Online ticket refund form

Gatwick Express • Great Northern • Southern • Thameslink

Personal Details		All fields marked*are mandatory
Title* Mr Mrs Miss	Other	
First name*		
Surname*		
Address*		
Postcode*	Best contact no.*	
Email		
Signature*		Date (DD/MM/YY)*
Your application must be submitted within 28 days of the tickets expiry date. In certain circumstances we will apply a reasonable administration charge		
Booking reference number		(This can be found on your email booking confirmation)
Type of refund request		
Unused tickets Pa	rt used tickets	Could not travel due to service disruption
Difference between standard		Scrvice distuption
and 1st class fare Se	ason ticket left at home	*Other (please specify)
Please give reason for refund request:		
Claiming a refund under Money Back Guarantee?		
To qualify for our money back guarantee, you must have selected Attach tickets here		Attach tickets here
the ticket on departure option from the website a	nd the ticket	
must not have been collected.		Key smartcard holder? Please write number below:
Affix tickets below only if they have already been printed/posted		
Please return completed form to:		
Freepost RTGL-ELXC-HAUU Govia Thameslink Railway		
Ashby De La Zouch		
LE65 1JT		
	For office use only	







