

Eurostar Travel Survey 3

01 July 2014 to 30 June 2015

This is our third survey of travel using Eurostar services and this time we wish to look in more detail at why people use Eurostar, how they book their ticket and their experience of travel on board and onward connections. The survey is open to everyone, not just Railfuture members. It will run for a full year in order that we can get the full picture of who uses Eurostar and why. Please fill in a form for each individual journey.

When did you travel?

- | | | | |
|-----------------------------------|-----------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> July | <input type="checkbox"/> August | <input type="checkbox"/> September | <input type="checkbox"/> October |
| <input type="checkbox"/> November | <input type="checkbox"/> December | <input type="checkbox"/> January | <input type="checkbox"/> February |
| <input type="checkbox"/> March | <input type="checkbox"/> April | <input type="checkbox"/> May | <input type="checkbox"/> June |

How many times have you travelled since 01.07.2014?

Why did you travel?

- Leisure On business Visiting family/friends

Did you travel?

- As an individual/family Part of a larger group

What did you book?

- A single journey A return journey

How did you book?

- Online – specify website used
- Phone – specify ticket agent
- Via a travel agent, if so which one?
- As part of a tour group - specify tour company.....
- Other – please specify

Home Town?

.....

Start of journey on Eurostar?

- | | | | | |
|-----------------|--------------------------------------|------------------------------------|----------------------------------|--------------------------------|
| Outbound | <input type="checkbox"/> St. Pancras | <input type="checkbox"/> Ebbsfleet | <input type="checkbox"/> Ashford | |
| Inbound | <input type="checkbox"/> Brussels | <input type="checkbox"/> Paris | <input type="checkbox"/> Lille | <input type="checkbox"/> Other |

Did you have to stay overnight in the London area before or after your Eurostar journey?

- | | | |
|---------------|------------------------------|-----------------------------|
| Before | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| After | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

If you stayed in a hotel in London is there one you could recommend?

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Which class of travel did you use on Eurostar?

- Standard Standard Premier Business Premier

Where did you travel to/from on Eurostar?

- Brussels
- Lille
- Paris
- Other

Ultimate destination on your first day? Start of return journey on final day?

Outbound..... Inbound.....

Journey completed by:

- Train
- Coach
- Local Bus
- Other

If you changed to another train how good/easy was that connection?

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Why did you choose Eurostar?

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What would make travel by Eurostar a better experience?

- 1. Boarding
- 2. Food
- 3. Staff
- 4. Ambience

Security and passport control are not under Eurostar control but would “barrier-free travel”, other than having to show your ticket, encourage you to travel by rail more often to the rest of Europe?

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Any other comments you would like to make about travelling to the rest of Europe by Train

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Thank you for your time completing this survey which was prepared by Railfuture International Group. Please return to: cmb-24@ntlworld.com no later than July 14th 2015.