

Discount and refund application form

How to use this form

- Fill in all four sections of the form in black or blue ink in BLOCK CAPITALS
- If you are providing details of more than one Season Ticket, you may wish to photocopy the blank form before you fill it in as you will need additional copies. On the first form, fill in all four sections. On each additional form, fill in just your forename and surname in the Personal details section, then fully complete the Season Ticket details and Declaration sections. Staple all your forms together.
- Staple your proof of purchase for each Season Ticket to your form(s). Acceptable types of proof of purchase are listed in the Notes section overleaf. Proofs of purchase will not be returned so you may wish to keep a copy.
- Put your form(s) and proof(s) of purchase in an envelope and send to the following Freepost address (no stamp required):
FCC DISCOUNT AND REFUND SCHEME, Freepost RRBR-REEJ-KTKY, First Capital Connect, Customer Relations Department, PO Box 443, PLYMOUTH, PL4 6WP

1. Personal details

Title: Mr Miss Mrs Ms Dr

Forename: _____

Surname: _____

Address: _____

City: _____ County: _____

Postcode: _____ Phone no. _____

Email address: _____ Photocard ID: _____

2. Season Ticket details

Class: Standard Class First Class

Ticket type: Adult Child Other (please specify): _____

Ticket number: _____ Price of ticket: £ _____ . _____

Start date: _____/_____/_____ End date: _____/_____/_____

Where purchased: First Capital Connect website Station (please specify): _____ Other

From (station): _____ To (station): _____

Ticket route: Any permitted London (not Underground) Not Underground FCC only not Gatwick Express
 Other (please specify): _____

To be eligible for the discount, free tickets or refund, at least half of your journey by distance must take place on the First Capital Connect Thameslink route. If your From and To stations given above are not both First Capital Connect Thameslink route stations, please indicate which stations on our route you travel between. A list of all Thameslink route stations can be found in the Notes section overleaf.

From (Thameslink route station): _____

To (Thameslink route station): _____

If you need to add details of more than one ticket, please use additional copies of this form (photocopies are accepted) and fill in your forename and surname in the Personal details section, then complete the Season Ticket details and Declaration sections. Staple all the copies together before putting them in an envelope with all relevant proofs of purchase.

continues overleaf

3. Discount or free tickets selection

If you are planning to renew your Season Ticket, please indicate which type of Season Ticket you next intend to purchase:

Weekly Monthly Duration greater than a month but less than seven months Duration of seven months or more

Where will you buy your ticket?

First Capital Connect website Station (please specify): _____ Other

If you have ticked the Weekly option, OR if you do not intend to renew, OR if you will buy your ticket anywhere other than a First Capital Connect ticket office or on the First Capital Connect website, you are eligible only for the free tickets. Please go to the Declaration section.

Otherwise, please answer the question below:

Indicate by ticking ONE of the two boxes below whether you would like free tickets or a discount on renewing your Season Ticket.

Free tickets OR Discount on renewal

4. Declaration

I have read and agree to the terms and conditions printed below.

I confirm that for each set of ticket details that I submit, I have used that ticket to travel on First Capital Connect Thameslink route services during the affected period.

I understand that this offer is made subject to the terms and conditions and the National Conditions of Carriage, and that any breach of these terms will be considered as fraudulent and may lead to prosecution.

Signature: _____ Date: ____/____/____

Notes

Thameslink route stations

To be eligible for the discount/refund, at least half of your journey by distance must take place on the First Capital Connect Thameslink route. Thameslink route stations are: Balcombe, Bedford, Brighton, Burgess Hill, Carshalton, City Thameslink, Cricklewood, East Croydon, Elephant & Castle, Elstree & Borehamwood, Farringdon, Flitwick, Gatwick Airport, Hackbridge, Harlington, Harpenden, Hassocks, Haydons Road, Haywards Heath, Hendon, Herne Hill, Kentish Town, Leagrave, London Blackfriars, London Bridge, Loughborough Junction, Luton, Luton Airport Parkway, Mill Hill Broadway, Mitcham Eastfields, Mitcham Junction, Morden South, Preston Park, Radlett, Redhill, South Merton, St Albans, St Helier, St Pancras International, Streatham, Sutton, Sutton Common, Three Bridges, Tooting, Tulse Hill, West Hampstead Thameslink, West Sutton, Wimbledon, Wimbledon Chase and Wivelsfield.

Proof of purchase

Acceptable forms of proof of purchase are: a) Your ticket b) A receipt c) A photocopy of a relevant bank / credit card statement (please blank out any sections you do not wish to disclose)

Terms and conditions

1. The discount and ticket offer only applies to Thameslink route customers with Season Tickets valid between 27 October 2009 and 15 January 2010.
2. First Class refund offer applies to Thameslink route customers with First Class tickets valid between 12 November 2009 and 22 January 2010 – this is the period when First Class was declassified.
3. This scheme is in addition to what is available through Delay Repay.
4. Applications must be received via the online application form or the postal form by 31 March 2010.
5. Only one application for a discount or tickets may be made per Season Ticket holder.
6. The discount is not transferable and may only be applied to the next Season Ticket renewal by the applicant.
7. The discount/tickets/First Class refund can only be redeemed once.
8. The refund of the difference between First Class and Standard Class fare is in addition to any discount on renewal/free ticket entitlement.
9. The First Class refund will be less any prior First Class refund claims already made via First Capital Connect Customer Relations.
10. Tickets or proof of purchase (i.e. receipt or bank/credit card statement) is required as part of your application to validate your claim.
11. Once a complete application is received, it will take up to 28 days for the discount voucher/free tickets/First Class refund to be issued.
12. If you hold an inter-available Season Ticket you must travel regularly on First Capital Connect Thameslink route services for more than half of the journey (by distance) to be entitled to the benefits of the scheme.
13. Thameslink route Season Ticket customers who hold inter-available Season Tickets, Travelcard Season Tickets, Oyster Travelcards, scholar/child seasons or other discounted Season Tickets, and meet the other required criteria are all eligible for the scheme.
14. Season Ticket holders travelling between Southeastern Railway stations and London are using services operated by Southeastern Railway and are therefore not eligible for this scheme.
15. The discounts can only be redeemed with a discount voucher when renewing a monthly or longer Season Ticket at First Capital Connect stations or online from the First Capital Connect website. Renewal is defined as when your new ticket commences within five days of the expiry of your current Season Ticket.
16. Monthly Season Ticket holders entitled to the discount must renew before 30 April 2010 to claim their discount.
17. If you choose to renew your ticket via a non-First Capital Connect outlet, you will only be able to take advantage of the free ticket option applicable to your new Season Ticket type.
18. Each free ticket can be used for a day return journey at any time to anywhere on First Capital Connect services. The tickets can be used by yourself or anyone that you choose to give them to. Tickets must be used by 31 December 2011.
19. Where the discount is applicable, if the Season Ticket you wish to purchase is of a different period of validity to the one you had during the disruption you will be entitled to whatever discount is relevant to the period of the new Season Ticket.
20. This offer is made subject to the terms and conditions and the National Conditions of Carriage. Any breach of these terms will be considered as fraudulent and may lead to prosecution.