



## AccesRail Product: Eurostar (Thalys)

ABOUT: .....	1
9B AND PROVIDER: .....	1
MAP OF 9B EUROSTAR SERVICES: .....	2
DESTINATIONS BY HUB: .....	3
MINIMUM CONNECTION TIME: .....	3
ELIGIBILITY: .....	3
SERVICES: .....	3
EUROSTAR TRAINS: .....	4
CHECK-IN PROCESS: .....	5
HOW TO GET TO THE BUS/TRAIN: .....	6
LUGGAGE: .....	6
ON-BOARD MEALS: .....	7
MOBILITY ASSISTANCE: .....	7
DELAYS: .....	7
SSR MESSAGE: .....	7
FAQ: .....	7

### **About:**

Travel on Eurostar between Amsterdam Schiphol train station and Brussels Midi or Antwerp Central train station. Travelling on Eurostar between Netherlands and Belgium is a seamless and efficient experience, whisking you between two vibrant cities with ease. Departing from Amsterdam's Schiphol Airport train station, you'll glide through picturesque landscapes and quaint towns before arriving at the heart of Brussels or Antwerp. AccesRail 9B offers Eurostar services between Belgium and Netherlands.

### **9B and Provider:**

Train Range: 9B 9300 – 9499

Service is available as Rail-Air and Air-Rail.



**Map of 9B Eurostar Services:**





**Destinations by Hub:**

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Amsterdam Schiphol	AMS	Brussels Midi	ZYR	2hrs
Amsterdam Schiphol	AMS	Antwerp	ZWE	1hr 5min

**Minimum Connection Time:**

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

**Eligibility:**

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

**Services:**

Passengers can travel on Eurostar in either First Class or Standard Class.

In First class passengers can enjoy Wi-Fi, an electric socket, extra spacious seating, and a meal served at your seat on selected routes.

In Standard class, passengers can enjoy Wi-Fi, an electric socket, and are able to purchase drinks and snacks on board.



9B RBD	Eurostar Classes
J	Premium Class
Y	Standard Class

**Pets:**

Passengers who will be travelling with their pets, please see [Travel with pets](#) for more information.

**Eurostar Trains:**



Figure 1: Eurostar (Thalys) Train Exterior



Figure 2: First Class Seating, Eurostar



Figure 3: Standard Class Seating, Eurostar

### Check-in Process:

Check-in is essential to ensure a smooth travel experience.



Figure 4: Eurostar QR Code Example

Passengers must check-in to retrieve their actual travel documents (Figure 4 and Figure 5). Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 6) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

Passengers must check-in before the departure of their schedule train. Check-in is not possible after departure of the scheduled train.

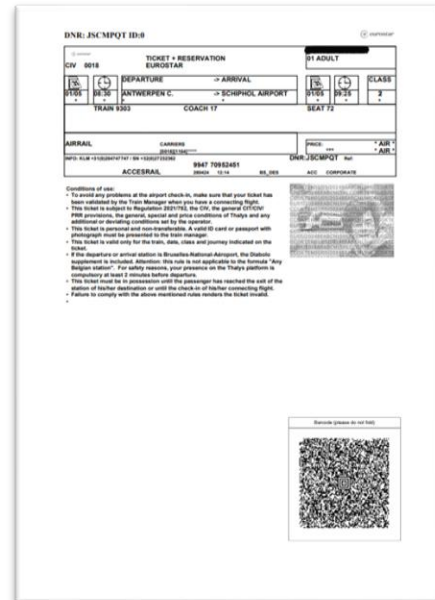


Figure 5: Eurostar Train Ticket Example



When passengers check-in they will receive two items, one is the full ticket that can be printed. This ticket includes their travel information, including the QR code. The second item is the QR code with the passenger's information.

The screenshot shows the 'Step 1: Retrieve Order' page. It includes a progress bar at the top with steps: Retrieve Order, Passenger Selection, Travel Information, Email Confirmation, and Check-in Complete. The main content area has a blue sidebar with the text 'Please complete all steps to finalize check-in for your journey.' The main form area is titled 'Step 1: Retrieve Order' and contains the following fields:

- First name:
- Last name:
- E-ticket number:  (with a note: 'Your 13 character electronic ticket number')
- Booking Reference (PNR Locator):  (with a note: 'Your 5 or 6 character booking reference number')

A 'Continue' button is located at the bottom right of the form.

Figure 6: Check-in Page

Seat reservations are included.

**How to Get to the Train:**

Passengers can reach the train station at Amsterdam Schiphol Airport on the underground level of the airport. A free baggage trolley from the platform is available for passengers to use. Via Schiphol Plaza, passengers can walk straight to the departure or arrival hall.

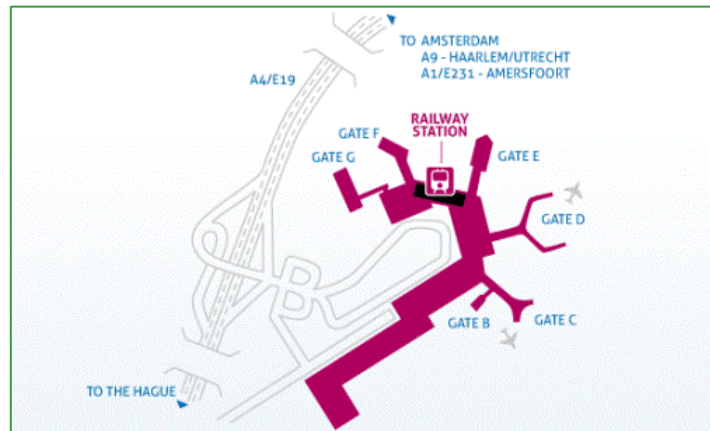


Figure 7: Schiphol Airport

**Luggage:**

Eurostar luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.



### **On-board Meals:**

On most trains, passengers in First Class will receive a complimentary meal served at their seat. Passengers in Standard Class, will have access to purchase snacks and drinks onboard on most trains.

### **Mobility Assistance:**

Passengers must request mobility assistance by calling one of Eurostar's Customer Care numbers at least 24 hours prior to their train departure. Passengers in Belgium can call: (+32) 2 400 6776; passengers in the Netherlands can call: (+31) 20 5323232.

### **Delays:**

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, passengers should be booked onto the next available train.

### **SSR Message:**

Please note that the SSR message will contain check-in information.

### **FAQ:**

1. Is Eurostar a BUS or TRN?  
Eurostar is a train (TRN) service.
2. Do I have to check-in?  
Yes, passengers must check-in **prior to departure** in order to receive their actual travel document which they will use to board the train.
3. Can I upgrade my ticket?  
No, unfortunately tickets cannot be upgraded.
4. Are seat reservations included?  
Seat reservations are included for the scheduled departure.