PASSENGER CHARTER AND REFUND FORM

Personal Details:

(Please Print Clearly)

Name: .................................................................................................................

Address: .............................................................................................................

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E-mail Address: .................................................................................................

Mobile Phone Number: .....................................................................................

Reason for Application (PLEASE TICK APPROPRIATE BOX)

Customer Charter Claim [ ] Unused Ticket Refund Claim [ ]

Date of Travel: ...................... Station From: ........................................... Departure Time ........

Station To: .................................. Reservation Number: .................... (if purchased online)

Details of Claim:
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PLEASE SUBMIT ORIGINAL TICKET or COPY IF CURRENT SEASON TICKET/CARD

Delay Compensation - Please tick your preference of vouchers or refund

- For delays of one to two hours
  50% Vouchers [ ] 25% refund [ ]

- For delays of two hours or more:
  100% Vouchers [ ] 50% refund [ ]

Signature.............................................. Date.........................................................

Full Passenger Charter and refund terms and conditions are available on www.irishrail.ie

Please forward completed form to Customer Care, Connolly Station, Dublin 1.

Issued 2018 until further notice