



Please print all sections clearly using Blue/Black bold pen

Applicants are advised to read General Conditions & Refund Policy overleaf

Ticket: Ticket Office
 (Conditions Overleaf) Ticket Vending Machine
 Web

Payment Method: Cash
 Credit Card

Full Name: _____

Full Postal Address: _____

Mobile Phone Number: _____

Date & Time of Train: _____

Reason for Refund: _____
 (Conditions Overleaf) _____

Signature of Applicant: _____

Date: _____

FOIRM IARRATAIS AR AISÍOCAIÓCHT

Ticéad: Oifig Ticéad
 (Coinníollacha thall) Ticéad Meaisín Díola
 Idirghríasán

An Modh Íocaíocht: Airgead
 (Coinníollacha thall) Cárta Creidmheasa
 Cárta Dochair / Léasar

Ainm Iomlan: _____

Sealodh Iomlán Poist: _____

Uimhir Theileafóin: _____

Dáta & An t-am na traein: _____

Bunús Na hAisiocaiochta: _____
 (Coinníollacha thall) _____

Siniu an Iarratasóra: _____

Dáta: _____

Attach Train Ticket(s) Here

(Applications with no tickets will not be processed)

OFFICE USE ONLY:

Refund Reference: _____

Received By: _____

Date Received: _____

Authorised Amount: _____

R.O.: _____

Clerk's Initials: _____

Date: _____

Reservation Cancelled: _____

Official Stamp:

GENERAL CONDITIONS & REFUND POLICY

- To process refund application fully completed refund application forms with tickets attached should be sent to :
Customer Refunds Dept. Connolly Station, Amiens Street, Dublin 1
- **The following refund rules apply to Web Tickets purchased from irishrail.ie or Telesales:**
Cancellations must be made before time of travel to be considered eligible for refund either by emailing info@irishrail.ie or phoning 1850366222.
 - Cancelled 4 or more days prior to travel - 80% refund on the ticket price.
 - Cancelled 1 – 3 days prior to travel - 50% refund on the ticket price.
 - No refund due on day of travel cancellations, Seat Reservation charges, transaction or credit card fees.
- **The following refund rule applies to Tickets purchased from Ticket Offices:**
 - Tickets are non-refundable unless surrendered at the same Ticket Office immediately before departure of train or up to 45 minutes after purchase.
- **The following refund rule applies to Tickets purchased from Ticket Vending Machines:**
 - Tickets are not refundable unless surrendered at the Ticket Office immediately before departure of train or up to 45 minutes after purchase.
- **The following refund rules applies to Group tickets purchased from Ticket Offices:**
 - Group tickets purchased from the Ticket Office are non-refundable unless surrendered at the same Ticket Office immediately before departure of train or up to 45 minutes after purchase.
- **The following refund rules applies to Group tickets purchased from the Iarnród Éireann Group Fulfilment Dept.**
 - Cancelled 4 or more days prior to travel - 80% refund on the ticket price.
 - Cancelled 1 – 3 days prior to travel - 50% refund on the ticket price.
 - No refund due on day of travel cancellations.
- No refund due on unused portions of Day Return, Open Return Tickets or Family tickets.
- 20% administration charge is applicable on Ticket Office /TVM tickets submitted for refund, subject to a minimum fee of €5.
- Where a credit card or laser/debit card was used for ticket transactions, the applicable refund will be refunded directly to the card.
- Tickets, which are lent, stolen, lost, mutilated or defaced, will not be eligible for refund.
- Persons entitled to free travel e.g. (Senior Citizens) or Reduced Rate Travel e.g. (Student Cards) who fail to produce proper documentation at time of purchase will be liable for the appropriate fare, and claims for a refund will not be processed.
- Refunds on Season or Multi-journey tickets will only be allowed due to illness or change of work conditions with appropriate certificate attached.
- In the event of mislaid season tickets, customers must purchase a valid ticket for their journey and any claims for refund will not be processed.
- Refund applications received after 28 days of the return date on the ticket will not be processed.