



## **Eurostar Service Quality Performance Report 2018 - 2019**

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## **1) Travel information and ticket sales**

### **Before travel**

Customers can request a copy of our Conditions of Carriage from the Traveller Care Team or find them on [eurostar.com](http://eurostar.com).

Our train timetables are always available online, at [eurostar.com](http://eurostar.com).

Information on ticket prices and conditions are always available via [eurostar.com](http://eurostar.com), and can also be obtained from our ticket offices and contact centres, 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 ticket offices, our contact centres and on [eurostar.com](http://eurostar.com).

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

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes to more than one service) is available from our contact centres and on [eurostar.com](http://eurostar.com).

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. 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 ticket offices, our contact centres 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 one of our contact centres, or by visiting one of our ticket offices 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 delay for which compensation is payable, the refund is made by our Traveller Care Team. Such refunds will be made within one month.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes 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 or change the booking customers simply need to contact our call centre with details of the original ticket.

## **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 2019 target is to ensure:

82% of trains arrive within 5 minutes of their scheduled arrival time

91.5% 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.

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

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 25% 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 50% of the affected leg. Alternatively, customers may claim a 50% refund of the affected leg of the journey.\*

Delays of over 180 minutes - 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 one year from the date of the delay to claim it and 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 two 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 the end of May 2019 are:

72.5% of trains arrival 5 minutes of their scheduled arrival time

83.5% of trains arrival 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 in arrival at the destination station of more than 60 minutes, customers will be entitled to either a full refund of their ticket or can postpone their journey to a later date.

### **3. Cleanliness**

We clean our trains at their destination station after every journey and regularly carry out deep cleans. We conduct a minimum of 60 independent train cleaning audits each month across our locations and our suppliers also conduct their own audits against the same criteria.

The basic principle behind the train cleaning audits is that an area is assessed 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 90% would be considered unacceptable. During periods of major disruption, the specification is slightly modified to reduce the delay of the subsequent journey, however priority items are still cleaned after every journey. The monthly KPI target is 95% average score across all train cleaning audits.

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 a minimum of eight 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.

### **Performance: cleaning**

In 2018, 87% of our customers rated the cleanliness of carriage interiors as Good, Very Good or Outstanding. The source is the Customer Satisfaction survey run by Kokoro (formerly ABA).

## **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 survey approximately 10,000 customers every month and the questionnaire takes an average of ten minutes to complete.

As well as this online survey, we also collect in-moment feedback from customers through Happy or Not terminals in the St. Pancras departures lounge. This feedback gives us a real-time view of satisfaction with the departures experience, allowing us to react quickly to any snags in the process. 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 continuous methods.

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 Traveller Care Team is here to correspond with customers who are unhappy with their experience of Eurostar. 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**.

The table below shows a breakdown of all complaints dealt with by our Traveller Care team in the past 12 months. 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.

<b>Subject</b>	<b>Percentage</b>
Compensation	34.5%
Ticket Conditions	15.5%
Disruption	8.8%
Onboard Experience	7.6%
Stations	7.0%
Amending Tickets	6.6%
Booking Tickets	6.5%
Loyalty Programmes	4.4%
Complaints Process	2.8%
Special Assistance	2.1%
Onboard Catering	1.4%
Other / General	1.1%
Luggage	0.8%
Contact Centre	0.4%
Bike Policy	0.3%
Lost Property	0.2%



## **6. Assistance**

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

- Assistance welcome point at check-in 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
- Assistance to the next stage of the journey, if making a connection

A request for these services can be made via our contact centre, details of which are below. In cases where customers do not pre-notify us of their requirements, we will do our best to assist on a turn-up-and-go basis.

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 20:00

Saturday & Sunday 09:00 – 18:00

08432 186186

The Special assistance line is open 7 days a week between 09.00 and 17.00. Phone number is 08432 186186 then select option 4

#### **Eurostar Contact Centre – France**

Monday to Sunday, 07:00 to 22:00

08 92 35 35 39

#### **Eurostar Contact Centre - Belgium**

Monday to Friday, 09:00 to 17:30

02 528 28 28

**Ticket Office opening times**

**Paris Ticket Office**

Monday to Saturday, 06:00 to 21:00

Sunday and Bank Holidays, 07:20 to 21:00

**London Ticket Office**

Monday to Friday, 04:30 to 21:00

Saturday, 05:30 to 21:00

Sunday, 06:30 to 21:00

**Ashford Ticket Office**

Monday to Sunday, 11:00 to 16:00

**Ebbsfleet Ticket Office**

Monday to Sunday, 11.00 to 16.00

**Brussels Ticket Office**

Monday to Sunday, 06:00 to 22:00

**Calais Ticket Office**

Monday to Friday, 06:50 to 22:00

Saturday, 06:20 to 19:40

Sunday and Bank Holidays, 08:45 to 20:15

**Lille Ticket Office**

Monday to Saturday, 05:45 to 22:00

Sunday and Bank Holidays, 07:30 to 22:00

**Marne-la-Vallée Ticket Office**

Monday to Sunday, 06:30 to 22:00