



Please read the terms and conditions on page 2 before completing this form.  
Please use BLOCK LETTERS and black ink when completing this form

Title:  Firstname:  Surname:

Address:

Original TrainGenius.com booking reference:

Town/City:

Replacement booking reference (if applicable):

Postcode:

In the event of a query about your refund application, we may need to contact you.

Contact telephone number:  Alternative:

Contact email address:

Reason for refund:

I have read and understand the notes given on page 2 of the refund form :

Signature of applicant:  Date:

Please ensure that you enclose all unused tickets (and seat reservations/supplements) requiring a refund.  
Please allow 28 days for the refund to be processed and a further 5 days for it to be refunded to your card  
(once receipt of the tickets is confirmed).

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For Office use only  
For Office use only

Date received and logged:

Checked by:

No. of returned coupons:

Coupons validated:



## Refund Fare Arrangements

### 1. Refund applications that TrainGenius.com will accept

Please note that we only process refunds for tickets bought from TrainGenius.com. Tickets bought from TrainGenius.com must be returned to us for a refund – please do not hand them in at a station.

### 2. Refunds on unused tickets

Under National Rail Conditions of Carriage, clause 26, if you decide not to travel, certain types of ticket can be returned, unused (no later than 28 days after the ticket's expiry date), and the ticket reseller will arrange a refund for you. Please note: we cannot process refunds unless the tickets are returned. Advance tickets are not normally refundable but they can be amended to make the same journey at a later date. A reasonable charge may be made for the administration of refunds and this varies by ticket type. For up-to-date details of terms and conditions for refunds and amendments, please see our website, shown below.

### 3. Returning tickets for refund

Customers are responsible for refund applications that are lost in the post, so we recommend you return tickets to us using Royal Mail Special Delivery – see our website for details

### 4. Refunds for Advance tickets, based on qualifying re-bookings

You can apply for a refund of your Advance ticket if you have re-booked a qualifying replacement ticket through TrainGenius.com (the origin, destination, train operator and route must remain the same). Please provide clear details of the qualifying replacement booking as well as the original booking being refunded, otherwise we will not be able to process your refund. See our website for more details and applicable charges.

### 5. Refunds for Anytime and Off-peak tickets

These types of ticket are refundable but administration charges can apply. If you have re-booked new tickets, please provide the booking references for your original and replacement bookings. See our website for details and applicable charges.

### 6. For more details to help you with your refund application, please visit our help pages on TrainGenius.com.

### 7. Filling in the refund form

Please fill in the first page of the refund form, giving all the requested details. If any information is missing or incorrect, it may not be possible to process your refund, so it is important that you provide contact details.

When you have completed your form, please post it to:

TrainGenius refunds  
2-6 Boundary Row  
London  
SE1 8HP  
United Kingdom

We will notify you of the outcome of your refund application by email (or telephone). Thank you.