

Refund Form - for unused tickets

If you've travelled on tickets via claiming Delay Repay, please visit: LNER.co.uk/delayrepay or text DELAY to 86888*

Please fill in this form online, print it out and sign it. Alternatively, you can print it out and fill it in in BLOCK CAPITALS and ink. Please note that you must make your claim for a refund within 28 days of the ticket expiry date.

Personal details:

Title: Other:

Forename(s): Surname:

Address:

Postcode: Daytime telephone number:

Email:

Reason for claim (fraudulent claims will be subject to legal proceedings):

Signature of applicant:

Date:

The ticket was purchased by (please note, any information entered into this form online will not be saved anywhere and is therefore secure):

Cash: Credit/Debit card: e-voucher: Gift voucher:

Warrant (give name and account number):

Credit/Debit (state card number):

Refunds will be made back to the original payment method within 14 days of us processing the refund request.

Point of purchase:

Station name: Web address:

Other:

If your ticket was purchased from our website virgintrainseastcoast.com please follow the instructions online via Your Account for claiming a refund, or post your ticket with a covering letter to our Web Support team at:

LNER Web Support
Freepost RTUH-TUGH-GCLZ
Cramlington NE23 1WG
Tel. 03457 225 333

If you booked your ticket anywhere else, please contact the people who sold it to you.

*Texts are charged at your standard network