

Online ticket refund form

Personal details

All fields marked * are mandatory

Title* Mr Mrs Miss Other

First name*

Surname*

Address*

Postcode*

Best contact number*

Email*

Signature* Date (DD/MM/YY)* / /

Please note if you are applying for a refund after the date and time the ticket is valid for, we will charge a £10 admin fee. Your refund application must be submitted within 28 days of the tickets expiry date.

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:

Attach ticket(s) here

Please return completed form to

Southeastern Online Refunds
Freepost RTSK-BXJE-CCHL
ASHBY DE LA ZOUCH
LE65 9EL

For office use only