

Eurostar Service Terms and Conditions of Carriage for routes between France, Belgium, the Netherlands, and Germany (Date: 01-October 2023)

DEFINITIONS

For the purposes of these Terms and Conditions of Carriage,

- **"IATA/ATB Ticket"** means a paper travel ticket with magnetic strip, which features certain information.
- **"Home-printed ticket"** means a ticket ordered on a website listed in article 2.2. of these Terms and Conditions of Carriage, printed on A4 paper in portrait format using a laser or ink jet printer and presented exclusively in this format, together with the Passenger's identity document, at the time of inspection. The printed ticket is nominative, personal and non-transferable.
- **"Irregularity report"** means the document established by the Train Manager, a copy of which is delivered to the Passenger if the latter is in an irregular situation on board (pricing irregularity, fraud, inappropriate behaviour, etc.).
- **"Eurostar London Route Services"** means the high speed passenger rail services for the Eurostar trains/routes from/to London (including from Lille to Brussels), operated by Eurostar International Limited under the brand name "Eurostar".
- **"Eurostar Continental Route Services"** or **"Eurostar Continental Route"** means the high speed passenger rail services for all Eurostar trains/routes between Belgium, France, Germany and the Netherlands (excluding the trains from/to London and from Lille to Brussels) operated by THI Factory SA under the brand name "Eurostar" and subject to these Eurostar Continental Route Terms and Conditions of Carriage.

- **"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 Route Service and a Eurostar Continental Route Service purchased as part of a single commercial transaction are considered to be Through Tickets within the meaning of article 12 of the PRR.
- **"e-Voucher"** means the electronic compensation voucher delivered by Customer Service that can be used on eurostar.com, or the discount voucher issued by Eurostar during a promotional campaign.
- **"Administrative Fees"** means, depending on the case:
 - The amount owed to the distributor for drawing up a transport contract in a point of sale (call centres, agencies);
 - Or the amount of the costs related to drawing up an Irregularity Report by the Train Manager (in addition to the amount payable for regularisation).
- **"Mobile Ticket"** means the e-Ticket format on mobile phones.
- **"Person with disabilities"** refers equally to the concepts of **"person with disabilities"** and/or **"person with reduced mobility"**. **"Person with disabilities"** or **"Person with reduced mobility"** means any person whose mobility is reduced, when using a means of transport, due to any physical disability (sensory or motor, permanent or temporary), or any intellectual disability or deficiency, or any other cause of disability, or age, and whose situation requires that the service made available to all passengers be carefully considered and adapted to meet their specific needs.
- **"THI Factory"** or **"We"** means the Belgian public limited liability company, whose registered office is located at 4 Place Marcel Broodthaers, 1060 Brussels (VAT registration BE 0541.696.005, BTR Brussels), which, on the basis of a railway undertaking licence, a safety certificate and various partnerships, operates and distributes, directly or indirectly, international and national high speed passenger transport services in Belgium, France, Germany and the Netherlands as well as ancillary, complementary or annex services.
- **Eurostar International Limited** means the company incorporated in England and Wales under number 2462001, whose registered office is located at 6th floor, Kings Place, 90 York Way, London, N1 9AG, (United Kingdom). THI Factory SA and Eurostar International Limited are owned by the same parent company.
- **"e-Ticket"** means a paperless travel ticket confirmed by the electronically recorded travel information. The e-ticket is nominative, personal and non-transferable.
- **"Train Manager"** means the head of the train, responsible in particular for inspections and safety on board.
- **"Carrier(s)"** refers individually or collectively to the railway undertakings that operate the Eurostar Continental Route transport service and with which the transport contract is agreed, viz.:
 - NS Internationaal B.V for the part of the trip in the Netherlands as subsequent carrier within the meaning of article 3 a) of the Uniform Rules concerning the

Contract of International Carriage of Passengers by Rail (RU CIV) developed within the International Rail Transport Committee (CIT);

- THI Factory for the part of the journey in Belgium and France;
- THI Factory for the part of the journey in Germany, given that THI Factory will entrust SNCF Voyages Deutschland GmbH with the provision of transport on German territory as a substitute carrier within the meaning of article 3 b) of the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (RU CIV) developed within the International Rail Transport Committee (CIT).

- **“Passenger” or “You”** means any person travelling on a train.

PART 1

THE TRANSPORT CONTRACT

The transport contract referred to in the terms herein is agreed between the Carriers and the Passenger and is governed by the following, in descending order of importance:

1. 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**"): <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782> ;
2. the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail developed within the International Rail Transport Committee (CIT) ("**RU CIV**"): <https://www.cit-rail.org/en/rail-transport-law/cotif/>;
3. these Terms and Conditions of Carriage;
the General Conditions of Carriage for Rail Passengers developed within the International Rail Transport Committee (CIT) ("**GCC-CIV/PRR**"): <https://www.cit-rail.org/en/passenger-traffic/products/>.

The transport contract referred to herein covers all transport carried out by THI Factory SA for the Eurostar Continental Route Services, excluding any journey carried out with another means of transport (other rail operator, aircraft, bus, tram, metro, taxi, car, etc.), or on foot. Consequently, the transport contract referred to herein does not cover the transfer journey, even if it was between stations in the same agglomeration unless such a journey is expressly provided for by these Terms and Conditions of Carriage.

PART 2

TICKETS

The transport contract is confirmed by one or more tickets issued on paper or electronic media.

Unless otherwise indicated, a travel ticket materialises the transport contract.

Paper and electronic tickets provide proof, until demonstrated otherwise, of the existence and content of the transport contract. With respect to electronic tickets, this provision is only applicable if the Passenger can provide the information recorded electronically, as specified in Article 2.5.1 hereof.

2.1. Acceptance of these Terms and Conditions of Carriage

By purchasing a ticket for Eurostar Continental Route Services by any means whatsoever, and/or by using the Eurostar Continental Route transport service, the Passenger unconditionally accepts the present Terms and Conditions of Carriage.

2.2. Booking and conditions of use of travel tickets

To travel with Eurostar for Eurostar Continental Route Services, Passengers must be in possession of a ticket with a reservation issued in any one of the following formats: IATA/ATB ticket, home-printed ticket, e-Ticket (on this topic see the provisions of Article 2.3. below).

A seat reservation is compulsory. The Passenger is obliged to occupy this seat within 15 minutes after departure of the train from the original station for which the reservation was made, at the risk of losing his/her right to a seat and, if applicable, have his/her situation rectified in accordance with article 2.5. hereof.

When a Passenger boards a train without a ticket with seat reservation for that train, he/she must immediately find the Train Manager to rectify the situation.

Passengers can request the seat, or seats, they want to reserve via certain sales channels. Seats are allocated based on availability.

Tickets can only be used for a single trip on the date, in the train for origin-destination and in the comfort class specified. Under certain conditions and subject to availability, some fares do, however, allow Passengers to travel in a different Eurostar Continental Route Services train on the same day and for the same origin-destination.

When buying a ticket, Passengers must double-check that the price, dates, times, itinerary and origin-destination featured on the travel ticket match their order.

2.3. e-Ticket bookings and conditions of use

The e-Ticket allows customers who wish to make one or more trips on Eurostar Continental Route Services trains to travel without a physical ticket, subject to the terms and conditions set out below. The common name for an e-Ticket is "virtual ticket". It replaces traditional paper tickets. The underlying transport contract only exists in electronic form and information

about the journey (Passenger's name, date and time of the trip, departure and arrival stations, comfort class etc.) are recorded in an electronic format that can be consulted in various ways and inspected in accordance with Article 2.5. below.

2.3.1 Conditions of use

e-Ticket reservations are nominative, personal and non-transferable. The name on the ticket may not be modified. For grouped bookings and group travel, the e-Ticket is only possible if all members of the group travel with this ticket format. The use of an e-Ticket is optional, except for trips paid totally or partially in E-Vouchers for which only the e-Ticket issue mode is eligible.

2.3.2 Booking confirmation

An instant travel confirmation is sent by email for all e-Ticket purchases and exchanges, containing all the main information about the trip, sales information and a link to the e-Ticket in PDF. This confirmation provides the Passenger with a record of all the information about the trip (Passenger name, date, time, train No., seat No., etc.). If required, in addition to the travel confirmation, the Passenger (or the e-Ticket purchaser, if different from the Passenger) will also receive a purchase confirmation from the distributor by email for tickets purchased on the Internet or from a travel agent. When an e-Ticket is cancelled, the Passenger will always receive an email confirming the cancellation.

If required, the Passenger will also receive an email containing information about any disruptions to the Eurostar Continental Route Services for his/her trip. To the extent that it is possible, Passengers who provide their mobile telephone number at the time of booking will receive information on their mobile phone, prior to the train departure time, concerning disruptions to Eurostar Continental Route Services. If requested, Passengers with a smartphone will also receive a MobileTicket containing their on-board identification barcode.

2.3.3 Disputes related to Ticket use

In the event of a dispute about the use of an e-Ticket, Passengers will have one month after the date of travel to file a complaint with Customer Service. No claims will be accepted after this deadline.

2.3.4 Responsibilities

THI Factory cannot be held liable for any absence, delay, loss or wrong distribution of the email/SMS or for their being sent to the wrong address, for any unavailable Service or malfunction, or for any telephone or Internet connection problems that may delay or prevent performance of the obligations for which they are responsible as part of the e-Ticket service. Although THI Factory endeavours to check that all information communicated to Passengers is correct, THI Factory cannot be held liable for errors contained in the information or for any consequences thereof. THI Factory furthermore disclaims all liability for fraudulent use of an e-Ticket.

2.4. Purchases

Unless otherwise provided for in the special conditions, Eurostar Continental Route Services travel tickets can be purchased by the Passenger on eurostar.com websites, the Eurostar mobile application and from Carriers (with the exception of THI Factory) and from their approved distributors. Handling fees may be added and are payable by the Passenger.

Lost or stolen travel tickets will be neither replaced nor refunded.

For Passengers travelling alone, fares are offered for sale up to four months prior to the departure date while for Passengers travelling with the Group option, fares are offered for sale up to four months before (except for certain trains, including seasonal trains). Depending on the fare, sales close a few minutes prior to the departure of the train. The purchase price of a travel ticket includes transport, allocation of a reserved seat and, where applicable, the services specific to the comfort class.

2.4.1 Purchases in Germany:

- DB Stations (DB Reisezentrum)
- From DB approved travel agencies
- Telephone*:
 - Customer Service Center: (+49) (0)30 70070000 (cost of a local call depending on the operator) ,
 - €14, £12 or \$20 fees are charged for sales and after sales by phone – charged per request and not per ticket.
 - PRM, companion and assistance bookings: same number as above – no fee applied
 - Group bookings: +49 30 91739258 (cost of a local call depending on the operator – no fee applied - 09:00 - 17:00 (Monday to Friday),
 - Club Eurostar :
 - Avantage: (+49) (0)30 70070000 (cost of a local call depending on the operator),
 - DB Call Center: +49 (0) 180 6 996633 (€0.20/min from a landline in Germany; €0.60/min maximum from a German mobile), 24/7
- Internet: DB approved travel agencies and on www.bahn.de.

2.4.2 Purchases In France:

- SNCF stations and shops
- From SNCF approved travel agencies
- Telephone*:
 - Customer Service Center: (+33) 170706088 (cost of a local call depending on the operator),
 - €14, £12 or \$20 fees are charged for sales and after sales by phone – charged per request and not per ticket.
 - PRM, companion and assistance bookings: same number as above – no fee applied
 - Group bookings: +33 1 86266965 (cost of a local call depending on the operator– no fee applied – 09:00 – 17:00 (Monday to Friday) ,
 - Club Eurostar:
 - Classique and Avantage: (+33) 170706088 (cost of a local call depending on the operator),
- Internet: SNCF approved travel agencies and on www.sncf-connect.com

2.4.3 Purchases in Belgium:

- SNCB stations open for the sale of international tickets
- From SNCB-Europe and SNCF approved travel agencies
- Telephone*:
 - Customer Service Center: (+32) 2 4006776 (cost of a local call depending on the operator),
 - €14, £12 or \$20 fees are charged for sales and after sales by phone – charged per request and not per ticket.
 - PRM, companion and assistance bookings: same number as above – no fee applied

- Group bookings: +32 2 5861804 (cost of a local call depending on the operator– no fee applied - 09:00 - 17:00 (Monday to Friday),
- Club Eurostar:
 - Classique and Avantage: (+32) 2 4006776 (cost of a local call depending on the operator)
- Customer Service Center: +32 70 66 77 88 (max. 0.30€/minute), 7 days a week from 07:00 to 22:00.
- By Club Eurostar Customer Service Center: +32 (0) 70 35 50 50 (€0.30/minute), 7 days a week from 07:00 to 22:00.
- These fees are not reimbursed in the event of a refund or cancellation of the train ticket. Check with a point-of-sale or the web site www.b-europe.com to find out about the conditions under which file fees are not applicable.
- Internet: SNCB-Europe approved agencies and all SNCB-Europe sites www.b-europe.com

2.4.4 Purchases in the Netherlands:

- Stations: Stations open for international ticket sales
- Telephone*:
 - Customer Service Center: (+31) 20 5323232 (cost of a local call depending on the operator),.
 - €14, £12 or \$20 fees are charged for sales and after sales by phone – charged per request and not per ticket.
 - PRM, companion and assistance bookings: same number as above – no fee applied
 - Group bookings: +31 20 5321560 (cost of a local call depending on the operator – no fee applied - 09:00 - 17:00 (Monday to Friday) ,
 - Club Eurostar:
 - Classique and Avantage: (+31) 9006677888 (cost of a local call depending on the operator),
- NS International approved travel agencies or www.nsinternational.nl

2.4.5 Purchases in the UK:

- Telephone*:
 - Customer Service Center: (+44) 3432 186186 (cost of a local call depending on the operator),
 - €14, £12 or \$20 fees are charged for sales and after sales by phone – charged per request and not per ticket.
 - PRM, companion and assistance bookings: same number as above – no fee applied
 - Group bookings: (+44) 3448224800 (cost of a local call depending on the operator – no fee applied - 09:00 - 17:00 CET (Monday to Friday) ,
 - Club Eurostar :
 - Classique and Avantage: (+44) 3432 186186 (cost of a local call depending on the operator).

2.4.6 Purchases in the US:

- Telephone*:
 - Customer Service Center: 01 646 934 6454 (cost of a local call depending on the operator).

**Opening hours of Customer Service Center for Eurostar Continental Route Services: 7 days a week from 07:00 to 22:00 CET.*

2.4.5 Use of e-Vouchers

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.

2.5. Ticket inspection and management of irregular situations

1) Passengers must be able to present their ticket at the gate before boarding the train and/or at any time during the journey, and, where applicable, the supporting documents related to the travel conditions (e.g. document testifying to a right to special fares, identity card, Club Eurostar Digital Card, 2D code featured in the email confirming membership of Frequent and Premium Pass, the outbound and return tickets when the fare only applies to a return journey, etc.) as well as all documents or information we may need to verify in compliance with local legislation (e.g. French health pass ('pass sanitaire'), EU COVID certificate, etc.).

Passengers are encouraged to travel with digital booking confirmation if they have made an e-Ticket reservation. They must be able to present a valid booking confirmation in their own name at the time of inspection:

- a legible e-Ticket (accessible via the PDF link sent in the e-mail or via the Club Eurostar account) with the 2D barcode or
- a Club Eurostar card, or
- a MobileTicket if the customer has requested one and sent his or her mobile telephone number at the time of booking.

Only a digital record in the Eurostar information system is deemed valid proof.

2) The holding and/or validity of travel tickets (including that of the supporting documents) and/or of all documentation or information that we may need to verify in compliance with local legislation, is checked on the platform and/or on board by Eurostar Continental Route Services personnel. If necessary, the identity of the Passenger may also be checked.

Anyone, even in possession of a valid ticket, who contravenes the conditions governing reservations and/or the use of their ticket and/or these Terms and Conditions of Carriage, and/or who does not comply with any instruction, health measure, safety or security requirement imposed by local authorities and/or by THI Factory on its rights of way and/or on board its trains, and/or whose behaviour may potentially threaten the safety of the train and/or the comfort of other Passengers may be refused access on-board or be removed from the train, without any right to reimbursement of the price of the ticket.

On board, Passengers who are not in possession of a valid ticket (or who are not in possession of the supporting documents related to the journey) must report on their own initiative to the Train Manager, who will rectify the situation based on the reference fare for the comfort class in question, plus on-board charges of €25 (in cash or by bank card – cheques are not accepted). Failing immediate payment, the Passenger may be refused access on-board or be excluded from the train, without prejudice to the establishment of an Irregularity report as set forth below, with no compensation for the Passenger being admissible. In this instance, a fixed amount of €40 for administrative fees will be added to the surcharged boarding tariff as described above.

Failing immediate payment by the customer of the sum requested, and/or in an obvious case of fraud, and/or in the event of behaviour likely to prejudice the safety of the train and/or the comfort of the Passengers, and/or in case the health measures or safety requirements that were imposed by the local authorities or by THI Factory are not respected, the Train Manager will draw up an irregularity report upon presentation of an identity document and leave a copy with the Passenger. This Irregularity report may lead to regularisation indemnities (up to 95 euros for irregularities other than failure to possess a valid train ticket) and/or later court

proceedings, without prejudice to any applicable damages which will remain the Passenger's responsibility. In similar cases, holders of an entitlement to special rates, a subscription, or other, will also incur the risk of immediate withdrawal of that entitlement and the document establishing it, and are liable for payment of the administrative charges. In the event of clear fraud during a trip, any unused e-Tickets will not be refunded. If the Passenger has not paid the sum required to regularise his or her situation on board, and does not make payment within 15 calendar days, either by bank transfer or by paying [online](#), an additional charge of €150 will be claimed for a first reminder and, following the second reminder, the case file will be sent to a bailiff and/or a debt collection agency.

3) For security reasons and to ensure an on-time departure, the Passengers must be on the platform and ready to board the train at least two minutes before the train departure time. If not, they may be refused access to the train.

4) At some train stations (e.g. Rotterdam, Schiphol Airport, Amsterdam) Passengers are required to scan the barcode on their travel ticket at the access gates in order to be able to enter and to exit the station. In such a case, Passengers are required to (i) print their ticket so that they can scan the barcode that is on it, and (ii) be present at the station enough time in advance so that they can be on the platform on a timely basis in accordance with the provisions of Article 2.5. 3 above.

2.6. Availability and over-booking

1) Not all Eurostar Continental Route Services trains offer the same travel options or number of seats for the different travel options. The lowest cost fares are available in limited quantities. It is therefore recommended to purchase your ticket as early as possible, based on the fare conditions, to increase the probability of travelling at a preferential price.

2) Trains that are said to be full at the time of booking will, however, sometimes have a few available seats, insofar as Passengers may not show up at departure time. A few seats may therefore be offered in overbooking, but without a guaranteed seat (fold-down seats are available), or in-carriage catering in "Premium". During the booking process and before paying for the travel ticket, the Passenger is duly informed that he or she is buying a ticket with no guarantee of a seat. In this case, the ticket will indicate "seat based on availability". He should therefore report to the Train Manager, who will endeavour to allocate an available seat if possible.

2.7. Exchanges and refunds

1. The principle and conditions for exchanging a travel ticket depend on the chosen fare. Exchanges can be made via (i) the issue of a new ticket for IATA travel tickets, (ii) a change to the Passenger's file for home-print tickets and e-Tickets with, potentially, payment of the price difference. The exchange must be made for the same origin-destination pair as the original ticket. Exchanges are possible as long as seats are available on the train.

2. The principle and conditions for a refund of the travel ticket depend on the fare (Part 3 – Pricing). To cancel a booking and receive a reimbursement, You need to contact your original purchase channel.

Regardless of the country of purchase, requests for refunds for tickets bought from a travel agency may only be made to the issuing agency, if the type of ticket chosen entitles the Passenger to a refund. The travel agency may apply refund rules with handling fees, which

are payable by the Passenger.

Where applicable under the terms of the fare, the refund may take place up to two months after the travel date shown on the ticket.

If the ticket was paid for using a credit card, the point-of-sale will make the refund through the credit organisation.

3. For a purchase made on our Website : Customers can manage their own bookings to change an e-Ticket that has been booked online on www.thalys.com or www.eurostar.com (to change travel purchased wholly or partially using E-Vouchers, see 2.7.8.)

In addition to the previous paragraph, the Customer can also contact:

4. For a purchase made in Germany:

Please see the Customer Service Center telephone numbers in Article 2.4.

5. For a purchase made in France:

Please see the Customer Service Center telephone numbers in Article 2.4.

6. For a purchase made in Belgium:

Please see the Customer Service Center telephone numbers in Article 2.4.

7. For purchases made in the Netherlands:

Please see the Customer Service Center telephone numbers in Article 2.4.

8. For a purchase paid for partially or totally with e-Vouchers:

Passengers who want to exchange an e-Ticket purchased in full or in part with e-Vouchers may manage their reservation:

- On the Eurostar.com website in the Account section

Passengers who wish to cancel an e-Ticket purchased in full or in part using e-Vouchers should visit our [website](#) for more information.

- If the travel 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 travel 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 by bank transfer at our discretion.

9. To change an e-Ticket journey booked online on thalys.com or eurostar.com from the Club Eurostar account

Customers may manage an e-Ticket booked online from their Club Eurostar account (to change a journey purchased in full or in part with e-Vouchers, the same rules as in paragraph 2.7.3.5 apply) to change a booking:

- On our website in the Account section
- Club Eurostar Customer Service Center (numbers by country as mentioned above).

For purchases that were not made on thalys.com or eurostar.com, exchanges and refunds must be handled through the initial purchase channel.

2.8. Carriers' liability

2.8.1 Liability in the case of physical injury to persons

In the event of the Passenger's death or injury while providing the transport:

- THI Factory is liable to Passengers for operating the service provided on the Belgian and French rail networks;
- THI Factory and SNCF Voyages Deutschland GmbH are jointly and severally liable to Passengers for operating the service provided on the German rail network in accordance with article 26 § 5 RU CIV;
- NS is liable to Passengers for operating the service provided on the Dutch rail network.

Carriers' liability (specifically including causes for exemption), and the compensation payable by them under this article, are governed by the provisions of part 11 of the GCC-CIV/PRR.

2.8.2 Liability in the event of damage to personal property

In the event of the death or injury of Passengers, the Carrier is also liable for damage resulting from the total or partial loss of or damage to the personal effects which the Passenger had on him or with him as hand luggage under the provisions of part 12 of the GCC-CIV/PRR.

2.8.3 Liability in the event of failure to observe timetables: policy in the event of delays, missed connections and cancellations

2.8.3.1 If the Passenger did not travel due to the departure of their train being delayed by more than 60 minutes or due to their train being cancelled

If the Passenger did not travel due to the departure of their Eurostar Continental Route Services train being delayed by more than 60 minutes or being cancelled, a free exchange or full refund is possible according to the terms and conditions below.

2.8.3.1.1. Exchange

If the initial booking was made via SNCB, SNCF, NS, Trainline or a travel agent

The Passenger must contact the point of sale through which the ticket was booked.

If the initial booking was made on Thalys.com or on eurostar.com or with the Customer Service Center

- For fares that are in principle exchangeable without fees, even after the train's departure time, the exchange can be made at the initial point of sale, namely on eurostar.com or via the Customer Service Center.
- For fares that are not exchangeable without fees after the initial departure time, the Passenger is exceptionally entitled to a free exchange. The exchange can be requested by telephone via the Customer Service Center (contact details provided in Article 2.7) or on social media, via Twitter or Messenger.

2.8.3.1.2. Refund

If the initial booking was made via SNCB, SNCF, NS, Trainline or a travel agent

The Passenger must contact the point of sale through which the ticket was booked.

If the initial booking was made on eurostar.com or on thalys.com or by telephone with the Customer Service Center

- For fares that are in principle fully refundable, even after the train's departure time, the refund can be requested at the initial point of sale, namely on eurostar.com or via the Customer Service Center.
- For fares that are not in principle fully refundable after the train's departure time, the Passenger is exceptionally entitled to a refund without fees. The refund can be requested by telephone via the Customer Service Center (contact details provided in Article 2.7) or on social media, via Twitter or Messenger.

2.8.3.2 Compensation in the event of a delay on arrival during a journey in a train

Eurostar Continental Route Services offers several alternative forms of compensation according to the duration of the delay.

Compensation is in the form of an e-Voucher as a priority, or paper vouchers for use in a travel agency, or upon your simple request, in reward points credited to your Club Eurostar account or a refund by bank transfer.

For any compensation in the form of an e-Voucher, or in reward points credited to your Club Eurostar account, we offer You a more generous compensation than is provided for under the European regulation on rail passengers' rights and regulations :

In the form of e-Vouchers:

- 30% of the ticket price for a delay equal to or greater than 60 minutes,
- 60% of the ticket price for a delay equal to or greater than 120 minutes*, and
- 75% of the ticket price for a delay equal to or greater than 180 minutes*.

In the form of reward points credited to your Club Eurostar account (where £0.09 = 1 point and €0.12 = 1 point and \$0.12 = 1 point):

- 25% of the delayed journey/destination as points for a delay equal to or greater than 60 minutes,
- 50% of the delayed journey/destination as points for a delay equal to or greater than 120 minutes, and
- 75% of the delayed journey/destination as points for a delay equal to or greater than 180 minutes.

*Monetary compensation by bank transfer or by credit card may be requested at all times, but in this case the percentages laid down in the European regulation on rail passengers' rights and regulations will apply, namely:

- 25% of the ticket price for a delay equal to or greater than 60 minutes and
- 50% of the ticket price for a delay equal to or greater than 120 minutes.

The amount of compensation in the form of e-Vouchers or in monetary form will be calculated based on the price actually paid by You for the Eurostar Continental Route Services or Through Ticket subject to the delay. If a contract includes more than a return service, and the cost of the individual section/service subject to the delay is not clear, the amount of your compensation under the above paragraphs 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 section/service of the journey subject to a delay, the fare will be based on

such amount as We reasonably specify reflecting the payment received by us in respect of your travel on that section/service of the journey.

We will inform You of the alternative travel possibilities available within 100 minutes of your scheduled train departure time or your delayed or cancelled Through Ticket. If we do not do so, and You travel to your final destination by train, coach or bus using the services of another transport company, we will reimburse the necessary, appropriate and reasonable costs incurred for the train, coach or bus. Your request must include supporting documents.

2.8.3.2.3. To submit a request for compensation (whatever means of compensation chosen), You can choose to: (i) complete the [online compensation form](#) on our website or (ii) complete and send us the form established by the European Commission . Requests submitted more than one year after the initial date of travel cannot be accepted.

2.8.3.3 Limits to the right to compensation

Passengers will not be entitled to any compensation if they were informed of the delay prior to ticket purchase or if, when continuing their journey, the delay is less than 60 minutes on arrival at the destination station.

No compensation will be paid under €4.

THI Factory will not be obliged to pay compensation to You if the delay, missed connection or cancellation was caused directly by, or was inherently linked to:

- a) extraordinary circumstances not connected with the operation of the railway, such as extreme weather conditions, major natural disasters or major public health crises which THI Factory, despite taking the necessary care in the particular circumstances, was unable to avoid, and the consequences of which THI Factory was unable to prevent;
- b) fault on the part of the passenger; or
- c) the behaviour of a third party which THI Factory, despite taking the necessary care in the particular circumstances, was unable to avoid, and the consequences of which THI Factory was unable to prevent, such as persons on the track, cable theft, on-board emergencies, law enforcement activities, sabotage or terrorism.

2.8.3.4 Rerouting and assistance

Pursuant to article 32 RU CIV (specific legal regime of rail transport law on exonerating causes), also appended to the PRR, Carriers are not legally bound to reroute or assist Passengers, as defined by articles 18 and 20 PRR, when the delay, missed connection or cancellation is due to one of the following causes:

1. circumstances beyond the control of the railway operations which the Carrier, despite due diligence in the particular circumstances of the case, could not avoid and the consequences of which it was unable to prevent, or
2. an error by the Passenger, or
3. the behaviour of a third party which the Carrier, despite due diligence in the particular circumstances of the case, could not avoid and the consequences of which it was unable to prevent. Other companies using the same rail infrastructure are not considered to be third parties. The right to appeal is not affected.

2.9. Minors

For safety reasons, children aged under 12 are not allowed to travel unaccompanied on board Eurostar Continental Route Services trains. Permission to board Eurostar Continental Route Services trains for children aged under 12 and travelling unaccompanied will therefore be refused categorically. If parents or legal guardians still leave the child unaccompanied on the platform, THI Factory will be forced to contact the Police, the only party authorised to take care of the child.

Children under the age of 12 are allowed to travel when accompanied by an adult or by a child aged between the ages of 12 and 18.

All minors (aged under 18) shall in all cases travel under the responsibility of their parents or legal guardians. It is the responsibility of the parents or legal guardians to obtain information from the competent national authorities and ensure that their child is in possession of the documents required to cross borders. The Train Manager can refuse access to any minor who does not have the required documents, and contact the appropriate authorities.

- Concerning the Eurostar Continental Route Services connections with departure from France, minors residing in France not accompanied by at least one of their parents or one of their legal guardians must be in possession of an Official Authorisation to leave the Country (AST) required by the French authorities.

2.10. Persons with disabilities

1. A request for assistance at the station can be made in order to facilitate boarding and getting off the train for persons with disabilities. This request must be made 24 hours before travel at the latest by calling:

- In Belgium: +32 (0)2 528 28 28 every day from 07:00 to 21:30 (cost of a local call depending on the operator) or through SNCB Europe's [online request for assistance](#) (free service). Assistance can be requested as soon as You have booked your journey and at the latest 24 hours before departure;
- In France: +33 (0)8 90 64 06 50 daily from 07:00 to 22:00 (cost of a local call depending on the operator) or using the [online request for assistance](#) (free service). Assistance can be requested as soon as You have booked your journey and at the latest 24 hours before departure;
- In the Netherlands: +31 (0)3 02 35 78 22 (cost of a local call depending on the operator). Assistance can be requested as soon as You have booked your journey and at the latest 24 hours before departure;
- In Germany: +49 (0)1 806 512 512 from Monday to Friday, 06:00 to 22:00 and Saturdays, 08:00 to 14:00 (first 30 seconds free of charge, then €0.20/min from a land line in Germany or a maximum of €0.60/min from a mobile). Assistance can be requested as soon as You have booked your journey and at the latest 24 hours before departure;
- In the UK: It is not possible to book the assistance service in advance. You should therefore report to check-in no later than 60 minutes before the train departs and request assistance from the Eurostar help desk (see the Eurostar website for more information)

www.eurostar.com).

Assistance cannot be guaranteed if it has not been requested within the time frames given above.

2. A special fare is available for Passengers travelling in wheelchairs. On board Eurostar Continental Route Services trains, these passengers have a special area for wheel chairs fitted out in "Premium" in cars 1, 11 and 21, at a special set price. A chair with a moving seat allows You to take your place with ease and meals are served at your seat. The toilets have been adapted to offer improved access.

Travel in a wheelchair is possible only if the wheelchair does not exceed the following dimensions:

- 70 cm wide/120 cm long
- Turning circle: 150 cm
- Maximum weight: 300 kg including the user and luggage

If these conditions are not met, the wheelchair cannot be loaded into the car provided and reserved for this purpose.

Only manual or electric wheelchairs are allowed on board. Wheelchairs with combustion engines may not board Eurostar Continental Route Services trains.

3. Companions of persons with disabilities benefit from a special fare:
 - Persons accompanying wheelchair passengers are eligible for a special "**Companion**" fare. In "Premium", a special area for wheelchairs in cars 1, 11 and 21, is available for these persons at a special set price.
 - Persons accompanying passengers with other forms of disability that do not require a wheelchair have a "**Guide**" fare. This fare is valid for all service classes at a special set price.

2.11. Travelling with pets

Small pets travel for free on Eurostar Continental Route Services trains if carried in a container that is no larger than 45 cm x 30 cm x 25 cm and if they weigh no more than 6 kg.

A Passenger may travel with a maximum of 2 pets. All pets must be up to date with their vaccinations. Supporting documents to prove this must be presented.

Exceptionally, pets weighing over 6 kg may travel outside a container as long as they are muzzled so as not to bother the other Passengers. Animals not transported in a container are allowed on board only on purchasing a ticket at the "Dog" rate (only sold on board by the Train Manager) and if they travel on the Passenger's lap or are kept on a lead on the floor of the car and muzzled so as not to bother those around them. At the request of another Passenger, the Train Manager may move an animal and its owner to another part of the train.

Guide dogs assisting blind people and service dogs travel for free.

With the exception of guide dogs assisting blind people and service dogs, animals are not accepted on board Snow and Sun trains.

Dangerous dogs, wild animals, birds (parakeets, canaries...) are not allowed on board.

2.12. Luggage

Passengers are solely responsible throughout the journey for the luggage they bring on board (including luggage placed in the racks between compartments). All luggage must be labelled with the Passengers' first and last names.

Luggage must not obstruct doorways, emergency exits or corridors. Passengers may not attach their luggage to the train (with rope or padlocks) in accordance with Article 2.5.

With the exception of the Snow and Sun trains, each Passenger may bring a maximum of 3 pieces of luggage on board of the train:

- two pieces of luggage, not exceeding 75 cm x 53 cm x 30 cm in size
- one piece of hand luggage.

There are no weight restrictions for luggage. However, Passengers must be able to carry all of their luggage by themselves.

As an exception to the preceding paragraph, Passengers may bring on board "special" luggage that is larger than the standard size, if it is carried in a slipcover not exceeding 2 meters and it is not on the list of unauthorised luggage, available on the eurostar.com website. The Passenger must check the "Prohibited items" section of the eurostar.com website to ensure that the luggage will be allowed on board. In case of doubt, the Passenger is invited to contact Customer Service before departure.

Passengers travelling with special luggage in a slipcover no larger than 2 metres may also bring at most one piece of luggage measuring no more than 75cm x 53cm x 30cm and one piece of hand luggage. There are no weight restrictions for luggage. However, Passengers must be able to carry all of their luggage by themselves.

In the event of excess baggage or failure to comply with these conditions, the Train Manager may charge an additional fee of €30 per item or refuse the Passenger permission to continue his/her journey or board the train, with no entitlement to a refund of the transport price.

A Passenger travelling with a child may bring one pushchair on board in addition to the three authorised pieces of luggage above, as long as the pushchair is folded before boarding and properly placed in one of the storage areas located in the car in which the Passenger has booked his/her seat.

The Passenger may bring a bicycle on board of the Eurostar Continental Route Services train if both wheels are removed. The bike must be in a flexible bag measuring at most 135 cm x 85 cm x 30 cm, which must entirely cover all the parts of the bicycle when disassembled.

In addition to the bicycle as described above, the Passenger may bring one standard piece of

luggage and one piece of hand luggage (as defined in Article 2.12. above). However, the Passenger must be able to carry all of the luggage (including the bicycle) without assistance.

Folding bikes are considered standard luggage if they measure no more than 75 cm x 53 cm x 30 cm when folded.

Passengers travelling with bicycles must be on the platform at least 30 minutes before the train departure time.

A Passenger who does not comply with the aforementioned conditions of bicycle carriage will not be allowed to board the train with said bicycle.

On board Snow trains, luggage can be stored in additional storage space provided for this purpose in carriages 6/16, 7/17 and 8/18. In the Snow trains, Passengers departing from Amsterdam or Brussels heading to Bourg-Saint-Maurice can store their luggage in a secure area at the front of the train (the area cannot be accessed during the journey).

On Sun trains, ice boxes are exceptionally considered to be luggage and are allowed on board if they meet the specifications of the luggage policy in Article 2.12. above.

Luggage that is a risk to safety and the smooth running of operations, and luggage that is a danger for the train or for any person on board is forbidden on the train. In addition, all objects or substances banned by national laws in the country of origin and/or of destination and/or the countries crossed by the Passenger during the journey are also prohibited.

A non-exhaustive list of luggage prohibited on board Eurostar Continental Route Services trains is available [here](#).

2.13. Miscellaneous prohibitions

- Tobacco products

It is forbidden to consume tobacco products in Eurostar Continental Route Services trains. The following are considered to be tobacco products: products designed to be smoked or vaporisers once they are, even partially, composed of tobacco or nicotine, with the only exclusion relating to products designed for medical use.

In case of a violation of this prohibition, a set fine of €200 will be payable by the Passenger, and the Train Manager will establish an Irregularity report in accordance with article 2.5.2. §2.

- Purchase of alcohol at the Eurostar Café.

Passengers under 18 years old are not allowed to purchase alcohol at the Eurostar Café on the day of travel.

- Damage to equipment

It is forbidden to damage or soil the inside or the outside of the train. In the case of a violation, a minimum set fine of €60 will be payable by the Passenger, without prejudice to the right to claim damages against the Passenger for a higher amount based on the actual costs incurred.

- Train delay caused by a Passenger

It is forbidden to make use of the alarm signal in the train without good reason, and more generally to engage in any unjustified act that leads to the train being delayed. In the case of a violation, the Passenger will be liable for the sum of €10 per minute of delay to the train, with a minimum of €60, without prejudice to the entitlement to claim a higher sum from the Passenger based on the actual costs incurred.

2.14. Onboard WiFi connectivity for all Passengers

Passengers have free access to a secure WiFi Internet connection (https) provided on board the Eurostar Continental Route Services trains.

Passengers can connect to "EurostarTrainWifi" by selecting the Wifi and follow next steps on the dedicated portal "onboard.eurostar.com".

Onboard WiFi connectivity is subject to technical availability of the service.

Access to Onboard Wifi is subject to the Eurostar Wifi Terms and Conditions which are available when You register to use the Onboard Wifi.

2.15. Services for Business Passengers or Frequent Passengers

Eurostar Continental Route Services offers various services to business and frequent Passengers who want to take advantage of many benefits such as the Club Eurostar Programme, the Frequent Pass and Premium Pass subscriptions and Corporate Fares offers.

For further information and to find out about the conditions applicable to these services, contact:

1. Corporate Fares:
 - In Belgium: +32 70 66 77 88 (€0.30/min);
 - In France: +33 (0)8 25 84 25 97 (€0.30/min);
 - In Germany: +4918 07 07 07 07 (first 30 seconds free, then €0.14/min from a land line in Germany or maximum €0.42/min from a mobile);
 - In the Netherlands: 030 23 00 023 (€0.35/min)
 - Or on our [website](#)
2. Frequent or Premium Pass
 - Belgium: (+32) 2400 6776*
 - France: (+33) 1707 060 88*
 - Germany: (+49) 30 7007 0000*

The Netherlands: (+31) 20 5323232*
(*Cost of a local call depending on the operator)

- On our website in the Account section.

2.16. Claims

2.16.1. Claims due to a delay, missed connection or cancellation

Customer Service:

Any claim for compensation in case of delay, missed connection or cancellation as stipulated in article 2.8. must be filed within three months following the date of the trip:

- Either on Eurostar.com, using the online form intended for this purpose, on which the six letter booking reference should be mentioned;
- Or by letter stamped at the postage rate sent to the following address: Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels. It is advisable to attach the original travel ticket to the letter.

For compensation payments by bank transfer, the IBAN and BIC codes must be attached to the claim for compensation, whether made online or by letter.

SNCF Mobilités Mediation Service:

In the event of an unsatisfactory response received from Customer Service following the procedure set out above or in the case of no response within a period of three months, the Mediation Service of SNCF Mobilités may be contacted, in French or in English, by Internet using the link https://mediation-sncf.force.com/mediation/s/?language=en_US or by post at the following address: Médiateur SNCF Mobilités, TSA 37701- F 59973 Tourcoing, France.

The mediation protocol 'Protocole de médiation relatif aux modalités de fonctionnement de l'instance de médiation' agreed between the national associations of consumers, on the one hand, and SNCF Mobilités, EUROSTAR International Limited and THI Factory, on the other hand, is available online at <https://www.sncf.com/en/customer-service/dispute-management/sncf-mediator/request-mediation> and in the SNCF Mobilités Ombudsman's annual report at <https://www.sncf.com/en/customer-service/dispute-management/sncf-mediator>.

Ombudsrail (Belgium):

In the event of an unsatisfactory response received from Customer Service following the procedure set out above or in the event of no response being received within a period of three months, Ombudsrail, the mediation service of the Belgian railway company, may be contacted at the following address: Ombudsrail - Boulevard Roi Albert II 8 Boîte 5, 1000 Brussels - Tel.: 0800.25.095 - Email: plaintes@ombudsrail.be.

2.16.2. Claims in case of physical injury to persons

Claims for physical injury must be sent in writing to the Carrier which was providing the transport service at the time of the accident, either THI Factory if the accident occurred in France, in Belgium or in Germany, or NS if the accident occurred in the Netherlands, within a period of 12 months from the moment the claimant became aware of the injury. To be accepted, the claim must contain at least one medical certificate attesting to the injury

suffered.

2.16.3. Miscellaneous provisions

Depending on the nature of the claim, additional documentation may be requested.

Filing a claim does not systematically give rise to compensation.

2.17. Entirety and severability of the clauses

If it transpires that a part of these Conditions is invalid or cannot be executed, this will not under any circumstances affect the validity or requirements of the remaining conditions, which will remain in force as far as possible.

For all actions initiated against THI Factory, not based on the transport agreement, Belgian law is exclusively applicable. All disputes will be subject to the exclusive jurisdiction of the courts of Brussels.

PART 3

EUROSTAR CONTINENTAL ROUTE SERVICES PRICING

3.1. Scope of application

- Tickets for cross-border travel are issued only for the following connections:
 - Paris-Brussels-Antwerp-Rotterdam-Schiphol-Amsterdam
 - Paris-Brussels-Liège-Aachen-Köln HbF-Düsseldorf HbF-Düsseldorf Airport-Duisburg HbF-Essen HbF-Dortmund
 - Marne-la-Vallée – Charles de Gaulle Airport Terminal 2 TGV-Brussels Rotterdam-Schiphol-Amsterdam
 - Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Valence-Avignon-Aix en Provence-Marseille
 - Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Chambery-Albertville-Moutiers-Aime la Plagne-Landry-Bourg St-Maurice.

Eurostar Continental Route Services tickets are not valid on any other international trains, including on the Eurostar London Route Services trains.

- For domestic travel organized by THI Factory, tickets are issued only for the following connections:
 - In Germany: Aachen-Cologne HbF-Düsseldorf HbF-Düsseldorf Airport-Duisburg HbF-Essen HbF-Dortmund
 - In the Netherlands: Amsterdam/Schipol-Rotterdam
 - In Belgium: Brussels-Antwerp-Liège

The number of tickets issued for domestic travel is limited and depends on availability at the time of purchase.

3.2. Special conditions for Eurostar Continental Route Services tickets for travel departing from or arriving in Belgium

Special conditions for Eurostar Continental Route Services tickets for travel departing from or arriving at Bruxelles-Midi, Anvers-Central or Liège-Guillemins

All Eurostar Continental Route Services tickets allow free travel on an SNCB national network train in the Brussels, Antwerp and Liège areas (except for Brussels-airport) as from the eve of departure until the day after the return trip. The stations included in the Brussels, Antwerp and Liège areas to which the Eurostar Continental Route Services ticket gives access are:

- Tickets departing from or arriving into Brussels-Midi: these tickets are also valid from and to the stations of Arcades, Anderlecht, Berchem-Sainte-Agathe, Bockstael, Boitsfort, Boondael, Bordet, Bruxelles-Central, Bruxelles-Congres, Bruxelles-Chapelle, Bruxelles-Luxembourg, Bruxelles-Nord, Bruxelles Quartier Léopold, Bruxelles-Schuman, Bruxelles-Ouest, Delta, Etterbeek, Evere, Forest-Est, Forest-Midi, Gerموir, Haren, Haren-Sud, Jette, Meiser, Mérode, Moensberg, Schaerbeek, Simonis, St-Job, Tour et Taxi, Uccle-Calevoet, Uccle-Stalle, Vivier d'oie and Watermael. The Diabolo fee must be paid for Brussels-Airport and is not included in the price of the Eurostar Continental Route Services ticket.
- Tickets departing from or arriving into Antwerp: these tickets are also valid on departure from and arrival at Antwerpen-Berchem, Antwerp-Central, Antwerpen-Dam, Antwerpen-Luchtbal, Antwerpen-Noorderdokken, Antwerpen-Oost and Antwerpen-Zuid.
- Tickets departing from or arriving into Liège-Guillemins: these tickets are also valid from and to the following stations: Liège-Carré, Liège-Saint-Lambert, Angleur, Bressoux, Chênée and Sclessin.

Passengers must be in possession of their ticket in the case of a journey on board domestic Belgian trains.

3.3. Options

There are three comfort classes ("Premium" and "Comfort" = 1st class, "Standard" = 2nd class) for Eurostar Continental Route Services tickets based on the following options:

Option	Conditions
STANDARD	Fare available on all Eurostar Continental Route Services trains subject to availability of seats allocated for this fare.
COMFORT	Fare available on all Eurostar Continental Route Services trains subject to availability of seats allocated for this fare. With this fare, the Passengers benefit from more spacious seats compared with seats allocated in STANDARD.
PREMIUM PREMIUM DEAL	Fare available in PREMIUM on all Eurostar Continental Route Services trains subject to availability of seats allocated for this fare. With this fare, Passengers enjoy the benefit of: <ul style="list-style-type: none">- More spacious seats compared with seats allocated in STANDARD,- Food served at your seat (only for international journeys of more than 50 minutes and subject to availability),- A selection of newspapers,- Access to Eurostar Lounges,

- The chance to reserve a taxi on board from the stations of Paris-Nord and Brussels-Midi, (the fares and conditions of this service feature on the order form and the service is offered subject to availability).

WEEKEND OFFER Fare available in COMFORT for Eurostar Continental Route Services journeys on Saturdays and Sundays on certain trains and not available on seasonal connections and national journeys. Formula to be booked up to 30 days before departure.

tKID (Children) Set fare available in STANDARD, COMFORT and PREMIUM (with the exception for national journeys) for children between the ages of 4 and 11 (on the day of travel) and for children under four when a seat is required. Children under 12 travelling under the KID option must be accompanied by at least one person (at least 12 years of age) authorised to travel alone. Proof of age must be presented ⁽¹⁾ at the request of the TM.

This ticket allows for travel on Eurostar Continental Route Services trains other than the one the Passenger has a reservation for, on the same day and on the same line and with no changes to the reservation (and with no guarantee of a seat or meal service in "PREMIUM"). Depending on availability and the option selected by the accompanying adult.

SENIOR COMFORT Reduced fare with respect to the COMFORT fare (with the exception for national journeys) available for passengers over 60 (on the day of the travel). Documentary proof of age must be provided (see footnote on page 1) on request from the TM.

SENIOR STANDARD Reduced fare with respect to the STANDARD fare (with the exception for national journeys) available for passengers over 60 (on the day of the travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH STANDARD Reduced fare in relation to the STANDARD fare (with the exception for national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH STANDARD MINI Reduced fare in relation to the STANDARD fare (with the exception of national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see

¹ The Passenger's proof of age must be an official administrative document bearing the Passenger's photo and date of birth, for example a national identity card, driving licence or passport.

footnote 1) on request from the TM.

YOUTH COMFORT	Reduced fare in relation to the COMFORT fare (with the exception of national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.
YOUTH PREMIUM	Reduced fare in relation to the PREMIUM fare (with the exception of national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.
PASS	Fare available in PREMIUM, COMFORT and STANDARD class (with the exception of seasonal connections and national journeys) for individuals holding one of the following passes: Interrail Global Pass, Eurail Global Pass, Interrail Benelux Pass and Eurail Benelux Pass. The country of departure or destination must be covered by the PASS held.
GROUP Adult	Fare available in STANDARD, PREMIUM and COMFORT, mandatory for groups, starting from 10 people. The Adult Group rate is only available for people travelling on the same train, on the same date, with the same point of departure and destination and in the same comfort class (they will travel in the same area).
GROUP Kids	Fare available in STANDARD, mandatory for groups of children aged between 4 and 11, starting from 10 people. The Group Kids rate is available for people travelling on the same train, on the same date, for the same destination and in the same Comfort class.
GROUP Youth	Fare available in STANDARD, mandatory for groups of young people aged under 26, starting from 10 people. Accompanying persons aged over 26 can use the Youth Group fare for one accompanying person per group of 10 young people. The Group Youth rate is only available for people travelling on the same train, on the same date, for the same destination and in the same space.
WHEELCHAIR	Fare available in PREMIUM at a STANDARD fare for passengers travelling in wheelchairs. This fare allows booking of a seat adapted to travelling in a wheelchair.
COMPANION	Fare available in PREMIUM for persons accompanying wheelchair passengers. Flexible access to the train departing before and after the train initially reserved, on the same day, with a €25 fee payable on board (same direction and no guarantee of a seat or meal service in "PREMIUM").
GUIDE	Fare available in STANDARD, COMFORT and PREMIUM for persons

accompanying passengers with disabilities that do not require a wheelchair.

CORPORATE FARE

Two levels for companies with a Eurostar Continental Route Services turnover between €10,000 and €99,999.99 (Level 1) and over €100,000 (Level 2) per year. Flexible free access to all of the day's trains (in the same direction with no guarantee of a seat or meal service in PREMIUM).

DOGS

Set fare of €30 for dogs travelling in STANDARD. The transport of small dogs and other household pets in a container that does not exceed 55 cm x 30 cm x 30 cm is free of charge. Guide dogs accompanying blind passengers travel free of charge. Tariff available for on-board sales only.

FREQUENT PASS

Reduced price ticket for STANDARD, COMFORT or PREMIUM for all holders of the "Frequent Pass" (= Frequent Passengers). Can be reserved on all routes between Belgium, France, the Netherlands, and Germany (except seasonal connections and for domestic Belgian travel). Flexibility of free access to the train immediately before and after the one booked (on the same day and in the same direction, with no guarantee of a seat or the meal service in PREMIUM). 50% off the listed price guaranteed up to seven days prior to departure, followed by a 30% guaranteed reduction up to departure time.

PREMIUM PASS

Set fare in PREMIUM (seat in COMFORT and STANDARD guaranteed at the same price if no availabilities in PREMIUM) for the holders of the "Premium Pass" (= Ultra-frequent Passengers). Flexible free access to all of the day's trains (in the same direction with no guarantee of a seat or meal service in PREMIUM). Only valid on the Parisian area-Belgium line.

3.4 Children

Children aged under 4 can travel free, at a ratio of one child per adult, as long as a seat is not requested for them, and that each child travels on the adult's knee.

Children aged between 4 and 11 and younger children for whom a seat is reserved must pay the ticket fare based on the special children's price (see articles 2.9. and 3.3.).

3.5 Prices and Conditions

Ticket prices and other conditions are those provided by the points-of-sale listed in Article 2.4. of these Conditions at the time a price is requested.

3.6 Exchanges and refunds

When an exchange is possible, in the event of a difference in fare between the initial fare and the fare in force on the day of the exchange, the difference shall be paid by the Passenger. Exchange fees may also be applied depending on the ticket initially purchased.

Tariff	Exchange	Refund
PREMIUM PREMIUM DEAL	Unlimited up to one hour after the departure time indicated on the ticket.	100% up to one hour after the departure time indicated on the ticket.
COMFORT	Unlimited up to the departure. Up to 7 days before the departure, exchanged free of charge. After that, exchangeable up to the departure time indicated on the ticket with payment of a €15 exchange fee.	Without fees up to 7 days before departure. After that, non-refundable
STANDARD	Unlimited up to the departure Up to 7 days before the departure, exchanged free of cost. After that, exchangeable up to the departure time indicated on the ticket with payment of a €15 exchange fee.	Without fees up to 7 days before departure. After that, non-refundable
KID (Children)	Same conditions as for the accompanying adult fare.	Same conditions as for the accompanying adult fare.
SENIOR PREMIUM	Unlimited up to one hour after the departure time indicated on the ticket.	100% up to one hour after the departure time indicated on the ticket.
SENIOR COMFORT	Unlimited up to the departure Up to 7 days before the departure, exchanged free of charge. After that, exchangeable up to the departure time indicated on the ticket with payment of €15 exchange fee.	Without fees up to 7 days before departure. After that, non-refundable
SENIOR STANDARD	Unlimited up to the departure Up to 7 days before the departure, exchanged free of charge. After that, exchangeable up to the departure time indicated on the ticket with payment of a €15 exchange fee.	Without fees up to 7 days before departure. After that, non-refundable
YOUTH PREMIUM	Unlimited up to one hour after the departure time indicated on the ticket.	100% up to one hour after the departure time indicated on the ticket.
YOUTH COMFORT	Unlimited up to the departure Up to 7 days before the departure, exchanged free of charge.	Without fees up to 7 days before departure. After that, non-refundable

	After that, exchangeable up to the departure time indicated on the ticket with payment of a b€15 exchange fees.	
YOUTH STANDARD	Unlimited up to the departure Up to 7 days before the departure, exchanged free of charge. After that, exchangeable up to the departure time indicated on the ticket with payment of a €15 exchange fee.	Without fees up to 7 days before departure. After that, non-refundable
PASS EuRail / InteRail	Once without fees, one exchange possible up to the departure time indicated on the ticket.	75% up to the departure time indicated on the ticket.
GROUP Adult/Youth/Kid	Up to 21 days before the departure upon payment of 20% of the ticket price. Between 20 and 8 days before the departure upon payment of 50% of the ticket price.	80% up to 21 days before departure. 50% between 20 and 8 days before departure.
WHEELCHAIR	Unlimited up to one hour after the departure time indicated on the ticket.	100% up to hour after the departure time indicated on the ticket.
ACCOMPANYING PERSON	Unlimited up to one hour after the departure time indicated on the ticket.	100% up to hour after the departure time indicated on the ticket.
CORPORATE FARE	Unlimited up to one hour after the departure indicated on the ticket.	100% up to 24 hours after the departure time indicated on the ticket.
FREQUENT PASS	Unlimited up to one hour after the departure indicated on the ticket.	100% up to 24 hours after the departure time indicated on the ticket.
PREMIUM PASS	Unlimited up to one hour after the departure indicated on the ticket.	100% up to 24 hours after the departure time indicated on the ticket.