

Eurostar Service Quality Performance Report 2023 - 2024

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1) Travel information and ticket sales

Before travel

Customers can request a copy of our Conditions of Carriage from our contact centre or find them on [eurostar.com](https://www.eurostar.com).

Our train times are always available online through the booking magnet on [eurostar.com](https://www.eurostar.com) via the main page and travel info.

Information on ticket prices and conditions are always available via [eurostar.com](https://www.eurostar.com), and can also be obtained from our stations and contact centre, details of which can be found at the bottom of this document.

Information on accessibility, access conditions and availability of onboard facilities for disabled people and people with reduced mobility is available on request from all Eurostar stations, our contact centre and on [eurostar.com](https://www.eurostar.com).

Information on accessibility and access conditions for bicycles is also available from all Eurostar stations, our contact centre and on [eurostar.com](https://www.eurostar.com).

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes which affect more than one train) is available via our [live travel information page](#) on [eurostar.com](https://www.eurostar.com). Our contact centre can provide additional help for customers who are unable to use our website.

When services are severely disrupted, we will aim to issue information through travel bulletins on local radio and television, and also through social media such as Twitter. Live travel information is also available on [eurostar.com](https://www.eurostar.com). Customers can also opt in (at the time of booking) to receive updates by text and email about possible delays or service alterations, prior to their arrival at the departure station. In the event of a delay in which customers are eligible for compensation, this system is also used to inform customers about who they need to contact to receive this.

Information about our travel classes and availability of onboard services is available from all Eurostar stations, our contact centre and via [eurostar.com](https://www.eurostar.com).

To find out about procedures for reclaiming lost luggage, customers can visit [eurostar.com](https://www.eurostar.com) or contact the station where the item was last seen or where the train arrived.

During the journey

All our trains have clear signage above the internal doors at the end of each coach, giving information about the location and availability of onboard toilets and the bar coaches. Customers can also ask any member of the Eurostar onboard team for this information.

Information regarding the next station will be announced onboard by our train managers.

In the case of delays the train manager will announce information at appropriate intervals.

The train manager will also make announcements about main connecting services.

Safety guideline leaflets can be found onboard, and the train manager will also make announcements shortly before departure. Further announcements are made shortly after departure. Train managers can also be contacted at all times via the team at the bar coaches.

Tickets

Buying tickets

Customers can buy tickets for travel in advance or on the day of travel by visiting [eurostar.com](https://www.eurostar.com), through the Eurostar app, by calling our contact centre, or by visiting one of our stations in person.

Ticket refunds

Refunds of unused tickets are made through the original point of sale, provided the ticket purchased is refundable. Therefore, if the customer bought the ticket on **eurostar.com** and it is refundable, it may be refunded via **eurostar.com**.

If the customer has already taken part of a ticketed journey and is requesting a refund as a result of a cancellation or compensation for a delay for which compensation is payable, the refund for the applicable journey, is made by our Customer Care Team. We will aim to make such refunds within one month of a request and where not possible, no later than three months of a request.

If, before departure, it is reasonably expected that there will be a delay of 60 minutes or more on the Eurostar service, customers will be entitled to either a full refund or to postpone their journey to a later date. To claim the refund customers simply need to complete our online *contact us* form with details of the original ticket to change their booking. Customers can make the change directly through the Manage Your Booking section at eurostar.com.

2. Punctuality and cancellations

At Eurostar we set ourselves high standards of train punctuality and make every effort to get passengers to their destination on time. Our 2024 target is to ensure:

- 76% of trains arrive within 5 minutes of their scheduled arrival time.
- 88% of trains arrive within 15 minutes of their scheduled arrival time.

There are occasions, usually outside of our control, where trains may be delayed or disrupted. When this is the case, this is how we will help customers:

Delays of 30 – 60 minutes affecting more than one service:

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made onboard the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information about connections and onward travel will be available from the train manager.

Delays in excess of 60 minutes affecting more than one service

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made onboard the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information and help regarding connections and onward travel will be available from the train manager.

The train manager will make an announcement regarding the reason for the delay, the effect on arrival times and whether compensation is applicable.

Regular announcements about delay compensation will be made onboard the affected trains.

We will make every effort to give customers refreshments appropriate to the circumstances, location and duration of the delay.

Where possible, passengers will be assisted with rebooking onward connections. And as a member of the Railteam alliance, customers are entitled through the 'Hop on the next available train' agreement to take the next available high-speed service leaving from the same station as originally planned when a delay or cancellation of a preceding Railteam member's high-speed service results in the customer making their originally planned connection. This applies between high-speed services of Railteam alliance members.

Where possible, a taxi or hotel will be made available to customers on arrival when the delay occurs late at night and public transport is unavailable.

Where possible and subject to availability we will book hotels for customers who cannot reach their onward connection or final destination on the same day and are unable to make their own arrangements. If customers do make their own arrangements, we will cover reasonable costs for hotels or taxis where receipts are provided.

Delays in excess of 60 minutes affecting the majority of services

When major disruptions occur, we will do our best to help our travellers with onward connections, refreshments, hotels and taxis. As well as the usual communication channels we will also provide further information through the local press and eurostar.com so customers can decide whether they still wish to continue their journey as booked.

Delay Compensation Policy

For delays to Eurostar services, we will make the following compensation available to customers:

Delays of 60-119 minutes - We offer a Eurostar e-voucher ("e-voucher") worth 30% of the affected leg. Alternatively, customers may claim a 25% refund of the affected leg of the journey.*

Delays of 120-179 minutes - We offer a Eurostar e-voucher ("e-voucher") worth 60% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey.*

Delays of 180 minutes or more - We offer a Eurostar e-voucher ("e-voucher") worth 75% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey.*

** This will be calculated based on the price actually paid by you for the leg of the journey subject to the delay*

If customers choose an e-voucher, they have three months from the date of the delay to claim it and 12 months from the date of the delay to redeem it on a new journey. To claim, customers can go to <https://www.eurostar.com/uk-en/travel-info/service-information/claiming-compensation>.

Partial refunds will be provided by way of a bank transfer or refund to the original credit card used and must be claimed within three months of the delay on our website, using the details of the original ticket.

To apply for a refund, customers should submit their request [online](#).

Punctuality Performance

Year to date results for April 2023 to the end of March 2024 are:

- 72.8% of our trains arrived with less than 5 minutes delay
- 86.5% of our trains arrived within 15 minutes of their scheduled arrival time

Cancellation of trains

When trains are cancelled, we provide the same information and help we give to customers affected by delays, and the same compensation policy applies.

If a train is cancelled and as a result there will be a delay on arrival at the destination station of 60 minutes or more, customers will be entitled to either a full refund of their ticket for the affected journey if they choose not to travel or can postpone their journey to a later date or time. If they travel on the next available service, the same day they are entitled to delay compensation if they arrive with an overall delay of 60 minutes or more.

3. Cleanliness

Train cleaning

Our trains are cleaned after each commercial service and undertake periodic deep cleaning operations. On some services we have in-journey cleaners that focus on maintaining the overall level of cleanliness enroute. We conduct several independent train cleaning audits each month across our locations and our suppliers also conduct their own audits against the same criteria.

Train cleaning audits are carried out against an agreed criteria for 'What good looks like' and allocated a score of good, satisfactory or unacceptable. Appropriate weighting is applied to the scoring and any overall audit score below 95% is

considered unacceptable. During periods of major disruption, the specification is slightly modified to reduce the delay of the subsequent journey, however all priority items are cleaned after every journey. The monthly KPI target for cleaning audits is 95%.

Performance: train cleaning

The train cleaning target for 2023 was 92%. (customers rating the on-board cleanliness as good, very good and outstanding). Overall result for 2023 was 90.1%. Target for 2024 remains at 92%; to achieve this target additional deep cleaning operations during the nights and reactive cleaning during the day (to treat stains on seats and carpets) have been added in all our locations. The monthly Customer Satisfaction survey is run by Kokoro on behalf of Eurostar.

Stations

Our Stations are also deep cleaned regularly and there are always cleaners present during our hours of operation to keep the station environment as clean, safe and clear of litter as possible. Each month we conduct audits of our stations. All of these audits are accompanied by a representative from the cleaning supplier.

Air conditioning

Our trains are equipped with air conditioning. Should this fail, our train manager will do everything possible to move customers to an alternative coach.

4. Customer satisfaction

Customer Satisfaction Survey

We continuously monitor customer satisfaction through a range of different methods. We use a post-journey online survey to ask customers what they think about the key aspects of their Eurostar experience, their satisfaction with each stage of the customer journey as well as their experience of interacting with Eurostar staff. We also ask customers how likely they are to recommend Eurostar (NPS). This survey is conducted by the independent market research agency Kokoro. We give all our opted-in customers the opportunity to complete this survey and usually gather over 8,000 responses each month. The questionnaire takes around 10-15 minutes to complete.

We also utilise Usabilla on Eurostar.com to get live feedback from customers when they are using our website; this allows us to make enhancements to our website based on customer feedback.

An online research panel of customers, plus ad-hoc research including quantitative surveys, qualitative methods are all deployed to fill the gaps in the business' knowledge not covered by the above. All this customer feedback is used across the business by senior management to direct long-term strategy, and tactically by customer-facing teams to help improve customer service.

5. Complaints and compensation

Our Customer Care Team is here to correspond with customers who are unhappy with their experience of Eurostar. Complaints and feedback are raised to responsible managers for comment, investigation and remedial action as required. Appropriate compensation will be considered on a case-by-case basis.

We will use the customer's preferred contact method when responding to a complaint.

Information on how to submit a complaint regarding our services is available via eurostar.com.

Between 1st April 2023 and 31st March 2024 our Customer Care team received 40975 customer contacts that were logged as a complaint. During this period, we responded to 98.47% of complaints within 30 days and the average time customers waited for a response was 5 days.

The table below shows a breakdown of the top ten reasons for complaints dealt with by our Customer Care team between 1st April 2023 until 31st March 2024. This team also responds in cases where customers praise our service and also passes on suggestions for changes to services as well as complaints and requests for compensation due to delays.

Types of complaint – breakdown by theme

Top 10 complaints

April 2023 – End of March 2024

Subject	Percentage
Onboard experience (specifically seating, cleanliness and toilets)	22.12%
Aftersales (exchanges and refunds)	12.62%
Online account maintenance	6.96%
Booking process	4.63%
Website or app issues	4.59%
Disruption - delays and cancellations	4.53%
Policy	2.92%
Amsterdam/Rotterdam feedback	2.45%
Staff	2.38%

Stations

0.99%

We also track any complaints we receive related to assistance, and this represented 0.8% of the complaints received during this period.

Our customers can easily contact us to complain using our contact us form or calling us. This is detailed in our complaints handling procedure on www.eurostar.com. In 2023 we introduced a new contact us form that makes it even easier for a customer to be directed to the correct team to help them resolve their complaint.

The feedback we receive from customer complaints is used across the business by senior management to direct long-term strategy, and tactically by customer-facing teams to help improve customer service. This further compliments the feedback received in our customer satisfaction surveys to drive continuous improvement actions. This information is presented to our senior management in a monthly forum and key actions identified and agreed.

Based on complaints received during this period we have implemented the following improvement actions:

- We have worked on a new customer offer including new, more flexible aftersales conditions. This has taken into account customers feedback and now extends to offer a refund option on all fares. It also ensures a clear and consistent offer across all our routes and markets. The new aftersales go live on 23 April 2024 for journeys from early November 2024 onwards.
- Improved the process we have to handle any last-minute changes to the type of train used to form a service. This included a full review and new standard operating procedure introduced for all teams to follow to ensure customers are looked after and remain seated together.
- Completed a full examination and replacement of components in our onboard toilets to improve reliability and increased capacity to empty tanks and refill water. These actions have significantly improved performance of the toilets for customers.
- Increased the frequency of trains with onboard cleaners focussing on peak trains and those with multiple journeys planned in one day.
- The complaints received regarding online accounts, booking process and website/app issues were addressed by the launch of a new website/app in September 2023.

In addition to the actions listed above we are also improving the station experience for our customers this includes the addition of extra e-gates in London and Paris. The

refurbishment of the toilets in St Pancras and an ongoing improvement plan for the lounges in both London and Brussels.

6. Assistance For customers with a disability or reduced mobility we offer assistance on departure and arrival, with 2 options as follows:

1. Pre booking

For a guaranteed assistance booking on the day of travel, we ask customers to pre book **at least 24 hours before their journey** and arrive **75 minutes before departure**.

To pre book an assistance customers can either:

- Call our contact centre on the following phone numbers (choose your language, then option 6):
 - From the U.K., the Netherlands or Germany: +44 (0)3432 186 186
 - From France: +33 (0)1 70 70 60 99
 - From Belgium: +32 (0)2 400 67 76

Email us using [this contact form](https://help.eurostar.com/email?lang=en): <https://help.eurostar.com/email?lang=en> at least 24 hours before you're due to travel and select the accessible travel button. If we need more information, we'll call or email you directly. Email us directly at: contactus@eurostar.com with "Special Assistance" in the subject line.

Or

- On our website, select the "**contact us**" tab, followed by the "**email**" tab and fill out the "**contact us form**", selecting "**Assistance**" in the category drop-down menu.

2. Turn-up-and-go

If pre-booking 24 hours in advance is not possible, we ask our customers to arrive at least 60 minutes before departure of their booked train. This is considered a 'non-guaranteed' assistance request. We will still provide the required assistance, but this may not be for the train which was initially booked. We endeavour to assist all customers, however on busy days there may be a requirement to change the customer's initial ticket free of charge to a later departing train.

Customers who are disabled or have reduced mobility have the following services available to them:

- An assistance welcome point at each station.

- Wheelchair provision (if required) to take the customer through from check-in to the train.
- Assistance through check-in, security, and immigration authorities.
- Help boarding the train.
- Help disembarking from the train.
- Help with x2 bags, with a maximum weight limit of 15kg per bag.
- Assistance for boarding, disembarking the trains and in the stations including the onward journey, if making a connection when booked **at least 24 hours in advance**.

Comprehensive information about the assistance services we provide and what to expect when travelling with us can be found on eurostar.com.

7. Details of ticket office opening hours and European contact centre availability

Contact Centre opening times

Eurostar Contact Centre - UK

Monday to Friday, 08:00 to 18:00 (UK time)

Weekends - 08:00 to 15:00 (UK time)

UK bank holidays - 08:00 to 15:30 (UK time)

08432 186186

The Special assistance line is open as above. Phone number is 08432 186186 then select your language and then option 6.

Eurostar Contact Centre – France

Monday to Friday, 09:00 to 18:00

Weekends – 09.00 to 16.00

UK Bank Holidays, 09.00 to 16.30

01 70 70 60 88

Eurostar Contact Centre - Belgium

Monday to Friday, 09:00 to 18:00

Weekends – 09.00 to 16.00

UK Bank Holidays, 09.00 to 16.30

01 70 70 60 88

Eurostar Contact Centre - Netherlands

Monday to Friday, 09:00 to 18:00

Weekends – 09.00 to 16.00

UK Bank Holidays, 09.00 to 16.30

02 071 68 325

Ticket Office opening times

London St Pancras

Self-service ticket machines are available with staff members on hand to offer further assistance when needed during operating hours 04:30-19:45 Monday to Friday, 05:15-19:45 on Saturdays, and 06:45-19:45 on Sundays

Paris Ticket Office

Monday to Sunday, 06:00 to 21:00 (closes at 20.00 on Saturdays)

Brussels Ticket Office

Monday to Friday, 06.15 to 20.00
Saturday and Sunday, 07.15 to 20.00

Lille Ticket Office

Monday to Friday, 07.30 to 21.30
Saturday, 07.30 to 21.00
Sunday, 08.30 to 21.30

Please note ticket office opening times are shown above up to April 2024 but are subject to change in line with operational changes.