

# Passengers Charter Compensation for Season Ticket Holders



We aim to provide you with a good service, unfortunately we sometimes fail to meet the standards set out in our Passenger Charter. If you think you are entitled to compensation under the Charter, fill in all sections of this form and hand it in at any Merseyrail station booking office or post to Freepost MERSEYRAIL CUSTOMER RELATIONS. The performance results are available on our website [www.merseyrail.org](http://www.merseyrail.org)

## 1. Your details.

Name:	
Address:	
Postcode:	Contact phone number:

## 2. Journey details.

Between:	And:
How often do you make this journey?:	

## 3. Ticket details.

Type of Season Ticket:	Duration:
Ticket number:	Expiry date:
Where did you buy it?:	Photo ID number:
Zones covered:	Walrus card number:

## 4. Reason for refund compensation.

Explain in the box below why you are applying for compensation and attach any evidence you have:

## 5. Sign below to confirm that the information you have given is accurate.

Signature: ..... Date: .....