

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: Cheque: Warrant (give name and account number):

Credit/Debit/Cheque Card (state card number):

Refund to be made by (please note, credit card purchases will be refunded back to the credit card used in the purchase):

Cash: Cheque: Credit/Debit/Cheque Card: Other (please state):

Point of purchase:

Station name: Web address:

Other:

If your ticket was purchased from our website www.eastoast.co.uk 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:

Web Support,
PO Box 1207,
Newcastle upon Tyne,
NE99 1JH.
Telephone: 08457 225 111

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