Please send completed form to:
Customer Service Centre Freepost SW5121 PO Box 595 London SW1H OYZ

Use this form for Charter Claims only
Please note that claims must be submitted within **14 days** of the delay

Please complete this form in black or blue ink. Do not attach any additional documents to this form. Complete a separate form for each single journey.

For Office Use Only

Number: Date received:

Please fill in all boxes in block capitals.
Failure to do so will delay or prevent the processing of your claim.

Your personal details

Title: Mr / Mrs / Miss / Ms (circle as appropriate)	First name(s):	Surname:
Full home address:		
		Postcode:
Daytime telephone no.:	Photocard No: (where applicable)	
e-mail address:		

Your ticket details

In order to process your claim we require details of the ticket valid for your delayed journey. If you travelled using a ticket or Pre Pay charged to an Oyster card, do not send the Oyster card in - just copy the details into section A. If you travelled with a single, return, daily or 7 Day ticket, send it by attaching it to the gummed area in section C. With multiple claims on return, daily, 7 Day or odd period tickets, send the original in the first refund form and photocopies of the ticket in separate forms thereafter.

If your ticket was retained by the barrier, please state at which station

Ticket type: single ☐ return ☐ Pre Pay ☐ daily ☐ 7 Day ☐ monthly ☐ annual ☐ odd period ☐

Please complete **one** section only: A, B, C or D or fill the box above to the right

A - Oyster card detail

Please enter your Oyster card number below

Adult ☐ Child ☐ Odd Period ☐

C - Any single/return/daily/7 day ticket

Use this gummed area to attach your single/return/daily/7 Day ticket (Black magnetic strip down)

B - TfL Travelcard (monthly/odd period or annual)

Insert the details shown on your ticket in these boxes

Expiry date

Adult ☐

Child ☐

Discount ☐

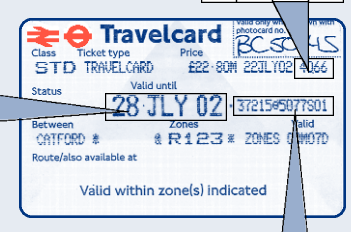
Issuing station

Ticket number

D - National Rail Travelcard (monthly/odd period or annual)

Insert the details shown on your ticket in these boxes

Issuing station



Valid until

Adult ☐ Child ☐

Discount ☐

Ticket number

Data protection
Transport for London, London Underground, and if you use National Rail, the relevant Train Operating Company will use your Customer Charter refund data for the purposes of administration, updating/completing our customer records, customer services and research. We, and/or our agents, may contact you for these purposes. We will only send you marketing material if you have previously indicated your acceptance of this.

For further information, please refer to our Data Protection Leaflet.

Your claim details

From which London Underground station did you start your journey?:	At which London Underground station did you intend to finish your journey?:	
Date of delay:	Approximate start time of your journey: (please use 24-hour clock)	Approximate time the delay occurred: (please use 24-hour clock)
		Length of delay: (in minutes)
At which station *or* between which stations did the delay occur?	On which London Underground line(s) were you travelling: (We do not accept responsibility for delays on DLR, Buses, Tramlink or National Rail)	

I confirm that the information I have given is correct to the best of my knowledge. I understand that if I give false information, future claims may be rejected and legal action may be taken against me. I consent to London Underground checking the information that I have given on this form.

Signed:

Date:

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