

**To:** [REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 4/4/2018 11:20:29 PM  
**Subject:** Re: Eurostar Issues-I worry about [REDACTED] new ticket!

EXACTLY! it is the WORST website EVER! and you cannot speak to anyone! I have been lamenting over this all day...just

On Apr 4, 2018, at 7:16 PM, [REDACTED] wrote:

I tried to make it online but it's impossible . <image1.jpeg>  
Envoyé de mon iPhone

Le 5 avr. 2018 à 01:09, Lesley Groff <[REDACTED]> a écrit :

It will be much easier for her to just change what she has! Lets see what happens tomorrow...I will get a credit for my new ticket if she is able to just change what she has. Please talk to her and help her.

On Apr 4, 2018, at 7:07 PM, [REDACTED]  
<[REDACTED]> wrote:

Thank you Lesley . I know that she can change her ticket by herself tomorrow in any Eurostar office . I think she has to pay 30 pounds or even nothing because it's a business ticket . But you purchased a new one

Envoyé de mon iPhone

Le 5 avr. 2018 à 00:56, Lesley Groff <[REDACTED]> a écrit :

Want to give you the heads up: My account rep, Natasha, is on holiday. She purchases our rail tickets through an account she has, which no one else apparently has access to.

I booked [REDACTED] a new ticket myself on line and received a booking number(42881140) but she must print the ticket herself at a kiosk at the station OR go to the window and speak with an agent. She is to take the 7:55am train arriving Paris 11:17am.

...I worry however ...I don't know if she needs the card it was purchased on (the

website doesn't state so, but...??) I did received an email stating it takes 2 business days for the credit card to be reviewed and ticket finalized (?) Yet it accepted the date of travel as tomorrow. **She needs to take money with her to the train station in case she needs to purchase a new ticket or pay a change fee. I have told her to take money and a credit card!**

On Apr 4, 2018, at 5:04 PM,  
jeffrey E.  
<[jeevacation@gmail.com](mailto:jeevacation@gmail.com)>  
wrote:

les send [REDACTED] her new train ticket for friday morning thx

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please note  
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