

From: [REDACTED] <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: Re: Your Eurostar booking confirmation Sat 14th Nov 2015 - [REDACTED]
Date: Thu, 12 Nov 2015 15:28:21 +0000

you have to go to a ticket counter and speak with an agent...you can't just go to a machine...i am not sure if the agents will be there...let me call and find out

On Nov 12, 2015, at 10:23 AM, [REDACTED] <[REDACTED]> wrote:

I can go today after 7 pm. Do you think it's going to be open?

Sent from my iPhone

On 12 Nov 2015, at 15:19, [REDACTED] <[REDACTED]> wrote:

i think you should go before Saturday just in case. if you have a problem today we can try to fix...you shouldn't have a problem, but just in case...if you go day of and you have a problem it is more stressful and harder to rectify...we used the voucher and it is on Jeffrey's credit card...Do you have time to try to go today or tomorrow?

On Nov 12, 2015, at 10:14 AM, [REDACTED] <[REDACTED]> wrote:

Thank you!

So I cannot go directly on Saturday. But why last time it worked fine?

On 12 Nov 2015, at 15:04, [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]...we could not change your ticket from the US...I had Eurostar void your tickets and you will receive a refund for the tickets you purchased on your credit card. Below is your brand new ticket... you must GO TO THE STATION TODAY OR TOMORROW and get your tickets...you must give them your ID (passport) and the ticket [REDACTED] and tell the agent to "READ THE NOTES" ...they want you to bring the credit card used to purchase the ticket but you don't have it...it's Jeffrey's ...I just spoke to Eurostar and they put special notes for the agent to see so they know to release the tickets to you without the Credit Card. We used the Voucher [REDACTED]...But please you must go TODAY or TOMORROW to get your tickets from the station...please do not wait until the last minute. I want to know you have them in your hand. Can you do this? thanks, [REDACTED]

Begin forwarded message:

From: Eurostar <no-reply@eurostar.com>
Subject: Your Eurostar booking confirmation Sat 14th Nov 2015 - [REDACTED]
Date: November 12, 2015 at 9:39:40 AM EST
To: <[REDACTED]>

 Thank you for your booking



Hello Jeffrey
Just to let you know, this page isn't your ticket.

 Your booking references

Booking reference	Route	Carrier
[REDACTED]	London St Pancras Int'l to Paris Gare Du Nord (return)	Eurostar

Your ticketing

Your Eurostar ticket options:



Ticket on departure

Collect your tickets from the self-service ticket machines at our Eurostar stations.

[How does it work?](#)

Some important info about debit/credit cards

- To collect your ticket(s) at the station, the debit/credit card holder must be there, with the debit/credit card that was used for the payment. You won't be able to use e-payment (virtual) cards to collect ticket(s) from the station.
- If the debit/credit card owner and debit/credit card won't be present when you're collecting your tickets, you'll need to choose a different delivery method.

You'll need to allow 45 minutes for checking in before your scheduled Eurostar departure (it's especially important to arrive early at peak times and around public holidays).

- If you have any large items of luggage (such as skis or snowboards) please allow at least 60 minutes before your scheduled Eurostar departure.
- If you have any questions, call our Customer Service Team: UK 08448 224777, France 01.70.70.60.88, Belgium 02 40 06 731, other +44 1777 77 78 78. Calls are charged at the national rate and are monitored for training purposes.

 Your itinerary





London to Paris return

Booking reference [REDACTED]

 Your outbound details

Departs **London St Pancras Int'l at 13:31 on Saturday 14 November**
Arrives **Paris Gare Du Nord at 16:47 on Saturday 14 November**

Duration **02h 16m**
Standard Premier : [View fare conditions](#)

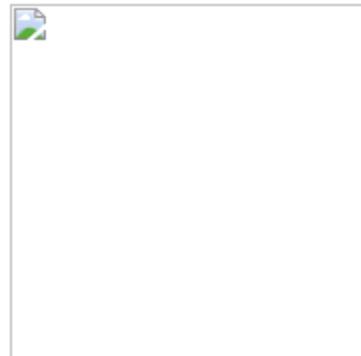
Traveller	Membership number	Meal	Eurostar seats	Fare
 (Adult)			Carriage 11 Seat 53	\$310.00

 Your inbound details

Departs **Paris Gare Du Nord at 9:13 on Monday 16 November**
Arrives **London St Pancras Int'l at 10:39 on Monday 16 November**

Duration **02h 26m**
Standard Premier : [View fare conditions](#)

Traveller	Membership number	Meal	Eurostar seats	Fare
 (Adult)			Carriage 12 Seat 24	\$240.00



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 Payment details

Date	Description	Amount
12/11/2015	Total debited from your payment card ending 3001 including a \$7.00 credit card fee	\$176.00



Tread Lightly is our mission to reduce our impact on the environment and encourage people to think differently about travel. [Find out more](#)



Railteam is an alliance of high-speed rail operators with the goal of making travel as seamless as possible throughout the European rail network. [Find out more](#)



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