

EUROSTAR PASSENGER SURVEY

JUNE-SEPTEMBER 2011

Please help **Railfuture** try to improve the service **Eurostar** gives by filling in this questionnaire

Please circle your preferred answer, where there is a choice

You will be entered into a draw for a £25 shopping voucher if you choose to fill in your address

Name

Address

Date of journey Out Return

Which class did you travel in? Business Premier Standard Premier Standard

Why did you choose Eurostar?

Your home railway station

Where did you board Eurostar? St Pancras Ebbsfleet Ashford

How did you reach this station? (circle all that apply)

Foot Cycle Bus Coach Car Taxi Underground Train Air

Which formed the main part of the journey?

Did you have any problems getting to the station? Yes No

If yes, please specify

Where did you leave Eurostar? Calais Lille Paris Brussels Other:

What was your ultimate destination?

How did you find out about your onward journey?

Was your journey for Business Pleasure Other:

How many times have you used Eurostar in the past year?

If you had a problem with Eurostar, how was it handled?

How did you book your ticket?

Station Website Telephone Travel agent Through a tour operator

Other:

How was the booking experience? Excellent Good Acceptable Bad

If there is a single action that Eurostar could take to make the whole Eurostar experience better, what would it be?

.....*continue overleaf if necessary*

Please return your completed form to:

Eurostar Survey, 34 Scott Road, Thorpe Park, Norwich NR1 1YR before 5 October 2011

Railfuture is independent and voluntary

It is dedicated to promoting the interests of all rail users

More information at www.railfuture.org.uk

