

PASSENGER CHARTER AND REFUND FORM

□ **Personal Details:**

(Please Print Clearly)

Name.....

Address.....

E-mail Address.....

Mobile Phone Number.....

Reason for Application (PLEASE TICK APPROPRIATE BOX)

Customer Charter Claim

Unused Ticket Refund Claim

Date of Travel:

Reservation/Booking No:
 (Online Booking)

Station From:

Station To:

Details of Claim:
.....
.....
.....
.....

PLEASE SUBMIT ALL RELEVANT DOCUMENTATION TO SUPPORT YOUR APPLICATION including original ticket

Delay Compensation:

Please tick your preference for discount vouchers (valid for 12 months) or, partial cash refund under EC Regulation 1371.

- **Delays between one to two hours**

50% Vouchers

25% refund

- **For delays of two hours or more:**

100% Vouchers

50% refund

SIGNATURE: _____

DATE: _____

Terms and Conditions

To process an application, please send completed form within 28 days of expiry date of relevant ticket to:
Customer Care Department, Iarnród Éireann, Connolly Station, Amiens Street, Dublin 1.

Refunds for tickets including Group tickets purchased at ticket offices or tickets purchased from vending machines

When you buy tickets on the day of travel and you decide not to take the train, we will give you a **full** refund provided you return your unused ticket immediately or within 45 minutes to the ticket office at which you bought it.

When you buy a ticket in advance, we will only give you a refund if you return it before the day you were due to travel. Unused portions of return tickets are not eligible for refund. When your application is processed we may contact you by E-mail, SMS or post.

Persons claiming to be entitled to free or reduced rate travel who fail to produce proper documentation at the time of purchase will be liable to pay the appropriate fare and any subsequent application for a refund will not be considered.

Application for a refund in respect of Monthly or Annual tickets will only be considered due to illness or change in work conditions with a medical certificate or appropriate letter from the employer attached.

Refunds for tickets purchased online

If you reserve your ticket online the following refund rules apply:

- Low: No change or refund possible.
- Semi Flexible: Amend or Cancel up to the day before departure or until the ticket is collected at the station, subject to 20% fee.
- Flexible: Amend/Cancel up to 90 minutes before departure or until the ticket is collected at the station.

Online bookings for special services or promotions have their own terms and conditions for refunds.

Tickets which are stolen or lost will not be eligible for refund.

Passenger Charter Compensation Payments:

Discounts if you are delayed

If you are more than one hour late arriving at the station you are going to, we will offer you compensation for the leg of the journey affected.