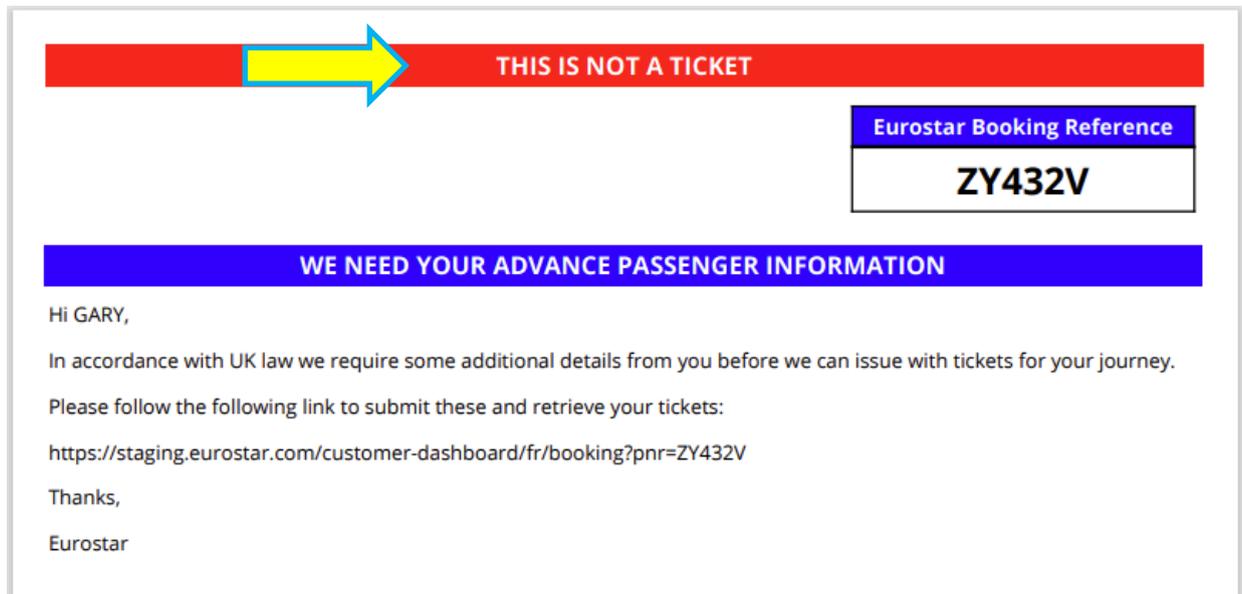


EUROSTAR : Nouvelle procédure pour les voyages à partir du 01.04.2024

A partir du 1er avril 2024, tous les billets des trains Eurostar afficheront le message « THIS IS NOT A TICKET ». Ci-dessous un exemple du billet.



The screenshot shows an email notification with a red header bar containing a yellow arrow pointing right and the text "THIS IS NOT A TICKET". To the right of the arrow is a box with a blue header "Eurostar Booking Reference" and the value "ZY432V". Below this is a blue bar with the text "WE NEED YOUR ADVANCE PASSENGER INFORMATION". The main body of the email reads: "Hi GARY, In accordance with UK law we require some additional details from you before we can issue with tickets for your journey. Please follow the following link to submit these and retrieve your tickets: https://staging.eurostar.com/customer-dashboard/fr/booking?pnr=ZY432V Thanks, Eurostar".

Afin de pouvoir voyager à bord de l’Eurostar, l’enregistrement en ligne est obligatoire. Ceci est dû à l’introduction d’un nouveau système d’auto-enregistrement.

Vous trouverez le lien d’enregistrement sur la confirmation originale d’Eurostar qui se trouve dans vos documents de voyage.

Pour activer le billet, l’enregistrement doit avoir lieu le départ, nous vous conseillons de l’effectuer 2 à 3 jours avant le voyage.

Lors de l’enregistrement, vous accédez au site internet d’Eurostar en cliquant sur le lien qui figure sur la confirmation et vous devrez saisir votre référence de réservation et votre nom de famille.

Veillez noter que le billet numérique est nominatif, personnel et ne peut être transféré à d’autres voyageurs.

Instructions pour l'activation des billets de train :

1. Ouvrez la confirmation et cliquez sur le lien.

THIS IS NOT A TICKET

Eurostar Booking Reference

ZY432V

WE NEED YOUR ADVANCE PASSENGER INFORMATION

Hi GARY,

In accordance with UK law we require some additional details from you before we can issue with tickets for your journey.

Please follow the following link to submit these and retrieve your tickets:

<https://staging.eurostar.com/customer-dashboard/fr/booking?pnr=ZY432V>

Thanks,

Eurostar

FAQ

Question 1

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam auctor, nisl eget ultricies ultricies, nisl nisl ultricies nisl, nec ultricies nisl nisl nec. Nullam auctor, nisl eget ultricies ultricies, nisl nisl ultricies nisl, nec ultricies nisl nisl nec.

Question 2

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Question 3

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam auctor, nisl eget ultricies ultricies, nisl nisl ultricies nisl, nec ultricies nisl nisl nec. Nullam auctor, nisl eget ultricies ultricies, nisl nisl ultricies nisl, nec ultricies nisl nisl nec.

THIS IS NOT A TICKET

2. Saisissez votre référence de réservation et votre nom de famille, puis cliquez sur “Voir ma réservation”.

eurowstar

Aide Connexion / Inscription

Trains Train + hôtel Hôtels Destinations Voyager avec Eurostar Voyageurs fréquents Votre réservation

Gérer une réservation

Obtenez vos billets, modifiez votre réservation et affichez vos paiements.

Référence de réservation: ZY432V
Nom de famille: Test

Voir ma réservation

ex. QNUSFH

Vous avez un compte Eurostar? [Connectez-vous](#) pour voir vos réservations. Vous n'avez pas de compte? [Créer un compte](#)

Obtenez vos billets pour gagner du temps à la gare

Surclassez-vous pour plus d'espace et de confort

Modifiez votre voyage en cas de changement de programme

3. Cliquez ensuite sur le champ rouge “information required”.

Trains Train + Hotel Hotels Destinations Travelling with Eurostar Frequent travellers Manage booking

Manage your booking

Paris → London

Booking reference: ZY432V

Booking options

- Get your tickets
- Add passenger information
- View / change seats
- Add to calendar
- Upgrade booking
- Change date/time
- Cancel journey

Travel information

- Station guides
- Print receipt

Please save your tickets on your mobile or print them at home, ready to scan at the ticket gates. **Get your tickets**

Get ready to travel

Tickets will only be available to passengers who have completed the following mandatory information:

- Advance Passenger Information (API)
- Email address

GARY TEST **information required**

Outbound Standard

Monday, 22 Apr 2024 1 x adult

6. Une fois que vous avez sauvegardé votre saisie, cliquez sur “Get your tickets” pour obtenir vos billets.

The screenshot shows the Eurostar booking interface. At the top, there's a 'Back to your booking' link. Below it, a dark blue header displays 'Your trip' with the route 'Paris Gare du Nord' to 'London St Pancras Int'l' and the date 'Thursday, 13 Jun 2024'. The 'Passenger details' section indicates that tickets are only available for passengers who have completed their information. A passenger named 'GARY TEST' is listed with a green checkmark and 'information completed'. Below this, there's a section for 'Additional passengers' with an 'Add child' link. At the bottom, a message states 'Your tickets are available' and a yellow button labeled 'Get your tickets' is highlighted with a yellow arrow pointing to it.

7. Dans View or print tickets, vous avez la possibilité d’ouvrir et d’imprimer votre billet au format PDF dans une nouvelle fenêtre en cliquant sur “Open”, ou de vous l’envoyer par e-mail en cliquant sur “Send” dans Email tickets.

The screenshot shows the 'Get your tickets' page on the Eurostar website. It features the Eurostar logo and a banner image of a hand holding a ticket. Below the banner, there's a 'Back to your booking' link and a confirmation message: 'Tickets were sent to: GARY TEST'. A note advises users to have their tickets on their mobile or print them at home. The page is divided into two main sections: 'View or print tickets' and 'Email tickets'. In the 'View or print tickets' section, there's a dropdown menu for 'Select a passenger' with 'GARY TEST' selected, and a yellow button labeled 'Open' highlighted with a yellow arrow. In the 'Email tickets' section, there's a similar dropdown menu for 'Select a passenger' with 'GARY TEST' selected, and a yellow button labeled 'Send' highlighted with a yellow arrow. At the bottom, there's a section for 'Get the Eurostar app' with download links for Google Play and the App Store.

8. Exemple de billet Eurostar au format PDF.

passenger_1

1 / 1 100%

Eurostar ticket - you're ready to go

CV 1187 SNCF **GARY TEST** 

Train: 9007 **Date: 13/06**

From: Paris Gare du Nord **Departure: 07:12 local time**

To: London St Pancras Int'l **Arrival: 08:30 local time**

Class: Business Premier **Cowch: 2**

Booking reference(s): DFGPXM **Seat: 11**

Additional information
Please arrive 10-30 minutes before departure.
Tickets open check-in 10 minutes before departure.
NCC: New Flex Premier - UK Ticket number: 86006048

BEFORE YOU TRAVEL

Pack your bags You can bring three bags plus one item of hand luggage.

Bring your passport Have it ready for UK and French border checks.

Get here early Please arrive 10-30 minutes before departure.

Hold onto your ticket Scan them individually.

Travel operators
Eurostar (EVS) is subject to Eurostar's Conditions of Carriage which incorporate both Regulation (EC) No 1371/2007 on Rail Passenger's Rights and Obligations and the CIV. Passengers on other operators' services are subject to those operators' Conditions of Carriage.
For terms and baggage restrictions apply. Check our website for a full of prohibited items.
Adult ticket 1x 80cm max. 11 hand luggage Child ticket 1x 80cm max. 11 hand luggage
This ticket may only be used by the person whose name appears on it.
Please make sure you always buy your Eurostar tickets from an authorised Eurostar distributor.

Issued: 06/03/24 14:45