

Anna Saunders  
**Senior Manager, Consumer Policy**



31 March 2021

Scott Marshall  
General Counsel  
Eurostar  
[by email]

Dear Scott

## **Eurostar's COVID refund policy**

Thank you for your email of 5 March confirming the redress measures you are putting in place to assist those passengers who were not made aware of their right to a cash refund when their booked service was cancelled.

We note that you have made system and process improvements to strengthen your communication with passengers to more explicitly include all the refund options available to them, and have considered various options for providing redress for affected passengers within the practical constraints of your current COVID challenges.

### Processing refunds and eVouchers

We welcome your commitment to process refunds for all eligible passengers who contact you to request this (including those who previously took eVouchers but were entitled to a cash refund), and the extension of the validity of active eVouchers up to 30 December 2021 to increase the opportunity for passengers to book future travel.

### Communication to passengers

In previous correspondence, you have confirmed that you have made amendments to the wording of the email sent to passengers informing them of their service cancellation, to make it clearer that they are eligible for a cash refund, as well as having other options including taking an eVoucher.

You also made some changes to your website in December 2020 to clarify that the option of a cash refund was available for eligible passengers. In your most recent email, you have explained that you will be amending your website by early April to add a new webpage on 'Disruption' and you have stated that this will clearly explain all of the options available should a passenger's train be delayed or cancelled for any reason. We would be happy to review the text which will be used on this page, if you would find that helpful. In any event, please keep us updated on progress and let us know when the Disruption webpage goes live.





## Summary

In summary, we welcome these changes you have made to your refund practices and communications to ensure that passengers are better informed about their rights to a refund if their service is cancelled.

In light of the above improvements, we are not intending to pursue this matter further at this time.

Please note that we may publish this correspondence on our website.

Yours sincerely

**Anna Saunders**