

Jacqui Russell
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Samantha Spence
Director of Regulation, Public Policy & Special Counsel
Eurostar International Limited
By Email

Dear Samantha,

Approval of Eurostar International Limited’s Accessible Travel Policy (Condition 5 of the GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Eurostar International Limited’s Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 “Accessible Travel Policy Guidance for Train and Station Operators.” I can confirm that Eurostar’s ATP now meets the requirements of Condition 5 of its GB Statement of National Regulatory Conditions: Passenger (SNRP).

We recognise that the obligations which we could reasonably place upon Eurostar are different in some areas to those placed on domestic mainline operators. We therefore agreed on an approach that reflects both the specific nature of your operations and the principles set out in the ATP Guidance. In particular, we agreed to Eurostar using its own bespoke system for passengers who want to book assistance, rather than participating in the Passenger Assist system used by domestic operators. We gathered feedback from Transport Focus, London TravelWatch, and the Disabled Persons Transport Advisory Committee, and this has been reflected in the final policy documents.

We understand that, following the launch of Eurostar’s new brand identity, the ATP documents will be updated. You have confirmed that the content will not change, therefore there will be no need for an additional approval process. Please do however provide us with copies of these updated documents for our records.

Yours sincerely,

Jacqui Russell

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