



TERMS & CONDITIONS

Booking policies

- All services are subject to availability upon request and pre-payment receipt via our booking platform www.wellcomrail.com
- All pre-payments made on the website consist solely of a valid credit card authorization hold valid for 7 days. This hold will only be charged for confirmed services and will be released immediately for any declined services.
- Children under the age of 4 are welcomed as guests, and no additional charges will apply to their inclusion.
- Services are exclusively available to Eurostar Premier ticket holders. Bookings from holders of other ticket types, such as Eurostar Plus or Eurostar Standard, will not be accepted.
- A PNR (Eurostar Booking Reference) is mandatory for all booking requests to confirm that the client is traveling in Eurostar Premier Class and that the number of passengers specified in the request matches the Eurostar Reservation.
- One single PNR (Eurostar Booking Reference) for the same group cannot be divided across multiple Meet & Greet bookings or multiple Luggage Porter bookings.
- For one PNR (Eurostar Booking Reference), a single Meet & Greet service (Departure or Arrival) must be booked, specifying the correct number of passengers and up to a maximum of 4 pieces of luggage. It is important to note that the number of passengers indicated in a booking does not automatically determine the number of greeters assigned to the service. Our team ensures optimal and tailored assistance for each reservation based on specific client needs. Where operational capacity allows, additional staff will be allocated to enhance service delivery within our limits.
- An additional booking for Porter services is required if passengers have more than 4 pieces of luggage (from 5 to 10 pieces maximum).
- The service starts no earlier than 1 hour 30 minutes before the train's departure time, which coincides with the opening of Eurostar check-in. Clients arriving earlier cannot be guaranteed immediate service.
- In case of a no-show, the total price of the service will be charged without exception.
- For bookings of a package with both departure and arrival services, an automatic discount is applied. If either leg is unavailable, the standard rate for the available service will apply without discount.
- All clients must adhere to the rules and regulations of immigration and customs at the respective railway stations. Compliance during the Meet & Greet service is mandatory.
- Clients are personally responsible for carrying, managing, and transferring their travel documents and personal belongings through immigration and customs checkpoints.
- WELL'COM RAIL does not take responsibility and refunds will not be provided for missed trains caused by late arrivals, invalid travel documentation, or any other client-related delays.
- Private Transfers (Departure): For any private transfer arranged upon departure, the pickup time is automatically scheduled 2 hours prior to the train's departure time. If you prefer a different pickup time, please indicate it in the "Other comments" section of the booking form. A complimentary waiting time of 15 minutes is included. Beyond this, any delay will incur an additional 1-hour "as directed" service charge, billed at the minimum rate for a transfer with the same vehicle class. This charge must be paid within 24 hours after the service via an extra payment link sent by our team.

Amendment policies

- Any amendments to VIP Meet & Greet, Porter, or Private Transfer services made within 24 hours of the scheduled service time will necessitate a new booking, and the original booking will not be refundable or transferable. Clients must contact WELL'COM RAIL via email at reservations@wellcomrail.com to request amendments.
- If a Eurostar train is cancelled by Eurostar, WELL'COM RAIL will offer the originally booked service on the next available journey at no additional charge. Clients must notify WELL'COM RAIL promptly to make arrangements.

Cancellation policies

- Cancellations made less than 24 hours prior to the scheduled service time will result in a full charge of 100% of the service cost. Clients must contact WELL'COM RAIL via email at reservations@wellcomrail.com to process cancellations.

For any emergency:
Please contact us via mail at
reservations@wellcomrail.com

 www.wellcomrail.com

