

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