

# 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.....  Part used tickets.....  Could not travel due to service disruption.....

Difference between standard and 1st class fare.....  Season ticket left at home.....  \*Other (please specify).....

Please give reason for refund request: .....

.....

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.....

## Claiming a refund under Money Back Guarantee?

To qualify for our money back guarantee, you must have selected the ticket on departure option from the website and the ticket **must not** have been collected.

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

Attach tickets here

Key smartcard holder?  
Please write number below:

For office use only

