

Mr Jacques Damas
CEO, Eurostar

15 December 2020

Dear Mr Damas

Information about passengers' right to cash refunds when services are cancelled

I am writing to express my disappointment about the refund information on the Eurostar website and that provided by email to passengers whose trains have been cancelled.

Passengers who have booked a train and subsequently had it cancelled are entitled by law to a full cash refund yet the Eurostar website is not transparent, directing people towards accepting a voucher and burying the information about their right to a refund.

I understand from a meeting one of my colleagues had last week with your stakeholder manager that you are trying to 'manage' the compensation process using emails that are sent out to passengers whose trains have been cancelled, but these emails are far from satisfactory.

One of our staff members has shared with me an email he received when a service his mother had booked was cancelled and there is no immediate mention of her right to a refund. This is only apparent when you click a link to 'find out more about your options' and even then, the information about requesting an e-voucher is in large text at the top with a much smaller link about how to request a refund.

As the passenger watchdog with responsibility for services provided by Eurostar, London TravelWatch would like you to address the issues I have raised in this letter as a matter of urgency so passengers (including those who have previously accepted a voucher not realising that they were entitled to cash) have easy access to the compensation to which they are entitled.

Yours sincerely

A handwritten signature in black ink, appearing to be "Emma Gibson", written in a cursive style.

Emma Gibson
Director, London TravelWatch