



TAKING YOU THERE WITH CARE

JULY 2020



Our promise to our passengers

TAKING YOU THERE WITH CARE

At Eurostar, it's in our nature to be caring. It's why we work hard to protect the environment and keep our carbon emissions low. And it's why the safety of our customers and colleagues is our priority as we keep Europe connected at a difficult time. Here are some of the things we're doing to ensure you feel comfortable travelling with us.



Keeping you informed

- From travel information to what to expect on your journey, we'll keep you updated with all the info you need via our app, eurostar.com and email.



Giving you more flexibility with your booking

- If you have an upcoming booking and you're unable to or would rather not travel, you may be able to postpone your trip and claim an eVoucher.
- Vouchers allow you to make a new booking within 12 months to travel up until late 2021.



Looking after you en route

- Our teams are there to look after you – from a distance, of course. And they'll all be wearing face masks to help protect you...
- Please follow their advice and guidance and ask them if you have any worries or concerns.



Taking extra hygiene steps

- We're intensively cleaning our stations and trains.
- Cleaners will be working throughout the journey on board every train, focusing on disinfecting the areas you're most likely to touch, such as door handles.
- We've increased stocks of water and soap on board, so you can wash your hands more often.



Creating a safe space for travel

- We've changed the queueing system at our stations to keep everyone a safe distance apart.
- Our seating arrangements have changed to give everybody plenty of space on board.

During these unprecedented and everchanging times we are undertaking various procedures to reassure our customers that it's safe to travel



Following and adapting our service in line with government advice

- Providing up to date travel information and helping you navigate the changes to government regulations
- Implementing new procedures on an on-going basis, reviewing weekly

See page 4 - 5



Giving our customers space

- Activating a new seating plan on board to assist social distancing
- Implementing processes at station and during the check in procedure to assist social distancing

See pages 6 - 9



Wearing face masks

- Advising our passengers pre travel of the need to wear masks at station and on board
- Station & on board teams monitor & advise customers of the requirement.
- Customers are requested to bring their own mask for travel but a small stock is available in stations if a customer forgets one.

See page 12



Intensively cleaning our stations & trains

Deploying extra cleaning measures & resources through:

- In-journey cleaners are now on all our trains
- Ensuring our water tanks, soap & toilet roll are fully stocked
- New disinfection processes
- Focusing on high frequency touch areas

See pages 13 -15

Government Guidance and Regulation



Lockdown

Cautiously lifting lockdown since July 4th

2m social distancing where possible, otherwise 1m.

Cautiously lifting lockdown since May 11th

Social Distancing 1.5m

Cautiously lifting lockdown since May 6th

Social distancing 1.5m

Cautiously lifting lockdown since May 11th

Social distancing 1.5m

Transport / Movement Guidance

Quarantine lifted from 10th July with specific countries (inc Eurostar destinations). All passengers must complete mandatory Locator Passenger Form within 48 hours of travel.

Travel with no restrictions from countries within European zone. Travel from outside European zone may be restricted

Travel restrictions lifted within the EU, Schengen area and UK

No restrictions from countries where the health risks are similar to or lower than the Netherlands.

Masks

Masks / face coverings mandatory since June 15th on public transport. Risk of penalty fines for those who do not comply.

Masks compulsory since May 11th on public transport. Risk of penalty fines for those who do not comply.

Masks mandatory since May 4th on public transport. Risk of penalty fines for those who do not comply.

Masks mandatory since June 1st on public transport. Risk of penalty fines for those who do not comply.

The service we provide has been modified in line with government advice to protect customers travelling with us



Business lounges

Business lounges are currently closed across our stations.

Potential reopening dates:

London – 27th July 2020

Paris & Brussels – 3rd August 2020

Fast track

Currently the BP fast track is only open in Brussels
Paris and London are under review

Catering

On board catering, both in seat service and via our buffet is currently not in operation. However a light snack (i.e. bottle of water and crisps) is served on board when possible but not guaranteed.


Wifi

Wifi is available in Standard Premier and Business Premier

Please note that catering solutions are being reviewed on board, in lounge and at station to ensure hygiene is not compromised once the catering service can resume








Please note that we are awaiting confirmation of dates for reopening of shops in station

We are encouraging customers to follow basic hygiene rules in our stations and on our trains through reminder messaging on our digital screens



Travel tips

Please help us help you travel safely

-  Wearing a face mask at our stations and on board
-  Staying a safe distance apart from others
-  Washing your hands regularly
-  Coughing and sneezing into your elbow or a tissue
-  Throwing away tissues immediately after use
-  Not greeting others with a handshake, hug or kiss on the cheek
-  Saving your digital tickets on our app for a contactless journey



Les gestes réflexes à adopter


Suivez les gestes barrières à adopter pour voyager en train Eurostar en toute sécurité

-  Le port du masque est obligatoire en gare et à bord de nos trains
-  Respectez les distances de sécurité
-  Lavez-vous les mains régulièrement
-  Toussez et éternuez dans votre coude ou dans un mouchoir
-  Jetez vos mouchoirs immédiatement après utilisation
-  Pas de poignée de mains ou de bise pour se saluer
-  Téléchargez vos billets sur notre appli pour assurer un voyage sans contact

Tips

Help ons jou veilig te laten reizen

-  Draag een mondkapje in de trein en op het station
-  Bewaar afstand van andere reizigers
-  Was je handen regelmatig
-  Hoest en nies in een zakdoekje of je elleboog
-  Gooi zakdoekjes meteen na gebruik weg
-  Schud geen handen, en omhels of kus niet bij het begroeten
-  Bewaar je digitale tickets op onze app zodat je contactloos kunt reizen



We have amended the seating arrangement on board to protect customers whilst accommodating those travelling together in a single party



- We've made some changes to our seating plan to make sure everybody has plenty of space on board. Please rest assured that this does not affect the booking process.
- We have changed our booking algorithms to ensure every other seat is left empty for all booking from hereon in.
- Some passengers with historic bookings may therefore find their coach and seat number has changed.
- If their seat has been changed, they'll get a yellow ticket as they go through the ticket gates at the station. They should take this ticket with them and make sure they sit in their new seat to give everybody plenty of space.
- Customers travelling as a couple or a family will still be able to sit together, as long as they leave a safe distance between themselves and any neighbouring passengers.

Example Seat Map

Standard class

Diagram Standard Class / Coachs 4-5-6-7 & 10-11-12-13 / EUROSTAR E320 Velaro

Diagramm Code : **ESJ**

Marquage Littéral : **EUROSTAR**

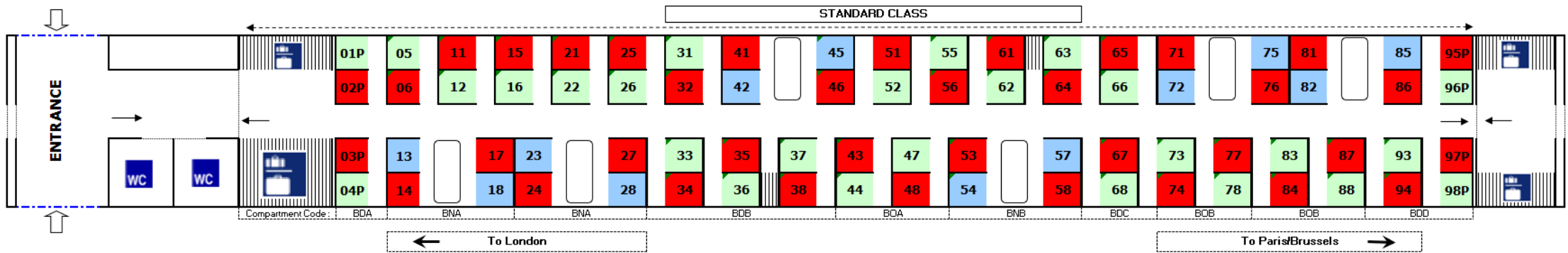
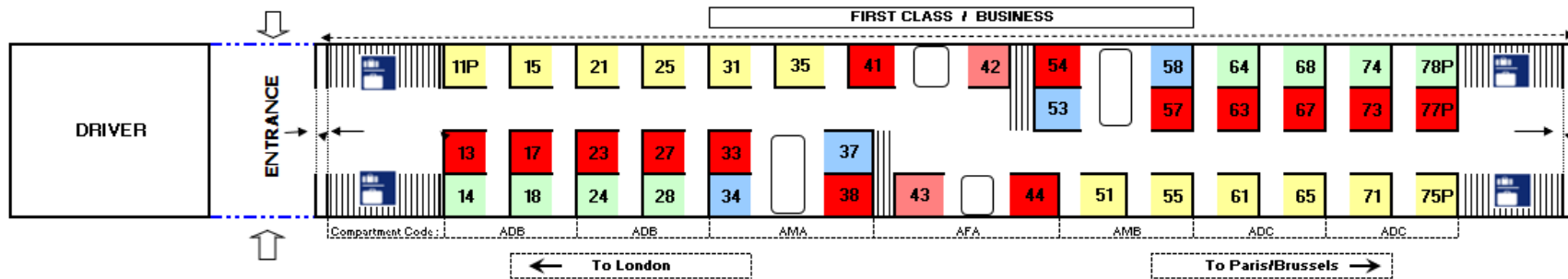


Diagram First Class / Coach 01 & 16 / EUROSTAR E320 Velaro

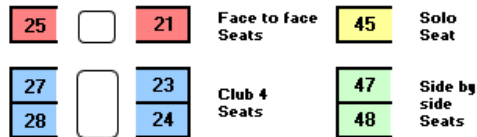
Diagramm Code : **ESA**

Marquage Littéral : **EUROSTAR**



Standard Premier/Business class

Legend :

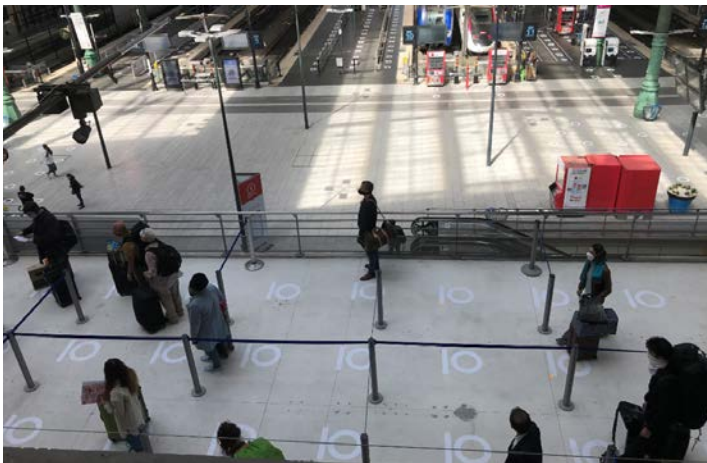
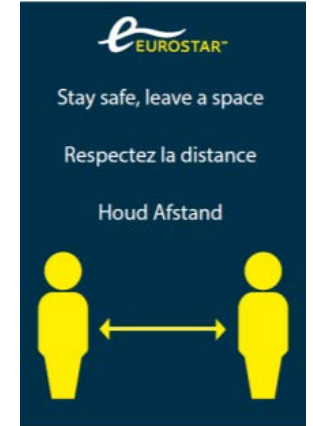


40 SEATS in inventory

We are encouraging and communicating social distancing throughout the physical customer journey



- Signage and markers are in place across stations to encourage customers to keep a safe distance
- Our staff are wearing button badges thanking customers to keep a distance
- We continue to assess if further directional signage for St Pancras and Brussels is required
- We are exploring staggered boarding through boarding trains earlier to minimise contact



A dedicated 'hub' which provides timely and relevant information for our customers

“Caring” is part of our values. As such, we’re fully committed to ensuring the safety of our customers and colleagues and making this our main priority. We’ve created a **Coronavirus hub** accessible through the homepage on our site to present all the things we’re doing to ensure the safety and comfort of everyone.

Our Coronavirus hub on Dotcom

EUROSTAR[®] Login / Register United Kingdom

TRAINS TRAIN + HOTEL HOTELS Destinations Travel Info Manage Booking Club Eurostar

Passengers must complete mandatory COVID-19 travel documents to comply with government regulations. [See all essential travel information.](#) [Check our live trains info here](#) if you're travelling today or tomorrow.

Trains Trains + Hotel Hotel

Return One way

From:

To:

When:

Passengers: 1 Adult

Search

Wheelchair Groups 10+

We'll take you there with care

Your health and safety is really important to us. Learn how we've been making our trains safer for you.

See all our measures

Before you travel At the station On the train At your destination

- Don't forget to put on your face mask before you arrive at the station. Our teams will all be wearing masks too.
- We've introduced a new queuing system at the station designed to keep everyone a safe distance apart. There are floor stickers and signs to guide you.
- Our teams are there to help, as always, if you have any questions at a safe distance.
- When you go through the ticket gates, you may be given a yellow ticket with a new coach and seat number. This is to ensure every other seat is left empty to give everyone plenty of space. Please take it with you.
- Please keep your distance from other passengers while you wait in our departure lounge. There are stickers on some seats asking you not to sit there.
- We'll start boarding your train a little earlier than usual to give everybody enough time to find their seat.

Providing our customers with a simple checklist via the pre-travel email



TAKING YOU THERE WITH CARE

At Eurostar, it's in our nature to be caring. That's why the safety of our customers and colleagues is our priority as we keep Europe connected at a difficult time.

To help you prepare for your trip, here's a checklist of things you can do to help us keep you safe.

- 

Step 1
Save your digital tickets on our app for a contactless journey.
- 

Step 2
Bring any additional mandatory paperwork you'll need to enter the UK and France.
- 

Step 3
Check the recommended arrival time on your ticket. Allow extra time as social distancing applies.
- 

Step 4
Wear a face mask at our stations and onboard throughout your journey.
- 

Step 5
Stay a safe distance apart from others at our stations and on board.
- 

Step 6
Look out for safety advice on signs at our stations. Our teams are also there to help – at a safe distance.

We are following government guidelines through the wearing of masks and are encouraging customers to do the same



Staff:

We have provided FFP1 masks for staff in customer-facing roles and positions

Customers:

- At present masks and face coverings (i.e. the latter is just for the UK) are mandatory in public transport in the UK, France and Belgium, penalty fines apply if people refuse to comply.
- We are advising all our customers, via pre travel emails, message alerts, on our website, at our stations and on board to bring their own face mask and advising that these be worn at all times at our stations and on board the train throughout the journey.
- We cannot enforce customers to wear masks. We can advise them of the consequences.
- Face masks are not required for children aged 12 and under in Belgium and aged 11 and under in France and the UK.
- We also continue to act responsibly and have a small supply of masks in each location for those customers who forget / do not have a mask.





We have worked closely with all our safety and cleaning contractors to update our cleaning activities in line with requirements of Public Health England and equivalent country



Public Health England **Transport guidance**

Common symptoms of coronavirus (COVID-19)

 or 

new and continuous cough or high temperature

If you have symptoms of coronavirus, you need to **self-isolate for 7 days**

If you live with someone who has symptoms, you need to **self-isolate for 14 days** from the day their symptoms started

Only use **NHS 111** if your symptoms get worse or are no better after home isolation

Stop the spread of coronavirus

  **Wash your hands more often and for 20 seconds**

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and throw the tissue away straight away



Passengers should wash their hands **before and after they have been on public transport**

Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products

Advise passengers they should not travel if they are feeling unwell with symptoms of coronavirus - a new, continuous cough or a high temperature. This will also help to protect others from infection

Use announcements in transport hubs to reinforce key messages, such as washing hands before and after travel, and what to do if unwell

if someone becomes unwell while at a transport hub or on their journey with a new, continuous cough or a high temperature, **they should be sent home**



We have worked closely with all our safety and cleaning contractors to update our cleaning activities across our stations and trains



Task/activity	Status
Ensure that disinfection is part of every cleaning activity across our locations for trains used in service and trains that are parked (in stations or depots)	<input checked="" type="checkbox"/>
Ensure that in journey cleaners are visible and they focus on disinfecting tasks	<input checked="" type="checkbox"/>
Disinfect all high touch customer and staff areas at every turnaround (before and after a commercial service)	<input checked="" type="checkbox"/>
Keep track of all disinfecting activities across locations with daily reports	<input checked="" type="checkbox"/>
Ensure that all trains running commercial services have fresh water tanks full and that soap and toilet paper are replenished at 100% at every turnaround	<input checked="" type="checkbox"/>
Continue exterior cleaning activities so that when customers access our trains they have the general feeling of cleanliness from the start	<input checked="" type="checkbox"/>
Update waste collection procedures and cleaning process to reflect the changes from 4 May when customers and staff are required to use masks on board	In progress

We have increased the frequency and depth of cleaning procedures, ensuring disinfection is a permanent feature

- We are ensuring that disinfection is part of every cleaning activity across our locations for trains used in service and trains that are parked (in stations or depots)
- We are disinfecting all high touch customer and staff areas (toilet doors, flush buttons, luggage racks, open/close vestibule access doors) after every commercial service and keeping track of all disinfecting activities across locations via daily reports
- We are using Active Virucidal Cleaner and Sanitiser as part of the disinfection process in the UK, Bactéricide bac102 in France, LCO Cid in Belgium, Welcoline Clean 'n Easy Hygienic in Netherlands
- We are ensuring fresh water tanks are full and soap and toilet paper are replenished 100% at every turnaround on all our trains running commercial service
- We have in journey cleaners on all our trains **who are present to ensure continuous cleaning of high touch areas throughout the journey**, using single use hygienic wipes.
- Should a suspected case be reported on the train, the train will under go a full decontamination process **using specialist products** (Active Virucidal in the UK, Desogerme Virex P50 one-shot, Adesogerme Microsect P75 one-shot, Desogerme Virex 500 vaporisation in France, Kenolox 10 in Belgium)

Example of high touch areas



FAQs

Are we putting hand sanitizers onboard and in stations?

Hand sanitiser is available in stations but not yet on board. There isn't a commercially available dispenser that meets the safety requirements to install on the train. Please bear in mind that good old fashioned soap & water are more effective than hand gel & emphasis is on making sure there is always water & soap available

What is happening with fast track for BP customer?

As we're running a reduced timetable with lower customer numbers currently, there are limited numbers of security and passport lanes open right now. This will be increased in line with customer numbers and Fast Track will be reinstated. We will update you when we have more news.

How are you ensuring social distancing during boarding of the train?

Station teams are currently testing various processes, including boarding by seat number similar to airlines, to minimise the risk of any potential bottlenecks when boarding .

Can your staff enforce the wearing of masks?

Our staff cannot enforce this but will advise customers of the requirements and the risk of being fined in France / Belgium. However, in an extreme situation if a customer refuses to comply with wearing a mask and also refuses to observe social distancing, i.e if they were behaving in a manner that could be considered dangerous to other customers and staff, we would refuse travel.



THANKS