e-vouchers, if your delayed journey did not include travel through the Channel Tunnel.

33.3 The amount of your compensation under paragraph 33 will be calculated based on the price actually paid by you for the Eurostar London Routes Service or Through Ticket subject to the delay. If a contract includes more than a return service, and the cost of the individual leg/service subject to the delay is not clear, the amount of your compensation under paragraph 33 will be calculated in proportion to the full price paid by you. Where you travel as part of a travel package which does not include a ticket price allocated to the leg/service of the journey subject to a delay, the fare shall be based on such amount as we reasonably specify reflecting the payment received by us in respect of your travel on that leg/service of the journey.

#### **Limits to the right of compensation**

33.4 Requests for compensation can only be made for delays on a Eurostar London Routes Service or Through Ticket. For example, if your journey combines a Eurostar London Routes Service and a rail service provided by a separate carrier (other than THI Factory SA), and there is a delay on that separate rail service, Eurostar International Limited will not pay compensation and you will need to make any claim for compensation to that separate rail carrier.

33.5 You will not be entitled to compensation:

- where you are informed of a delay before you purchase your ticket,
- where a delay due to re-routing or continuation on a different service remains below 60 minutes,
- if under paragraph 32 you choose to be reimbursed your fare.

33.6 We will not be obliged to pay compensation to you if the delay, missed connection or cancellation was caused directly by, or was inherently linked with:

- extraordinary circumstances not connected with the operation of the railway, such as extreme weather conditions, major natural disasters, or major public health crises, which we, in spite of having taken the care required in the particular circumstances of the case, were unable to avoid and the consequences of which we were unable to prevent;

- your fault; or
- the behaviour of a third party which we, in spite of having taken the care required in the particular circumstances of the case, were unable to avoid and the consequences of which we were unable to prevent, such as persons on the track, cable theft, onboard emergencies, law enforcement activities, sabotage or terrorism.

### 33.7 Club Eurostar programme

If you are a member of the Club Eurostar programme you may elect to opt for bonus points instead of a monetary compensation or a Eurostar e-voucher when your Eurostar London Routes Service or Through Ticket is delayed for 60 minutes or more. To qualify, the ticket for your delayed journey must be registered to your account. The points awarded are bonus points and do not contribute as status points to your tier status. Points will be awarded in the booking currency and not the account currency if they are different. If you have made a booking for multiple passengers you may only claim for compensation in bonus points for your own travel.

### **34. Liability in case a journey cannot be continued the same day**

34.1 This paragraph 34 applies where cancellations or delays to trains or missed rail connections mean your journey cannot be continued the same day or continuation of the journey on the same day could not reasonably be required under the circumstances. This paragraph 34 applies subject to paragraph 35.

34.2 Where this paragraph 34 applies, we will refund you the reasonable costs of notifying persons awaiting you and we will either provide reasonable overnight accommodation including any necessary transfers or refund the reasonable costs of overnight accommodation including any necessary transfers.

### **35. Relief from Liability for Delay, Exemptions**

35.1 We will not be liable to you under paragraph 34 when the cancellation, late running or missed connection is attributable to one or more of the following causes:

35.1.1 circumstances not connected with the operation of the railway which we, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which we were unable to prevent;

35.1.2 fault on your part; or

35.1.3 the behaviour of a third party which we, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which we were unable to prevent; another undertaking using the same railway infrastructure shall not be considered a third party.

35.2 In addition, we will not be liable to you under paragraph 32 or 33 in so far as any delay, cancellation or missed connection is due to transport services:

35.2.1 which are wholly performed outside the territory of a Member State of the EU, the UK, Switzerland and Norway;

35.2.2 which are performed partly outside the territory of a Member State of the EU, the UK, Switzerland and Norway, provided that the delay occurs outside those states;

35.2.3 which are exempted from the PRR;

35.2.4 which do not form part of the contract of carriage; and/or

35.2.5 by sea or on inland waters.

35.3 Paragraphs 32, 33 and 34 are intended to fulfil our obligations under articles 18 and 19 of the PRR and article 32 of the CIV and do not create any entitlement to double recovery.

## **36. Handling of Refunds and Compensation**

36.1 Any request for a refund or compensation (regardless of the method of compensation chosen), must be made within three (3) months of the date of the incident. Please submit by using:

- our online form available on our Website [eurostar.com](http://eurostar.com); or
- the online form established by the European Commission which you should complete and send to us (i) using our online form available on [Eurostar.com](http://Eurostar.com) or (ii) by post to our Traveller Care Department.

36.2 As a general rule, we will pay any refunds and/or compensation you are entitled to in the form of Eurostar vouchers - which are valid for one year from the date of issue. Upon your request, any refund or compensation you are entitled to under the PRR can be paid in money in a form chosen by us.

36.3 We will not reimburse you for any claims under €4. Please refer to paragraph 57 for further details of the complaints process.

## **37. Limits on Liability and Exclusions**

Purchase and payment for a ticket does not provide firm assurance that your train will not be subject to alteration, delay or cancellation and paragraphs 32, 33 and 34 and the PRR set out what we will do if any of these situations arise. Except as set out in paragraphs 32, 33 and 34, we are not liable to you for any cost, loss, damage or expenses, including but not limited to any direct, indirect or consequential loss or damage, resulting from the cancellation or late running of a train, missed connection or poor service for any reason

(including where due to our negligence or serious fault). You are recommended to take out insurance in respect of any consequences of delay or cancellation going beyond what these Conditions of Carriage provide.

### **38. Extent of Liability**

38.1 Our liability to you in relation to death and personal injury is subject to the CIV and any applicable national laws.

38.2 Nothing in these Conditions of Carriage shall operate to exclude or limit the liability of a party if and to the extent that such exclusion or limitation is not permitted by the applicable law or that liability relates to the consequences of fraud by that party.

## **SECURITY AND SAFETY**

### **39. Security Checks**

39.1 In the interests of the safety and security of all our passengers, security checks (including, without limitation, security searches) on you, your personal effects and your luggage may be carried out by our staff or agents or the security and border control authorities before you are permitted to board the train and while you are aboard the train (please note that references to “luggage” in these Conditions of Carriage refers to luggage and/or its contents). You must cooperate with our staff and agents and with the security and border control authorities in relation to these checks. By purchasing a ticket and accepting these Conditions of Carriage, you consent to such checks being carried out on you and your luggage. Any failure to cooperate may result in your being denied access to the train or in your being delayed or detained when you wish to leave the train. We will not be responsible either in contract, tort or otherwise for any loss or damage you may suffer or for the consequences of any delay if you fail to comply with your obligations under this paragraph, or for any loss or damage to your luggage arising from security checks. If you are denied access to your train as a result of security checks you will not be entitled to a refund of any carriage charge or any charge for the carriage of registered luggage.

39.2 When available, any booking for intra-Schengen travel from Brussels to Lille is available in Standard class only and limited to coach 18 or 16 (the “Dedicated Coach”), depending on the type of train, for security and border control reasons. Intra-Schengen passengers departing from Brussels are not subject to border controls, whether for exiting Schengen area or entering the United Kingdom. Therefore, any movement by any intra-Schengen passenger to and from the Dedicated Coach between Brussels and Lille or Calais will be strictly limited and controlled.

You must cooperate with our on-board staff and agents, as well as security and border control authorities in the stations in relation to these requirements. Any failure to cooperate, any non-authorised movement to and

from the Dedicated Coach and/or any refusal from any intra-Schengen passenger to get off the train at Lille may result in the intervention of security and border authorities, without prejudice to the exercise of our right to exclude you from carriage under clauses 40.1 and 40.3 below.

#### **40. Exclusion from Carriage**

40.1 If we reasonably believe that while you are on board the train or at any Eurostar premises or station serviced by Eurostar International Limited you:

40.1.1 or your luggage have or will present a danger for the safety and good functioning of our operations;

40.1.2 or your luggage have or will put the train, or any person in it, in danger;

40.1.3 failed to comply with these Conditions of Carriage, applicable regulations and/or to obey the instructions of our staff, agents or authorities relating to safety or security;

40.1.4 failed to obey no-smoking signs;

40.1.5 committed a criminal offence;

40.1.6 have or will allow your physical or mental state to become affected by alcohol, drugs or medication;

40.1.7 have made a hoax bomb or other security threat;

40.1.8 are in possession of any of the prohibited items listed in Appendix 1, in particular (but not limited to) military shells (including war souvenirs & relics);

40.1.9 have or will behave in a threatening, abusive, insulting or disorderly way towards our staff, agents or other passengers; or

40.1.10 have or will behave in a way which causes discomfort, inconvenience, damage or injury to our staff, agents or other passengers, then our staff may refuse to allow, or refuse to continue to allow, you to access our premises or the train, or if you are already on board the train, our staff may refuse to allow you to continue your journey on the train. We reserve the right to report the incident(s) to the relevant authorities, where appropriate, with a view to them prosecuting you for any criminal offences you might have committed.

40.2 Where our staff so refuse access to railway premises or the train under paragraph 40.1, you will not be entitled to a refund of any carriage charge or any charge for the carriage of registered luggage and we will not be liable to you for any cost, loss, damage or expenses, including but not limited to any direct, indirect or consequential loss or damage as a result of such refusal.

40.3 In the reasonable exercise of our discretion, we may for a limited time period refuse to carry you on our train services if we have notified you in writing before the booking that we would not at any time after the date of such notice carry you on our train (a "banning notice"). We will do this where you have contravened the rules of behaviour stated in paragraph 40.1 and transporting you is therefore unacceptable. In the banning notice will specify a reasonable period for which the ban will apply and will ask you not to buy a ticket or ask or allow anyone to do so for you within that period. If you attempt to travel while the banning notice is in force, we will refuse to carry you.

#### **41. Wheelchair users**

For safety reasons, access to our trains by persons confined to wheelchairs is limited to four (4) per train, travelling in the special areas provided. If you are normally confined to a wheelchair but do not declare this at the time of booking and do not reserve a seat in the special areas provided, you may be refused access to the train.

## **SECTION 2 - CONDITIONS OF CARRIAGE RELATING TO LUGGAGE, ETC**

### **ACCEPTANCE OF LUGGAGE**

(Please note that, as set out in paragraph 39, references to "luggage" in these Conditions of Carriage refers to luggage and/or its contents).

#### **42. Conditions of Acceptance of Luggage**

We will accept the carriage of your luggage subject to:

42.1 these Conditions of Carriage (including, without limitation the conditions in this Section 2);

42.2 the byelaws and conditions of any other company, body or person who accepts that luggage for carriage;

42.3 prior security screening and/or searching by our staff or agents; and

42.4 when you send your luggage for carriage as registered luggage, compliance with our registered luggage terms and conditions.

#### **43. Permitted Quantity of Luggage**

If you are travelling on an adult ticket you may take with you without charge when you travel on our trains up to two (2) large items (suitcases, rucksacks, musical instruments etc.), which do not exceed 85cm in length, plus one small piece of hand luggage (handbag, small rucksack etc.), provided you can easily carry such articles

and they can be fitted into the luggage spaces provided. If you wish to take any items you cannot easily carry and/or additional items we may, at our discretion, either levy a charge in respect of such items to allow them to be carried as luggage or require you to pay to send them through our registered luggage service. For more details on what you can carry when you travel on our trains, additional levies payable and our registered luggage service please check our website: [www.eurostar.com](http://www.eurostar.com).

Members of staff will only carry luggage where you are eligible for special assistance. In such circumstances, each piece should not weigh more than 15 kilograms and have a fully functioning handle in order for it to be safely lifted.

Children under the age of four who travel without a ticket do not have an individual baggage allowance. Any child with a child ticket may take one bag which does not exceed 85cm in length and one small piece of hand luggage.

You may take one pushchair and one car seat per child on board at no extra cost and in addition to your individual allowance. These must be stored in the luggage racks in the carriage where you are seated and any pushchair must be folded for storage.

#### **44. Accompanied Bicycles**

If you fold your bike or dismantle it to remove the saddle, handlebars and wheels, you can carry it on board in a bike bag as part of your luggage allowance, provided the overall size is no more than 85cm in length.

#### **45. Prohibited and Controlled Luggage**

You may not take with you as accompanied luggage on our trains:

45.1 articles subject to prohibition and restriction and included in Appendix 1;

45.2 articles being carried for or on behalf of a third party for commercial gain;

45.3 articles for which we would otherwise make a separate charge;

45.4 articles which are forbidden by customs authorities or other government agencies;

45.5 bicycles or other items that are large or have sharp edges, which would constitute a safety hazard to other passengers on stations or within the passenger carriage; and/or

45.6 alcoholic beverages in excess of limits which we advertise and/or designate for any period (which may include a total ban on alcoholic beverages). We may confiscate and destroy any such alcoholic beverages carried during such period without any liability to you.

#### **46. Labelling of Luggage**

All your luggage must be clearly labelled with your full name, seat number and destination station. Conflicting labels should be removed or obliterated. The luggage must remain under your close control throughout the journey and be available for inspection by the security and border control authorities at all times.

#### **47. Our liabilities**

**47.1 Accompanied Luggage:** You are responsible for supervising luggage and articles which you carry as accompanied luggage and any animals which accompany you. Subject to the PRR and the CIV, we are not liable for any loss or damage to articles, accompanied luggage or animals for which you are responsible unless:

47.1.1 that loss or damage was caused as a result of our fault;

47.1.2 when you loaded and stowed your luggage for carriage that loss or damage was of a type and extent that we should reasonably have contemplated resulting from that carriage (for the avoidance of doubt and without limitation, loss resulting from the absence or inadequacy of packing, the special nature of the luggage or the loading and stowing of items not acceptable for carriage is not loss of that type and extent); and

47.1.3 your loss is not related to your or your employer's business or another remunerative opportunity (including, for the avoidance of doubt and without limitation, any loss of profits or increase in business costs, any failure to obtain, or loss of a commercial opportunity regardless of whether that opportunity arose in the normal course of business, and any costs associated with any disruption to your business).

In any event, our maximum liability to you for total or partial loss or damage to articles, hand luggage or animals is capped at the amount set out in Article 34 of the CIV and is subject to your providing us with receipts evidencing any loss or damage.

#### **47.2 Registered Luggage:**

47.2.1 If you are travelling with extra, oversized or luggage allowed as registered luggage only as per Annex 1, according to our Conditions of carriage, you will need to use our registered luggage service where this is available, the remaining paragraphs of 47.2 apply.

47.2.2 Applicable prices are detailed on the registered luggage dedicated page of our website.

47.2.3 Each passenger must present himself or herself with his luggage and with his train ticket that will be used for his journey. It cannot be used to transport commercial goods.

47.2.4 Enquiries and bookings for registered luggage must be made through [travelservices@eurostar.com](mailto:travelservices@eurostar.com). For Customs' requirements registered luggage may only be carried, space permitting, on the same train as you. In

the event that there is no capacity to accept your registered luggage on your booked train, your ticket will be exchanged to the next available departure. Your luggage must be collected on the platform upon arrival at your destination.

47.2.5 The maximum authorized weight per luggage is 30 kg.

47.2.6 Each item of luggage must be labelled with the correct address, telephone number and destination station. Be sure to pack your luggage properly to allow handling and transportation without risk of damage. Defects that are already evident at the dispatch stage must be noted. The customer's acceptance of the receipt is regarded as recognition of the defects.

47.2.7 You also need to comply with the formalities required by customs or other competent authorities. All luggage is subject to customs inspection and /or checks from any competent security or border authority. Thus, we remind you that your luggage may be banned from transport and/or be kept by competent security authorities or border authorities.

47.2.8 After registration of your items, you will be given a receipt to present on arrival at the destination station to collect them. Registered luggage cannot contain unauthorized items listed in annex 1 of these Conditions. For the registration and collect of weapons as listed in Annex 1 to these Conditions, make sure that you can present all required certificate and license.

47.2.9 We are liable in accordance with the CIV and the PRR for any loss, damage or delay which results from us carrying your luggage as registered luggage. PRR and CIV rules contain certain applicable exclusions and limitations that state the liability of the Carriers for loss, damage, and late delivery of registered luggage. Under no circumstances, Eurostar International Limited could accept any compensation for consequential damages.

#### **48. Your liabilities**

48.1 If you bring any articles, luggage or animals on to our premises or on to our trains you will be responsible for any injury, damage or loss caused as a result of your failure to take reasonable care of it or them (including, without limitation, by your failure to remove any luggage from our premises or our trains at the end of your journey).

**48.2** You must comply fully with any requirements of the security and border control authorities in any jurisdiction in relation to your luggage.

#### **49. Examination and destruction of luggage**

We may open and examine the contents of any luggage you leave on our trains or premises (including luggage

left unattended), before removing such luggage to a secure place. We may, without any liability, remove and/or destroy any luggage and/or any other property which might in our opinion present a security risk or cause injury or inconvenience to persons or damage to property.

#### **50. Found items**

You may not regard any item which you find on our premises or trains as belonging to you and must hand over any such item immediately to a member of our staff (or, in the case of money, to the appropriate police staff) for safekeeping.

#### **51. Charges/Liability for lost property**

We may make a reasonable charge for the return of lost or unclaimed luggage or other lost property to the owner, depending upon the type of article and the period during which we have held it before it is claimed. Subject to paragraph 52 and subject as provided in paragraph 47.1 in respect of accompanied luggage and in paragraph 47.2.9 in respect of registered luggage, we are not liable for any loss or damage which you sustain in respect of lost, unclaimed luggage, luggage returned in whole part or other property.

#### **52. Disposal of unclaimed luggage**

All items of lost or unclaimed luggage or other lost property which have not been claimed by the owner within twenty eight (28) days of being found will be regarded as having been abandoned. Once they are regarded as abandoned, they may be sold or otherwise disposed of and the proceeds of the sale will be retained by us or otherwise dealt with by us at our discretion. Perishable articles may be disposed of earlier. Any costs of return of items will be borne by the owner.

#### **53. Additional conditions for left luggage**

Left luggage conditions are exhibited at stations where a locker or other facility is offered. Unclaimed left luggage will be dealt with in a similar manner to lost or unclaimed luggage, as set out in paragraphs 51 and 52 above.

### **SECTION 3 – GENERAL**

#### **54. Animals**

We allow guide and assistance dogs and assistance cats where a passenger requires the support of the guide or assistance dog or assistance cats to travel (in accordance with all the requirements of the PETS Scheme), but we do not allow passengers to bring any other animals on board any Eurostar London Routes service as hand luggage, registered luggage or otherwise. For safety reasons, access to our trains by persons travelling with a guide or assistance dog or assistance cat is limited to four (4) per train.

You must contact our Contact Centre at least 24 hours before your journey as pre-departure checks are required in order to approve your guide or assistance dog or assistance cat for travel. If you do not contact us at least 24 hours before your journey, your guide or assistance dog will not be permitted to travel. Before departure it is the dog or the cat owner's responsibility to ensure that their dog or cat has a valid Animal Health Certificate or EU pet passport; that the dog's or cat's vaccines are up-to-date before travel and that the name on the dog's or cat's ticket matches that found on the Animal Health certificate or EU pet passport, final approval checks of the guide or assistance dog or assistance cat will happen in our stations on the day of travel. Entry for dogs or cats travelling between the UK and EU countries may be subject to checks by the relevant authorities and dog or cats owners will be directly responsible for the payment of all related costs (e.g. if the relevant authorities hold dogs or cats before making a decision on entry).

#### **55. Car Parking**

The conditions governing the parking of motor vehicles and bicycles are available for inspection at our stations where this facility is offered.

#### **56. Wifi On-Board**

56.1 The wifi service is provided free of charge as a compliment to your journey and no part of the ticket price is attributed to the provision of the wifi service.

56.2 the wifi service is provided on an "as is", "as available" basis without warranties of any kind. All warranties, conditions, representations, indemnities and guarantees with respect to the content or service and the operation, capacity, speed, functionality, qualifications, or capabilities of the wifi service whether express or implied, arising by law, custom, prior oral or written statements by Eurostar International Limited, or otherwise are hereby overridden, excluded and disclaimed.

56.3 access to the wifi service is subject to the Eurostar International Limited Wifi Terms and Conditions which are available when you register to use the wifi service.

#### **57. Complaints**

Any complaints should be addressed to our Traveller Care department in writing within three (3) months of the date of the incident. Please contact us:

- online [[uk-en/contact-us/eurostar-contact-details?faq](https://www.eurostar.com/uk-en/contact-us/eurostar-contact-details?faq)]; or

- by post to the following address

Eurostar Traveller Care Team

2nd Floor Kent House

81 Station Road

Ashford, Kent TN23 1AP

United Kingdom

We will acknowledge receipt of all complaints within one (1) month of receiving them. If your complaint is complex or we need to get extra information to provide you with a full response, we'll get back to you as soon as possible once we've fully investigated. If this happens, we will keep in touch with our expected response date and provide an update on our progress every 10 days. Where appropriate, we will pass the complaints to the carriers responsible for them to deal with.

Our working languages are English, French, Dutch and German.

If you have submitted a claim to our Traveller Care department but are unsatisfied with the response, or if you have not received any response within the three-month delay, you can contact in English or French the **Médiation SNCF Voyageurs** either online on the following link: <https://mediation.sncf-voyageurs.com/> or by post to: **Médiation SNCF Voyageurs**, TSA 37701 – 59973 Tourcoing Cedex– France. The applicable rules and procedure when submitting a request to the **Médiation SNCF Voyageurs** are governed by a Mediation agreement ('Protocole de médiation') Eurostar International Limited has entered into. The Protocole de médiation is accessible online on <https://mediation.sncf-voyageurs.com/saisir-le-mediateur/> and in the **Médiation SNCF Voyageurs** annual report.

Alternatively, in the UK, you can contact London Travel Watch on [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk) or write to FREEPOST RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ

In addition, a European online dispute resolution (ODR) platform exists to facilitate access to Alternative Dispute Resolution (ADR) for complaints. If available, the platform can be accessed at <http://ec.europa.eu/odr> and claims submitted to the platform will be addressed in accordance with Regulation EU 524/2013.

#### **58. Law, Jurisdiction of Courts and Language**

Subject to any mandatory national laws, these Conditions of Carriage and all non-contractual obligations arising from them or connected with them will be governed by English law. Any person bringing an action under these Conditions of Carriage irrevocably submits to the jurisdiction of the English Courts.

These Conditions of Carriage are originally drafted in the English language. They are also translated into the French, Dutch and German languages.

#### **59. Disputes**

59.1 It is noted that the CIV contains provisions relevant to the assertion of rights under the CIV.

59.2 An action based on the liability of a carrier in the event of the death of, or personal injury to, passengers may only be brought against the carrier having performed the part of the carriage on which the accident

happened. If this part of carriage was not provided by the carrier, but by a substitute carrier, then the person entitled may address his claim to that substitute carrier instead.

59.3 An action for the recovery of a sum paid for the contract of carriage may be brought against any one of the carriers taking part in the performance of the contract of carriage.

59.4 An action for refund or compensation for delays based on entitlement under the PRR or CIV and other actions made on the basis of the contract of carriage may only be brought against the first or the last carrier or the carrier having performed the part of the carriage on which the event giving rise to the proceedings occurred.

59.5 If the person entitled has a choice between several undertakings, his right to choose is extinguished as soon as he brings an action against one of them.

#### **60. Authority of our staff or agents**

Our staff or agents have no authority to waive or change these Conditions of Carriage.

#### **61. Data Protection**

Eurostar International Limited will process your personal data in accordance with our privacy policy which is available on our [website](#). We have implemented the appropriate technical and organisational measures to secure customer data and ensure that this data is not accessible by any unauthorised person. We may be obliged to make personal data available to authorised U.K. or EU authorities in accordance with applicable law and regulations, notably for the purposes of the prevention, detection, defence and prosecution of crime, security and counter-terrorism. If you believe that we are storing details relating to you and that these are incorrect or to exercise any of your rights regarding your personal data, please email [data.protection@eurostar.com](mailto:data.protection@eurostar.com), or alternatively write to the Data Privacy Officer of Eurostar International Limited at 6th floor, Kings Place, 90 York Way, London, N1 9AG, (United Kingdom).

#### **62. Amendments**

We reserve the right to amend these Conditions of Carriage at any time. The Conditions of Carriage which apply to your journey are those published at your date of travel. We will not amend these Conditions of Carriage with retroactive effect following your date of travel.

#### **63. Rights Of Third Parties**

Unless expressly provided in these Conditions of Carriage, none of the terms of our contract with you, including these Conditions of Carriage, is enforceable or intended to be enforceable under the Contracts (Rights of Third Parties) Act 1999 by any party or person other than you.

#### 64. Interpretation

The use of the words "you" and "your" refers in each case to any passenger or passengers travelling on our trains. References in these Conditions of Carriage to "paragraphs" are to paragraphs of these Conditions of Carriage.

#### Appendix 1

The table below sets out articles which must not be taken on board our trains (carriage prohibited) and articles that may only be taken with special permission as registered luggage by prior arrangement (carriage permitted as registered luggage). Note that this list is not exhaustive; passengers will not be allowed to keep articles with them on the journey if the item is inherently dangerous, is likely to cause property damage, or if there is reason to suspect the article may be used to commit an act of violence or threat. Carriage as registered luggage may be refused. If you are in any doubt, make contact well in advance of your proposed journey.

<b>NOT ALLOWED</b>	<b>ALLOWED AS REGISTERED (HOLD) LUGGAGE ONLY WHERE THIS SERVICE IS AVAILABLE</b>
Unlicensed firearms, including replicas and de-activated firearms. Imitation or toy guns that have the appearance of a genuine weapon.	Authorised firearms not requiring a certificate e.g. compressed gas or air powered match pistols or hand guns.
Any kind of ammunition (of any calibre and in any quantity).	Licensed firearms under section 2 of the Firearms Act 1968 and/or any local applicable regulation. Generally speaking, licensed firearms are limited to shotguns and rifles for hunting and sporting purposes. You will need to check in advance with the relevant national authorities in the country of boarding and destination.  A firearm certificate will be required and a European Firearms Pass may be required. <b>Note that all ammunition must be removed and must not be taken on board.</b>

<p>All explosives: military shells (including war souvenirs &amp; relics), detonators, smoke cartridges, grenades, mines, explosive military stores, imitation devices, fireworks, flares, pyrotechnics.</p>	<p>Swords (ceremonial and real). Sword sticks &amp; umbrellas containing a sword blade. Please note fencing swords can be carried as permitted luggage provided they are in a protective case.</p>
<p>Items containing incapacitating substances such as gas guns, tear gas sprays, mace, CS gas, phosphorus, acid and other dangerous chemicals that could be used to maim or disable.</p>	<p>Ceremonial weapons such as kukri or skeandhu, martial arts weapons, crossbows, crossbow bolts, longbows and arrows, starting pistols.</p>
<p>Bulk quantities of inflammable substances e.g. petrol, methylated spirits, paint thinners.</p>	<p>Dangerous sporting equipment (see <a href="#">sporting equipment</a> section).</p>
<p>All flick knives, gravity knives and daggers. Folding pocket knives with a blade over 3" (75mm) in length are also banned. (Small folding pocket knives with blades under 75mm are the exception &amp; are permitted).</p>	<p>Open razors / Cut-throat razors.</p>
<p>Any other weapon made, adapted or intended for use as an offensive weapon.</p>	<p>Kitchen knives and household utensils. DIY tools such as screwdrivers, drills &amp; hammers.</p>
<p>Electric scooters (e-scooters) and hoverboards. This does not apply to battery powered mobility scooters which are allowed.</p>	

Remember, this list doesn't cover absolutely everything, but it's a good guide to what you can and can't take with you. Anything that's inherently dangerous or that could be used to commit an act of violence or threat will not be allowed.

If our security teams have any concerns about an item that they believe might represent a risk, Eurostar reserves the right to remove or refuse that item.

**Version as of August 2023**