

Eurostar

Key statistics

2009

- 9.2 million travellers used Eurostar services
- 95% of Eurostar trains arrived on time or early
- Over 70% of the air/rail market on London-Paris and London-Brussels routes.

Source: Eurostar

Complaints

2008-09 to 2009-10

	Passenger Focus Total appeals opened
2008-09	
Q1	7
Q2	0
Q3	0
Q4	0
2009-10	
Q1	0
Q2	0
Q3	0
Q4	0
2008-09	7
2009-10	0

Source: Passenger Focus