

Travelcard Refund Form



If you are requesting a **Refund** you will need to supply proof of ID (eg copy of utility bill or bank statement) and your yellow Travelcard, along with this application form

Details required:

Title First Name Surname

Address

.....Postcode

Date of BirthContact phone number

Please tick from the below options

Tick below

Please tick this box if you require a replacement Travelcard to use once D&G have resolved their issues with ticketing equipment	
Please tick this box if you don't require a replacement Travelcard to use once D&G have resolved their issues with ticketing equipment has been resolved	

Please send your completed form to:
Information Concessions Smartcard Team
Ground Floor
Nicholas House
1 Black Friars
Chester
CH1 2NU

*Please allow up to 21 days for your application/request to be processed

*Cheshire West and Chester Council cannot take responsibility for cards that are lost in the post, so would recommend using recorded delivery when posting a card with a balance credit.

If your require any further information please telephone our Travelcard Helpline on 01244 973353