

Season Ticket Refund Application Form

Ticket holder's details (please use block capitals)

Title..... First names Surname.....
(Mr/Mrs/Ms, etc.)

Photocard Email Telephone.....

Company.....

Your current Season Ticket details (please use block capitals)

From To Via.....

Travelcard Zones Period..... (e.g. Annual)

Start date Finish date Class

Order Ref Ticket number..... Last day of use.....

Your signature and the date

Signed Date

Email this completed form, or just write the info in the email itself, along with a photo of your Season Ticket cut in two, to seasons.avantiwestcoast@trainsfares.co.uk. If you have a digital Season e-ticket, you do not need to send a photo. Due to a current high volume of requests, it can take up to 28 days to get your refund.

Alternatively, if you don't have access to email, we're happy to accept handwritten versions of the form by post to the below address. We'd advise you to keep your ticket safe at home until you're able to send it back to us by recorded delivery. Please make sure you include all necessary details for us to process your refund:

- Your full name
- Contact details
- Reason for cancelling (e.g. coronavirus)

Please complete the form, attach your ticket and send by Special Delivery to:

**Avanti West Coast
Season Tickets
PO Box 23971
Edinburgh
EH3 5DA**

As per government guidelines, a £10 fee will still apply on all season ticket refunds. We can only issue a refund once we've received the Season Ticket in the post, or we've received proof that it's no longer in use, as advised.