Southern online refund ticket form

If you already have your tickets but change your plans for any reason, you can apply for a refund: you may have to pay a £10 admin fee.

If you bought your ticket from one of our ticket offices, simply return it to the ticket office to apply for a refund.

The Key Smartcard

If you need a refund on The Key Smartcard you can apply via our easy to use online Key Smartcard refund form at:
southernrailway.com/keysmartcardrefund

Uncollected tickets

If you bought your tickets online and haven't collected them you may be eligible for a full refund under our Money Back Guarantee scheme – to apply simply login to your online account:
southernrailway.com/myaccount

PayPal

If you purchased tickets online using PayPal please complete this refund form. Post this to the Freepost address below and attach your original tickets – please be aware that this may take longer to process.

Collected tickets

If you've collected your tickets and can't get to one of our ticket offices please complete this refund form. Post this to the Freepost address below and attach your original tickets – please be aware that this may take longer to process than if you visited a ticket office.

First Class Declassification

It is quicker and easier to submit a claim online – please visit:
southernrailway.com/firstclassclaimform

Make sure you apply for any refunds within **28 days** of the date on your ticket. Advance Purchase tickets are non-refundable unless you've been unable to travel due to service disruption.

Please return your completed form and enclose your tickets and send them to:
Freepost RTGL-ELXC-HAUU, Govia Thameslink Railway, Ashby De La Zouch, LE65 1JT

Personal Details

All fields marked * are mandatory

Title* Mr ☐ Mrs ☐ Miss ☐ Other

First name*

Surname*

Address*

Postcode* Best contact no.*

Email

Booking reference number

(This can be found on your email booking confirmation)

Type of refund request:

☐ Unused tickets ☐ Part used tickets ☐ Could not travel due to service disruption

☐ First Class Declassified Other (please specify)

Signature* Date *(DD/MM/YY)** / /

SN-1711-CEXP-Online refund form 2017

Great Northern GX GATWICK EXPRESS SOUTHERN ThamesLink