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## Special travel needs

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To arrange for help or support while travelling with us, call our team on **+44 (0) 3432 186 186**.

### Reduced mobility

Call us to let us know in advance. Then all you need to do is **arrive 60 minutes before** your train's departure time and head for the **Eurostar Assist desk**. Our team will be on hand to help you get to and from our trains. [Take a look at our full Special Assistance guide](#) and also [Our Making Rail Accessible policy](#)

### Wheelchair users

To make sure you can travel in the comfort of your own wheelchair, we have a **wheelchair user fare**. You can also take one **travelling companion** with you at a reduced rate.

### Guide and assistance dogs

We're happy to welcome registered guide or assistance dogs on board, provided they've been trained by an organisation that's a member of Assistance Dogs (UK), the International Guide Dog Federation or Assistance Dogs International. Emotional support dogs and other animals aren't allowed to travel on Eurostar. To find out more, see our [FAQs](#) or take a look at our [Special Assistance guide](#).

### Children

#### Toilets and baby changing

There are toilets in all our stations and at the **end of every carriage** on Eurostar trains. You'll find wheelchair accessible toilets in **coaches 9 and 10**. We also have **baby changing facilities** in our stations and in **coaches 1 and 18**.

### Unaccompanied children

**Under 12 years old:** must travel with a responsible person aged 16 or older.

**12 to 15 years old (inclusive):** can travel on their own, as long as they've got a fully completed Eurostar **Unaccompanied Minor Form**. This must be signed by their parent or legal guardian (or by a responsible adult given consent by the parent or legal guardian) at the station in the presence of a member of the Eurostar team. **This service is not available on the direct route between London or Ashford and Lyon, Avignon and Marseille, or on our direct ski trains to the French Alps.**

Your little traveller will need to keep this signed form with them throughout their journey and show it to train staff if they're asked.

**16 to 18 years old:** can travel by themselves, as long as they've got all the usual travel documents and meet all the legal requirements.

### Train deals

- Trains to France
- Trains to Paris
- Trains to Disneyland Paris
- Trains to Belgium
- Trains to Brussels
- City breaks**
- Trains to Germany
- France city breaks
- Trains to Switzerland
- Paris city breaks
- Trains to the Netherlands
- Belgium city breaks
- Brussels city breaks
- Bruges city breaks