



## Rail Refunds

Refunds, Exchanges, Delay and Repay

### Advanced Tickets

These are non-refundable; the tickets can be exchanged prior to departure for a Rail Delivery Group charge of £10.00 plus any difference in fare per ticket. Advanced tickets can be exchanged for the exact same journey for another time or date, no refund will be offered should the new ticket be of lower value; however, any increase in fare must be paid. The exchange / new booking must take place prior to departure of the original ticket.

Should tickets be exchanged please make a new reservation to meet the above restrictions.

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book or go to: <https://clarityrailrefunds.com/> and complete the request form to apply for an exchange.

*If tickets have been printed* - The original unused set must be returned within 14 days after the original date of travel, or they will be non-exchangeable.

### Rail Refunds Team

Clarity  
Broadhurst House  
56 Oxford Street  
Manchester  
M1 6EU

### Off-Peak Return:

These tickets are valid for any off-peak train out on the date of ticket and to return on any off-peak train within 28 days, they are refundable they are refundable Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book, or go to: <https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

### Rail Refunds Team

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Broadhurst House, 56 Oxford Street  
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### Confidential

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22 July 2024  
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hello@claritybt.com  
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Head office: 4<sup>th</sup> Floor, Broadhurst House, 56 Oxford Street, Manchester, M16EU

Clarity is a trading name of Clarity Travel Limited.

Registered in England and Wales: 07413801. Group VAT: 197694731.

Registered office: 4th Floor, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

## Off-Peak Day Single:

These are valid for any off-peak train out on the date on the ticket; they are refundable less they are refundable less the Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book or go to: <https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

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## Anytime Day Return:

These tickets are valid out and back on any train on the date of ticket, they are refundable less Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book, or go to: <https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

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## Anytime Day Travel Card:

These are valid out and back for any train on the date of ticket and are valid for unlimited underground travel on the date of ticket; they are refundable Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book, or go to:  
<https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

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## Anytime Return:

These are valid for any train out on the date of ticket and the next 4 days, the return is valid for 28 days. The tickets are refundable less they are refundable Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book or go to:  
<https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

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## Anytime Single:

These are valid for any train on the date of ticket and the following day, they are refundable they are refundable Rail Delivery Group charges.

To apply for the refund:

*E-Tickets / Uncollected ToD's* - Click the link on your help page in Go2Book, or go to:  
<https://clarityrailrefunds.com/> and complete the request form.

If tickets have been printed the original unused set must be returned within 14 days after the original date of travel or they will be non-refundable.

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## Delay/Repay Compensation Claims

Please apply online on the Train Operators website. Select Rail Vouchers as form of compensation and send these to our Rail Refunds Team along with the reference for the original booking.

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