1. Introduction

This document outlines Eurostar International Limited (EIL)’s policy regarding our provision of services which are accessible for our customers who have either reduced mobility or require additional assistance in order to be able to use our services.

This policy is required under the terms of EIL’s UK operating and service licensing conditions, is approved by the ORR (Office of Rail and Road), and is written in line with the recommendations within the Department for Transport’s guide ‘How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators’ (November 2009).

The information provided in this policy extends to all aspects of the service which we provide to our customers. It covers pre-travel and booking, travel options to and from our stations, car parking facilities, station facilities and the onboard train environment. Where relevant, this document extends to the provision of services in mainland Europe where the assistance referred to is provided by EIL itself and not the relevant station managers.

2. EIL accessibility strategy

EIL provides an international train service from St Pancras International Station, London, through to stations in France and Belgium. Our goal is to provide a customer orientated service which exceeds expectations. Customers with reduced mobility are no exception to this, and the assistance services we provide should allow customers to enjoy a high quality experience when travelling with us – irrespective of their physical capabilities.

Due to our international obligations, some of our assisted travel arrangements will differ to those found within the domestic UK rail industry. This is because we need to provide a service which is compatible with passenger train service providers on the continent, and also meet stringent Eurotunnel safety requirements, in the case of transit through the Channel Tunnel. Where there is a disparity between the ORR and international requirements, we will strive to provide similar arrangements for assisted travel to those required by the ORR.

The Technical Specification for Interoperability (TSI) for Passengers with Reduced Mobility (PRM) has widened the scope of the former Disabled People's Protection Policy (DPPP) from the traditional view of a ‘disabled passenger’ to now encompass the following:
• Wheelchair users who, due to infirmity or disability, rely upon the use of a wheelchair for mobility

• Wheelchair users who, due to limb impairment or ambulant difficulties, use a wheelchair to increase the range of mobility, and are capable of walking to a limited extent

• Other customers with reduced mobility including:
  o People with children
  o Pregnant women
  o Older people
  o Visually impaired
  o Hearing impaired
  o People of small stature (including children) – where this restricts their mobility
  o Communication impaired, meaning people who have difficulty in communicating or understanding written or spoken language, and includes people with communication difficulties, people with sensory, psychological and intellectual impairment, and foreign people with a lack of knowledge of the local language.
  o People with other physical disabilities

Reasons for reduced mobility may be long-term or temporary, and may be visible or hidden.

We commit to continuously look for ways in which the Eurostar service can be improved for those requiring assisted travel, ranging from improvements to the way in which we deliver customer service, to infrastructure improvements to the stations that we serve and design changes to the trains we operate. On board facilities have been improved with the refurbishment of our some of our current fleet of trains and the acquisition of 17 brand new trains. In both cases, full consideration has been given to the requirements of the PRM TSI.

We are committed to working with the ORR, Network Rail (HS), English Heritage, local authorities, industry partners and other stakeholders to ensure that we recognise and meet customers’ changing and evolving needs.

3. Procedures

3.1 Management arrangements

We work hard to ensure that our services and facilities are accessible to our PRM customers, and are maintained to a high standard.

To achieve this, the needs of PRM customers are integrated into our core business values, forming part of our customer service ethos. This policy document is used in our day-to-day activities and future initiative planning.

Our Chief Executive Officer has overall responsibility for this policy document, though responsibility for its implementation is delegated to the Chief Customer Officer. Local management of procedures lies with local managers across the business, including the Head of Customer Experience (in the case of definition and development of the policy) and in the case of delivery of the policy, the Head of Contact Centre, Head of UK Stations, Head of Continental Stations and Head of Onboard Services.

We believe that excellent customer service is at the heart of the success of our business and that it is important that we give our colleagues and contractors the necessary information and training to be able to deliver to a high standard. Anyone joining the company is made aware of our assistance processes, policies and services through the ‘Welcome onboard’ induction programme. Colleagues are also provided
with suitable departmental training relevant to their role. The focus of this training varies depending upon the type of interaction with the customer i.e. station and onboard teams communicate face to face with customers whereas for our Contact Centre teams it is important that they are able to facilitate a telephone conversation.

Managers with responsibility for projects and business planning will take account of the DPPP (and associated legislative requirements) in the planning stages of future developments. Where relevant, awareness training on disability issues affecting their area of responsibility is provided.

When we receive correspondence from PRM customers using our services, feedback is reviewed and key comments or recommended improvements are forwarded to the relevant department. More detail on the way in which we capture, share and act upon customer feedback can be found in section 4.2.

3.2 Monitoring and evaluation

Customer feedback is an essential and integral part of the way in which we regularly monitor the quality of the service we provide to PRMs. All customer feedback, without exception, received via our contact centre is recorded according to various criteria, e.g. Date/time of travel, where an incident occurred, which Eurostar team was involved and so on. By capturing this level of detail in what customers report to us, we are able to produce comprehensive monthly reports which clear, actionable insight.

These reports are shared with a wide variety of colleagues including station and onboard teams, teams responsible for processes, systems and information, and senior managers including (amongst others) our Director of Stations. The reports allow us to implement quick improvements to minor issues, as well as identifying bigger projects and issues in need of address. The reports enable us to track performance over time of various aspects of the service we provide. Importantly, they also allow us to recognise and celebrate the positive aspects of the service we provide, primarily through customer praise.

On a day-to-day basis, monitoring of the service provided to PRM customers is principally through review of daily shift reports. Our station team leaders monitor and record not only the level of physical assistance provided, but also the level of individual care provided to customers. Where the level of assistance has fallen short of what can reasonably be expected, the circumstances are considered and colleagues re-briefed as necessary. Where appropriate, the customer is contacted for their feedback. Any significant or repeated shortcomings in the provision of assistance are raised to the Head of Department or Chief Customer Officer for further consideration.

Monitoring against the specific requirements of the DPPP is undertaken by our Customer Experience team. The document is reviewed, as a minimum, on an annual basis, unless it requires updating or practices require changing. This could be after a particularly poor example of assistance provided to a customer, feedback from ‘mystery shopper’ surveys or changes to the ORR requirements.

The following measurable criteria have been identified to allow us to monitor our compliance against our own DPPP requirements:

- Accuracy of appropriate websites in reflecting the current status of station facilities, including the time taken to update the appropriate websites
- Number of assistance requests made, and number of assistance requests met
- Number of complaints received
- Amount of customer praise received
- Number of instances where assistance has failed to be provided or a customer has waited an unreasonable length of time for assistance to be provided
- Number / length of delays to services as a result of waiting for assistance
3.3 Access improvements

All UK stations at which EIL services call are relatively new build stations (St Pancras opened in 2007, Ebbsfleet International in 2007 and Ashford International in 1996). St Pancras and Ebbsfleet International Stations have been built and maintained to the requirements contained within the DFT ‘Code’, and applicable British Standards. Ashford International Station was built prior to the introduction of the ‘Code’, but any structural changes or refurbishment is undertaken with full consideration of the requirements.

Our continental stations are a combination of relatively new build (in the case of Lille Europe, Marne la Vallée and Calais Fréthun) and older buildings (in the case of Paris Gare du Nord and Brussels Midi). All of these stations have been upgraded and maintained with consideration for customers with access needs, and access from check-in to train at all of our continental stations is step-free.

Ramps are also available at all stations at which we call to ensure that access to our trains is step-free for those who need it.

Our train fleet currently consists of three types of train; TMST (our original trains), e300 (refurbished trains) and e320 (new trains). The TMST was specially designed for Eurostar services when we started operating in 1994. Despite the TMST entering passenger service before the introduction of the Rail Vehicle Accessibility Regulations in 1998, there are provisions for disabled customers on all TMST trains, such as dedicated wheelchair spaces, accessible toilet facilities and an at-seat catering service (in the case of our first class carriages).

These same facilities can be found on our e300 and e320 trains. Additionally on e300 and e320 trains, there are priority seats for PRMs in each coach, which offer more leg room and manoeuvrability. Priority seats can be selected via our website www.eurostar.com, or requested during or after booking via our contact centre or in our station ticket offices.

3.4 Our assistance processes

As we offer an international service on a pre-booked basis, our reservation system is different to that used by domestic UK train operators. Our booking system is bespoke to our operations, and all assistance requests are handled directly by us. As such, we do not currently use Passenger Assist (formerly Assisted Passenger Reservation Service or APRS), but can still offer a comparable service in terms of providing assistance to our customers. All our stations are staffed at all times customers are able to travel, and assistance is co-ordinated by the station teams. These arrangements mean that we can provide assistance on a ‘turn up and go’ basis. Or, if customers prefer to pre-notify us of their assistance needs, they can do so via our UK based contact centre.

In order to provide the best possible service on the day of travel, assistance is categorised into three priority levels by our station teams:

**Priority 1**: Customers with reduced, or no mobility, who require assistance to access the train (or to access connecting train services from the station).

**Priority 2**: Customers who are not medically unfit but may be older, pregnant or travelling with young children and require assistance to the train (or to connecting train services from the station).

**Priority 3**: Customers who require porter services only. A nominal charge is made for this service, and if there is a large demand for assistance from Priority 1 and 2 customers, this type of assistance will not be provided.

We ask any customer requiring assistance to arrive at their departure station at least 75 minutes prior to their booked time of departure, and to go to the designated assistance meeting point, which in most cases is the Eurostar check-in desk.
For customers at London St Pancras transferring between Eurostar services and other domestic rail services, assistance is provided by Eurostar staff within the Eurostar departure concourse and restricted zone. Outside of the restricted zone, assistance is provided by Network Rail staff.

Assistance for customers transferring between Southeastern and Eurostar services at Ashford International and Ebbsfleet International is provided by Eurostar staff within the restricted zone and Southeastern staff outside of the restricted zone. Ashford International and Ebbsfleet International are both staffed at all times that timetabled passenger services operate.

In our continental stations, assistance for customers transferring to other services is provided by a combination of dedicated Eurostar teams and contracted assistance staff. In all cases, the staff will endeavour to work together to ensure that the transfer from one service to another is seamless.

When a customer requests assistance at a departure station, a record is made of the customer’s requirements, time of travel, destination, train and coach/seat number. The information is entered onto a live system to which all Eurostar stations have access. The customer information is checked by the receiving station approximately one hour before each arrival and the necessary arrangements put in place in order to accommodate the assistance request.

Where assistance has been arranged before departure of the customer’s train, we aim to disembark customers within 5 minutes of arrival. Where assistance has not been requested prior to departure and therefore the receiving station has less notice to plan the assistance required, disembarking may take longer than this.

In the case of departures and, when necessary, arrivals, customers requiring assistance may be fast tracked through passport control in order to avoid the crowds.

3.5 Working with others

We pride ourselves on delivering excellent service to our customers and continuously look for ways in which to improve our service. As part of this, we consult with relevant stakeholders in order to work together. For example, we have worked with Assistance Dogs UK and DEFRA regarding the carriage of assistance dogs on our trains. We have also worked closely with customers who have previously provided feedback on their journey, and have travelled together with them in order to get first-hand feedback and improve services accordingly, where possible.

3.6 Disruption

Disruptions do occasionally affect our services, when this happens our train managers and station assistance staff are trained to be aware of the needs of persons of reduced mobility and are encouraged to provide the highest levels of customer service. They are able to resolve many issues on the spot. Where this isn’t possible passengers are able to contact the Traveller Care team by either phone, e-mail or via social media channels for a resolution.

In the case of a delay in arrival or departure, we will keep passengers informed of the estimated departure time and estimated arrival time as soon as such information is available. Where the delay is more than 60 minutes we will offer:

(a) meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied;
(b) hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible;
(c) if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.

If the service cannot be continued anymore, we will organise as soon as possible alternative transport services for passengers to transport them to either their destination station or station of departure depending on the circumstances.

When train platforms are changed at short notice, we will ensure that all passengers with mobility difficulties are assisted to the new platform before the train departs.

In the event that facilities on trains which materially affect disabled passengers are out of use (e.g. accessible toilets), we will endeavour to ensure that passengers are advised of this before joining the train.

### 3.7 Colleague training

EIL provides varying levels of training to employees, dependent upon their role and level of interaction with customers.

- All EIL colleagues are made aware of EIL’s customer service strategy and the provision of assistance on our induction programme, ‘Introducing Eurostar Welcome onboard’, which is attended by all employees within their first three months of employment.

- Station teams are provided with general awareness training to help them understand the different requirements of disabled customers, considering requirements beyond physical limitations of the individual, and understanding customers’ needs when the reason for assistance is not immediately obvious.

- Relevant train crew are provided with training in emergency procedures, including the evacuation of people with reduced mobility from trains.

- Specific training is provided to employees who need to use specialist equipment i.e. ramps, wheelchairs, induction loops.

- Other customer facing staff undergo general customer service training, with modules available which focus on disability awareness and customers in need of assistance.

### 3.8 Emergency procedures

EIL emergency arrangements are, to a large extent, specified and governed by the requirements of Eurotunnel and the mandated safety requirements for operating through the Channel Tunnel.

Wherever possible, EIL operates the principle of allowing customers with disabilities to travel alone and to access their seat and onboard facilities without the need for additional assistance.

We have to comply with some strict operating requirements in order to ensure the safety of our customers travelling through the Channel Tunnel. One of these requirements is that where a customer has reduced mobility and requires the use of a wheelchair, they must be able to walk approximately 200 metres unassisted – this is to allow evacuation in the Channel Tunnel.

Customers who require the use of a wheelchair and cannot walk 200m unassisted must book to travel in a dedicated wheelchair space prior to travelling. There are two designated wheelchair spaces (in Coaches 9 and 10 on our TMST and e300 trains, or in coaches 3 and 14 on our e320 trains) and two emergency wheelchairs which are used if evacuation is required in the Channel Tunnel.
Emergency plans take into consideration the needs of disabled customers, in particular those who are not mobility independent.

Onboard passenger emergency information cards are provided in each coach, and the Train Manager makes an announcement at each station in both French and English, indicating the location of safety information. In the case of trains on our Brussels route, this announcement is also made in Dutch.

3.9 Communications strategy

3.9.1 Telephone

EIL provides a booking reservation service by telephone, as well as any information disabled customers might need regarding their journey. It’s also possible for customers to pre-notify us of their assistance requirements ahead of their journey. Customers access these services by calling our UK based contact centre on 03432 186 186. Additionally customers in France can call a France based Eurostar team on 08 92 35 35 39; customers in Belgium can call a Belgium based Eurostar team on 02 400 67 31.

Our UK contact centre booking line is available between 08:00 and 19:00 Monday to Friday, and 09:00 to 17:00 at weekends and on bank holidays and English language calls are compatible with Next Generation Text Service (http://ngts.org.uk/). All calls are charged at a local rate. Group bookings of ten or more customers should be made on 03448 224 800. All customers using this service will have the option to speak to a customer services representative in either English, French or Dutch. Alternatively, an online booking service is available 24 hours a day at www.eurostar.com

Assistance requests for connecting (non-Eurostar) trains need to be booked directly with the operator of the connecting service, in most cases at least 48 hours in advance.

3.9.2 Websites

A large amount of pre-travel information is available on our website, www.eurostar.com. Additionally, a comprehensive customer guide to accompany this document is available on our website. The guide is also available in other formats including large print, Braille and audio.

A ticket booking service is available on our website where it is possible to specify exact seating requirements, including an adapted wheelchair space if needed.

3.9.3 Social media

Important service information is broadcast via our @eurostar Twitter account. Customers can also contact us with questions or feedback using this Twitter account. The account is monitored between 08:00 and 19:00 Monday to Friday, and 09:00 to 17:00 at weekends and on bank holidays. During periods of major service disruption, this account is monitored and updated on a 24/7 basis.

3.9.4 Signage

All UK stations which are served by Eurostar were built recently. As such, due care and consideration in ensuring that the stations were built in line with all relevant standards has been taken, and facilities and services are provided in accordance with recent disability guidance.

Station signage, although out of our direct control, is situated to allow it to be clearly visible to customers. Signage is designed in compliance with BS 8300 ‘Design of Buildings and Their Approaches to Meeting the Needs of Disabled People – Code of Practice’. St Pancras International was opened in 2007, and was built in full consultation with stakeholders, including English Heritage, Transport Focus and disability support groups such as DPTAC.
Signage throughout all our stations is consistent in design in order to prevent confusion. All signage has good colour contrast (white on navy blue), uses both upper and lower case lettering, has matt surfaces to reduce glare from light sources and is suitably lit in order to aid good visibility. Facilities designed specifically for disabled customers are denoted by pictograms and text to international standards. Signage relating to emergency information is provided in accordance with the relevant safety and fire legislation, and its positioning also takes account of wheelchair users to ensure that it can be easily seen.

3.10 Car parking

3.10.1 Disabled car parking provision

Car parking facilities at St Pancras International are restricted, due to the station’s location in central London. There are, however, parking facilities available for 315 cars on a short term basis. Car parking facilities at the station are provided by CP Plus. There are 13 bays designated for disabled parking. Long term parking is not available at this car park, though there are other privately operated car parks within a short distance of the station that can provide this facility. This is not a facility dedicated only for Eurostar customers, but is provided by CP Plus for all users of St Pancras. As the parking is not our responsibility to manage we do not undertake reviews on occupancy of disabled spaces; this is the responsibility of the car park operator.

Parking at Ebbsfleet and Ashford International stations is also provided by CP Plus. At Ebbsfleet, 74 car parking spaces have been designated for disabled badge holders across car parks A and B. These spaces are closest to the ramps near the car park entrance/exit that lead to the west entrance of the station. The station and car parks are well signposted from the major roads surrounding Ebbsfleet.

The facility at Ashford benefits from extensive car parking provisions, with 1850 parking spaces (of which 40 are disabled bays) available in the dedicated station multi-storey car park, operated by CP Plus. All of these allocated spaces are located on the fifth floor as this provides a direct, step-free route, free from any gradient, to the link bridge from the car park to the station. There is also a large open-air car park situated between the station and the nearby retail park. The car parks are well sign posted from all major roads surrounding the station.

Car parks operated by CP Plus are routinely monitored throughout the day. This monitoring includes ensuring that those parking in disabled bays display the correct disabled parking badge. Fines are issued to those drivers who disregard this requirement. Contractors undertaking work at either Ashford or Ebbsfleet are not permitted to park in disabled bays and are provided with a designated parking area. Contractor parking at St Pancras International is managed by Network Rail.

The table below summarises the car parking facilities available to Eurostar customers, including information for our continental stations:

<table>
<thead>
<tr>
<th></th>
<th>Operated by</th>
<th>Total number of spaces</th>
<th>Disabled bays</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Pancras</td>
<td>CP Plus</td>
<td>315</td>
<td>13</td>
</tr>
<tr>
<td>Ebbsfleet</td>
<td>CP Plus</td>
<td>2536</td>
<td>74</td>
</tr>
<tr>
<td>Ashford</td>
<td>CP Plus</td>
<td>1850</td>
<td>40</td>
</tr>
<tr>
<td>Paris</td>
<td>Vinci Park</td>
<td>1220</td>
<td>24</td>
</tr>
<tr>
<td>Lille</td>
<td>Vinci Park</td>
<td>711</td>
<td>12</td>
</tr>
<tr>
<td>Calais</td>
<td>There is a free public car park next to the station.</td>
<td>Unknown</td>
<td>8</td>
</tr>
<tr>
<td>Marne la Vallée</td>
<td>Vinci Park</td>
<td>1370</td>
<td>28</td>
</tr>
</tbody>
</table>
3.10.2 Set-down and pick-up points

Customers arriving by car or taxi at St Pancras International can use the dedicated set-down point on Pancras Road, directly adjacent to the entrance of the international concourse. This provides same-level access to the station and leads directly to the Eurostar concourse and special assistance welcome desk. The pick-up point for travellers is located between the departures and arrivals area, accessible via a gentle ramp.

At Ebbsfleet International Station, there is a set down point for customers located adjacent to the west entrance / exit. The Network Rail reception, located just inside the station at the west end can make arrangements for assistance including fully accessible taxis.

There is a set down point for customers at Ashford International Station, and access via pavements to the station is via dropped kerb zebra crossings, fitted with tactile paving.

At our continental stations, the set-down and pick up points are as follows:

Paris Gare du Nord – Rue de Dunkerque
Brussels Gare de Midi – Place Horta
Lille Europe – Bd de Turin, opposite the Suite Hotel
Calais Fréthun – Station entrance
Marne la Vallée - Place des passagers du Vent, at the front of the station

3.11 Check-in, security screening and immigration controls

Eurostar is subject to strict security and immigration controls, which all customers are required to comply with regardless of any customer’s disability. Action has however been taken to make the process as smooth as possible for any customers with reduced mobility.

Check-in gates at all of our stations have been designed with sufficient width to allow wheelchair users or those with pushchairs or bulky luggage to use them. This allows customers to check in without requiring assistance, if they choose. Manual check-in booths are also accessible, are open (rather than glazed) and have extra wide access with no barrier.

Security screening must be undertaken, without exception, of all customers and their luggage. Customers restricted to a wheelchair may be subject to a security search via the use of sweep wands, which is a non-invasive physical search. Any such search is always carried out by specially trained employees and undertaken with respect.

All of our stations have immigration control. Customers are required to present their documents to the French Police (PAF) or Belgian Federal Police, and British Immigration control authorities (when entering the UK). The booths are glass-fronted and induction loops have been installed.

Customers who need to travel with medical equipment are advised to obtain a letter from their doctor stating why this equipment is required. This will assist in the security process at check-in.

In all of our stations, security is handled by third parties. However we work closely with these third parties to ensure that appropriate consideration is given to customers with disabilities or reduced mobility.

3.12 Carriage of restricted items

EIL have strict requirements on the carriage of certain items and substances. Customers who need to travel with specialist medical equipment should first inform us of what they need to carry, prior to travel, to
ensure that it is permitted and that there are no additional requirements. Information on restricted items can also be found on our website and in our Conditions of Carriage.

In some cases, customers are required to obtain a formal confirmation of their need to travel with specialist equipment; this must be carried at all times and presented to security where requested. It may be deemed that some equipment can be carried, but only in luggage holds. Such requests should initially be made to our contact centre, well in advance of the day of travel. Each request will be considered on a case by case basis, and will be forwarded to the relevant department for approval. The customer will may be provided with an approval letter, which must be carried with the customer and presented at security screening.

4. Services for customers with specific requirements

4.1 Arrangements for wheelchair users

Eurostar services currently have two designated wheelchair spaces per train which provide a facility for wheelchair users who need to remain with their wheelchairs. These are located in Coaches 9 and 10 on our TMST and e300 trains, and in coaches 3 and 14 on our e320 trains. Ramps are provided on all platforms where Eurostar trains call. An adjacent seat is available for one travel companion.

Customers requiring the use of a wheelchair space must pre-book due to limited availability of spaces. Customers who need to remain in their wheelchairs cannot be accommodated in any other area of the train due to the evacuation procedures required for transit through the Channel Tunnel.

There are two emergency wheelchairs, which are narrower than traditional wheelchairs, provided on board each of our trains. These emergency wheelchairs fit through the trains’ aisles and are designed to permit evacuation of customers seated in the dedicated wheelchair spaces.

Eurostar operates a policy which allows for a wheelchair-using customer* and one companion to travel in Standard Premier / Business Premier accommodation (depending upon the designation of the coach on that journey) at a fixed rate of our lowest priced standard class fare.

As of January 2016, prices are:

**Paris, Brussels and Lille route**

Return fare:  £58 per person for an adult wheelchair user or their companion
£56 for a child wheelchair user

Single fare:  £45 for an adult wheelchair user or their companion
£32 for a child wheelchair user

**Disneyland Paris route**

Return fare:  £72 per person for an adult wheelchair user or their companion
£51 for a child wheelchair user

Single fare:  £41 for an adult wheelchair user or their companion
£29 for a child wheelchair user

**Lyon & the South of France route**

Return fare:  **£89/£99 per person for an adult wheelchair user or their companion**
**£63/£70 for a child wheelchair user**
Single fare:  **£51/£56** for an adult wheelchair user or their companion  
***£36/£40*** for a child wheelchair user

**Lower fare for Lyon, higher fare for Avignon and Marseille.**

**French Alps ski route**

Return fare:  **£149** per person for an adult wheelchair user or their companion  
**£105** for a child wheelchair user

Single fare:  **£84** for an adult wheelchair user or their companion  
**£60** for a child wheelchair user

Additionally, the companion fare is available to the companion of a PRM customer who requires someone to travel with them. One companion per PRM customer may travel at the reduced rate, and to be eligible both customers must travel together on all segments of their Eurostar journey. In this case, the PRM customer would pay the best available rate for their own ticket, as opposed to a fixed rate.

*Wheelchair users who are unable to walk 200m unassisted are eligible for these fares.*

### 4.2 Arrangements for customers with guide or assistance dogs

Registered guide and assistance dogs are permitted on Eurostar services, as long as they meet Defra requirements. These requirements stipulate that according to our licence with the Animal Health and Veterinary Laboratories Agency (AHVLA), Eurostar is only approved to carry dogs which have been trained by an organisation that is affiliated to or is a member of one the organisations below:

- Assistance Dogs Europe
- Assistance Dogs UK
- International Guide Dog Federation
- Assistance Dogs International

Any other animals, including emotional support dogs, are not permitted to travel on Eurostar services.

Customers with assistance dogs are encouraged to travel to and from St Pancras or Ebbsfleet International – customers may travel from Ashford International, but cannot return to the UK via Ashford as the required checks are only permitted by Defra to be carried out at St Pancras and Ebbsfleet International stations.

We allow a maximum number of four guide or assistance dogs per train. We can only accept four guide or assistance dogs for travel on each Eurostar train. Declaration of the intention to travel with a guide or assistance dog is required at the time of booking. Customers who attempt to travel with a guide or assistance dog, but do not declare this at the time of booking, may be refused access to the train, this decision is dependent upon how full the train is.

Tickets for a guide or assistance dog can be booked at any Eurostar station ticket office or by calling Eurostar, SNCF or SNCB contact centres. There is no charge for the guide or assistance dog’s ticket.

Customers intending to travel with a guide or assistance dog are responsible for and required to produce the necessary documentation to allow their dog to leave or enter the UK whilst traveling on our trains. This documentation must be identified with the dog’s microchip or tattoo (in line with the requirements under the Pet Travel Scheme) and a document to prove the dog is a guide or assistance dog (such as an ID book or card). Failure to produce the appropriate documentation in line with the Pet Travel Scheme may result in the dog being quarantined. Customers travelling with a guide or assistance dog are required to have UK
departure and arrival checks carried out on their dog’s documentation, and must ensure that they make contact with a member of Eurostar station staff upon departure and arrival in the UK. Detail on the documentation required to allow a guide or assistance dog to travel out of or enter the UK can be found at https://www.gov.uk/take-pet-abroad or by contacting pettravel@ahvla.gsi.gov.uk

Customers with sight impairment are required to pay a normal fare for themselves. However, if they need to travel with a companion, that person will be entitled to the discounted companion fare (see section 5.1). During the journey, dogs are requested to lie under the seat that has been reserved for them, in order to avoid any hazards that may arise from the dog occupying the aisle or other customer areas.

### 4.3 Arrangements for customers using mobility scooters

Customers who need to travel with a mobility scooter can take it free of charge, as long as it fits in one of our wheelchair spaces on board. Wheelchair space dimensions can be found in our special assistance guide on our website www.eurostar.com. Scooters that use combustible fuel are not permitted on any Eurostar train – only battery operated ones can travel with us.

For scooters to access our platforms and trains, in lifts and on ramps, they’ll need to be no more than 70cm wide by 100cm long. We can help customers on and off the train, but we may ask customers to operate the scooter themselves, as models vary and our team might not be familiar with all types.

It’s important that customers contact us at least 48 hours before they travel to make sure that there is enough space available on the train they are travelling on. Customers should telephone our Contact Centre on +44 (0)3432 186 186.

### 5. References

‘How to Write Your Disabled People’s Protection Policy: A Guide for Train and Station Operators’ November 2009, Department for Transport

‘Accessible Train Station Design for Disabled People: A Code of Practice 2010’ Department for Transport

### 6. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning/Definition</th>
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<tbody>
<tr>
<td>APRS</td>
<td>Assisted Passenger Reservation Service</td>
</tr>
<tr>
<td>DfT</td>
<td>Department for Transport</td>
</tr>
<tr>
<td>DPPP</td>
<td>Disabled People’s Protection Policy</td>
</tr>
<tr>
<td>DPTAC</td>
<td>Disabled Persons Transport Advisory Committee</td>
</tr>
<tr>
<td>EIL</td>
<td>Eurostar International Limited</td>
</tr>
<tr>
<td>ORR</td>
<td>Office of Rail and Road</td>
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<tr>
<td>PRM</td>
<td>Persons with Reduced Mobility</td>
</tr>
<tr>
<td>RNIB</td>
<td>Royal National Institute of Blind People</td>
</tr>
<tr>
<td>RNID</td>
<td>Royal National Institute for Deaf People</td>
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<tr>
<td>RVAR</td>
<td>Rail Vehicle Accessibility Regulations 1998</td>
</tr>
<tr>
<td>The 'Code'</td>
<td>DfT Code of Practice 'Accessible Train Station Design for Disabled People'</td>
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<tr>
<td>TSI</td>
<td>Technical Specification for Interoperability</td>
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- **End** -