

To: Lesley Groff [mailto:Lesley.jee@gmail.com]
From: [REDACTED]
Sent: Wed 4/4/2018 11:22:30 PM
Subject: Re: Eurostar Issues-I worry about [REDACTED] new ticket!

Definitely, I m sure that she can change it in any Eurostar counter .

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Le 5 avr. 2018 à 01:20, Lesley Groff <[REDACTED]> a écrit :

EXACTLY! it is the WORST website EVER! and you cannot speak to anyone! I have been lamenting over this all day...just horrible. She needs to take care of it herself in the morning...

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

I tried to make it online but it's impossible . <image1.jpeg>

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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] 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

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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 Viktoryia 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 receive 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@gmai.com wrote:

les send victoria her new train ticket for friday morning
thx

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