

Replacement and Duplicate Tickets Policy for Bus/Rail Commuter Travelcards

REPLACEMENT OF DAMAGED TRAVELCARD: ISSUED FREE OF CHARGE

- If the Travelcard is damaged or can no longer be read easily, we will replace it free of charge provided that the customer can present the damaged card to us and we can confirm that it is still valid.
- Replacement Travelcards will be issued from the Translink Pass Office, 3 Milewater Road, Belfast, (Telephone: 028 9035 4074, Fax: 028 9035 4096).

DUPLICATE TRAVELCARD: ADMINISTRATION FEE OF £5.00

- If the Travelcard has been lost a duplicate can be issued at a cost of £5.00. Loss of the Travelcard must be reported immediately by applying for a duplicate. Normally, passengers may claim a refund of any fares they may have had to pay while waiting for a duplicate to be issued. Proof of tickets purchased must be enclosed with a covering letter.
- Refunds will not be made against tickets which had been purchased before the reported loss or if a duplicate is not authorised.

CHANGES TO ORIGINAL TRAVELCARD: ADMINISTRATION FEE OF £5.00

- Passengers can make changes to their Commuter Travelcard for example if they change address or change job. If the journey is longer, the passenger will be charged the appropriate extra fare. If the journey is shorter the appropriate refund will be provided. In both cases an administration fee of £5.00 will normally be charged. However, if the passenger renews their Travelcard for a further 12 months the administration fee will not be applied.

REFUNDS ON COMMUTER TRAVELCARDS NO LONGER REQUIRED: ADMINISTRATION FEE OF £5.00

- Refunds on Commuter Travelcards will only be calculated from the date the Commuter Travelcard is received by Translink from the customer.

If, however it is not possible to return the Travelcard earlier, because of illness, a refund will be calculated from the date the illness started, provided a medical certificate or other confirming evidence satisfactory to Translink, (for example a letter from their employer on headed notepaper), is produced covering the period from the start of the illness until the Travelcard is handed in.

- Refunds can be made on Commuter Travelcards for the first 10 months of annual use. After that refunds are no longer applicable due to the fact that the annual discount originally granted supersedes any discount the customer would have gained by purchasing monthly tickets.
- The basis of refund is not pro rata but is the difference, if any, between:
 - The price paid for the Travelcard, and
 - The total cost of the appropriate combination of monthly/40 Journey tickets necessary to cover one return journey per day up to the date the Travelcard was handed in, less the administration charge of £5.00.
- Refunds are not normally made on duplicate Travelcards, but an application will be considered if:
 1. The original lost Travelcard was returned to us within one month of the reported loss, or
 2. In such circumstances as the termination of employment or prolonged personal illness of the holder, provided they supply the supporting documentary evidence satisfactory to us.

SUMMARY:

IF THIS HAPPENS:	TRANSLINK WILL:	ADMINISTRATION FEE:
Travelcard Damaged	Issue a replacement Travelcard on application	Free of Charge
Loss of Travelcard	Issue duplicate Travelcard on application	£5.00
Passenger wishes to change current Travelcard details	Provide the appropriate refund/charge extra cost and issue a new Travelcard	£5.00 (Not applied if renewed for a full 12 months)
Illness of Travelcard Holder	Provide appropriate refund	£5.00
Passenger no longer requiring their Travelcard	Provide appropriate refund (within 1st 10 months of use)	£5.00