# Eurostar Faces Delays and Cancellations Amid IT System Fault at UK Border Force



**Eurostar Delays Due to IT System Fault**

Travellers on the Eurostar faced significant delays and cancellations due to an IT fault at the UK Border Force. The issue affected services between London and Paris and was first reported on Thursday. Eurostar confirmed the problem in a statement, noting that the fault impacted the e-gates used by customs officers to check passports. The company advised passengers to expect severe delays and last-minute cancellations.

Scenes of long queues and frustrated passengers were reported at both London St Pancras and Paris Gare du Nord. Some passengers described the situation as chaotic and shambolic. An email sent to affected individuals warned that trains, such as the 8 PM service from St Pancras, were likely to be delayed.

The Eurostar website noted that a 1.30 PM train from Gare du Nord to St Pancras arrived three hours late. The company has apologized to affected passengers and is offering free exchanges or full refunds. Border Force representatives have not commented on the situation. This incident follows a recent IT outage at UK airports earlier this month and precedes a planned three-day strike by Border Force officers at Heathrow Airport.