

# Claim/Comments Form

## Your details

Mr/Mrs/ Miss/Ms/Dr  Surname

Address  Full postal address required

Postcode

Telephone number  E-mail address

Please attach your ticket here which should be stamped by a member of the customer service team.

Please attach relevant tickets in this location, or include them within the envelope when you send to us

## Your Virgin Trains journey

Date of travel  Time of train

From  To

**This form can be used to claim for a refund under our Passengers Charter. Please ensure your ticket(s) are attached above or enclosed with this form.**  
If you wish you can also use the section below to give us feedback about our service.

## About your ticket

Where did you buy your train ticket?.....

If your train was delayed, how long was this for?.....

**Do you have any suggestions to make to Virgin Trains for improvements to their service or any further comments about this service?**

**Post this form to our Customer Relations FREEPOST address (no stamp required)**  
Customer Relations Manager, Virgin Trains, FREEPOST BM6613, Birmingham B5 4BR

## What happens next?

Our Customer Relations team will respond to your comments as soon as possible. Our Passengers Charter sets out the minimum response you should receive. Copies of the Charter are available at all staffed stations at which our trains call, or by visiting our website at [www.virgintrains.com/aboutus](http://www.virgintrains.com/aboutus) and clicking on 'passengers charter'

If you are not happy with our response, you can contact Passenger Focus at: FREEPOST (RRRE-ETTC-LEET), PO BOX 4257, Manchester M60 3AR. Telephone: 08453 022 022, or you can e-mail them at: [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk).

Alternatively, if travelling from London, you can get in touch with: London Travelwatch, 6 Middle Street, London EC1A 7JA. Telephone: 0207 5059000, or visit their website [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk).

Thank you for taking the time to give us your comments. It will help us to improve the service we offer you in the future.

Number

