

**Eurostar Service Quality Performance Report 2022 - 2023**

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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](http://eurostar.com).

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

Information on ticket prices and conditions are always available via [eurostar.com](http://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](http://eurostar.com).

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

To find out about procedures for reclaiming lost luggage customers can visit [eurostar.com](http://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), 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 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 refund request 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](https://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 2023 target is to ensure:

- 76% of trains arrive within 5 minutes of their scheduled arrival time.
- 86% 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 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.

### **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 **compensation.eurostar.com**.

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 2022 to the end of March 2023 are:

- 69.6% our trains arrived with less than 5 minutes delay
- 82.3% trains arrive 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 en route. 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: on board cleaning**

The on-board cleaning target for 2022 was 92%. (customers rating the on-board cleanliness as good, very good and outstanding). Overall result for 2022 was 89.81%. Target for 2023 is 92%. 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 he or she can 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 customers (for whom we have email addresses for) the opportunity to complete this

survey and usually obtain a c.10% response rate. 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.

Ad-hoc research including quantitative surveys, qualitative methods and ethnography is 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](https://www.eurostar.com).

Between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023 our Customer Care team received 4489 customer contacts that were logged as a complaint. This represented 7% of the team's overall written customer contact. Our response times are kept under review and whilst the average response time was within 30 days, due to the continuing resumption of international travel post-pandemic it was higher than we would have wanted. This prompted an action plan which successfully reduced the wait time our customers had temporarily experienced for the earlier part of the year.

We also track customer satisfaction through our customer survey monitoring and this gives us data and insight that has helped drive our continuous improvement plans. Some examples of improvement actions taken in 2022/23 are:

- A series of ongoing improvement actions to improve onboard comfort including toilet and air conditioning performance
- Addition of additional seating in our London lounge



The table below shows a breakdown of the top ten reasons for complaints dealt with by our Customer Care team between 1st April 2022 until 3<sup>1st</sup>March 2023. 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 2022 – End of March 2023**

<b>Subject</b>	<b>Percentage</b>
Disruption - Delays and cancellations	17.1%
Stations - Congestion and queues	10.9%
Website or app issues	7.5%
Customer communication	7.0%
Onboard catering	6.0%
Onboard - Toilets	3.7%
Customer policy	3.2%
Station staff - St Pancras	3.2%
Onboard - seating	3.2%
Stations staff - Paris Gare du Nord	2.2%

We also track any complaints we receive related to special assistance and this represented 1.7% of the complaints received during this period.

**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 48 hours before their journey** and arrive **75 minutes before departure**.

To pre book an assistance customers can either:

- Call our contact centre on **+44 (0)3432 186 186** - **Select your language then option 4.**
- Email us directly at: [contactus@eurostar.com](mailto: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 48 hours in advance is not possible, we ask our customers to arrive **at least 75 minutes before departure** – this is a non-guaranteed assistance booking, therefore we may have to change the customers initial ticket to a later departing train. Any ticket changes in these circumstances are made with no charge to the customer.

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 the entire journey, if making a connection when booked **at least 48 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](http://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 17:00



UK Bank Holidays, 08.00 to 15.30  
Closed at weekends.  
08432 186186

The Special assistance line is open as above. Phone number is 08432 186186 then select your language and then option 4.

**Eurostar Contact Centre – France**

Monday to Friday, 09:00 to 18:00  
UK Bank Holidays, 09.00 to 16.30  
Closed at weekends.  
01 70 70 60 88

**Eurostar Contact Centre - Belgium**

Monday to Friday, 09:00 to 18:00  
UK Bank Holidays, 09.00 to 16.30  
Closed at weekends.  
01 70 70 60 88

**Eurostar Contact Centre - Netherlands**

Monday to Friday, 09:00 to 18:00  
UK Bank Holidays, 09.00 to 16.30  
Closed at weekends.  
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 Sunday, 05:45 to 21:30

#### **Lille Ticket Office**

Monday to Sunday, 08:30 to 21:30 (closes at 21:00 on Saturdays)

Please note ticket office opening times are shown above up to April 2023 but are subject to change in line with operational changes.