

Passengers' Charter Refund Application

We aim to give you good service, but regrettably we sometimes fail to meet the standards set in the Merseyrail Passengers' Charter. If you consider you are entitled to a refund under the Charter, complete this form and hand it in at any Merseyrail station booking office.

We will not be able to process this form unless all sections are completed.

1. Details of your journeys including origins, destinations and any change of train.

Outward Journey

From	<input type="text"/>	To	<input type="text"/>
Frequency	<input type="text"/>	Time	<input type="text"/>

Return Journey

From	<input type="text"/>	To	<input type="text"/>
Frequency	<input type="text"/>	Time	<input type="text"/>

2. Details of Your Ticket(s)

Ticket used

Ticket Type*	<input type="text"/>	Duration	<input type="text"/>
Ticket No.	<input type="text"/>	Expiry Date	<input type="text"/>
Where Purchased	<input type="text"/>	Card No.	<input type="text"/>

New ticket (If you have renewed your Trio ticket)

Ticket Type*	<input type="text"/>	Duration	<input type="text"/>
Ticket No.	<input type="text"/>	Expiry Date	<input type="text"/>
Where Purchased	<input type="text"/>	Card No.	<input type="text"/>

If you are applying for a refund on a Saveaway it must be attached to this form. Trio tickets should also be attached if possible.

*Including Zones covered and whether peak or off peak.

3. Please explain why you are applying for a refund and attach any documentary evidence:

4. Your details

Name: _____

Address: _____

Postcode: _____ Daytime Telephone Number: _____

5. I confirm that the information above is accurate, that I made the journeys detailed and purchased the ticket stated. I am aware that a fraudulent claim may lead to prosecution through the courts.

Signed (passenger) _____ Date _____

FOR OFFICE USE **For all claims on Trio tickets this declaration must be signed by station staff or the claim cannot be processed.**

I confirm that the information in Section 2 is correct and that I have issued the new ticket as shown.

Signed (station staff) _____ Dated _____

Location/Station Stamp _____

Now send this form to the Office nominated by your company.

