



Rail Refunds and Exchanges

Off-Peak Return Tickets

These tickets are valid for travel on any off-peak train departing on the date shown on the ticket. The return journey may be made on any off-peak train within 28 days of the outward travel date.

Please note:

- These tickets are refundable, subject to the Rail Delivery Group administration charge.
- Refund eligibility is dependent on the ticket remaining unused.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

hello@claritybt.com

claritybusinesstravel.com

Confidential

Version: <enter>

Head office

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

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 Tickets

These tickets are valid on any off-peak train departing on the date shown on the ticket. They are refundable, subject to the Rail Delivery Group's administration charge.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

Anytime Day Return Tickets

These tickets are valid for both outbound and return travel on any train service on the date shown on the ticket. They are refundable, subject to Rail Delivery Group administration charges.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

hello@claritybt.com

claritybusinesstravel.com

Confidential

Version: <enter>

Head office

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

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

Anytime Day Travel Card Tickets

These tickets are valid for an outward and return journey on any train on the date shown on the ticket. They also include unlimited London Underground travel on the same date.

Please note that refunds are subject to the Rail Delivery Group administration charge.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

Anytime Return Tickets

These tickets are valid for travel on the date shown on the ticket and for the following four days. The return portion of the ticket remains valid for 28 days from the outbound travel date.

Tickets are refundable, subject to the applicable Rail Delivery Group administration fee.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

hello@claritybt.com

claritybusinesstravel.com

Confidential

Version: <enter>

Head office

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

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

Anytime single Tickets

These tickets are valid for travel on any train on the date shown on the ticket and the following day.

Unused tickets are refundable, subject to Rail Delivery Group administration charges.

How to Apply for a Refund

E-tickets / Uncollected Ticket on Departure (ToD) bookings

- Visit: <https://clarityrailrefunds.com/>
- Complete and submit the online refund request form.

Printed Tickets

- The original, unused ticket set must be returned within **14 days of the original travel date**.
- Tickets received after this period will be **non-refundable**.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

Advanced Tickets

If you need to change the date or time of your journey, you may be able to exchange your Advance Rail ticket through ClarityGo.

How to Exchange Your Ticket

1. Log in to **ClarityGo**.
2. Navigate to the **Trips** section.
3. Locate your booking and select **Amend Booking**.
4. Follow the on-screen instructions to complete your exchange.

Eligibility for Ticket Exchanges

The following bookings can be exchanged:

- E-tickets
- Ticket on Departure (ToD) tickets*
- Advance tickets
- Bookings with an original ticket value greater than **£10**
- Bookings with a **Confirmed** status
- Non-split ticket bookings

*ToD tickets must be collected before an exchange can be processed.

hello@claritybt.com

claritybusinessstravel.com

Confidential

Version: <enter>

Head office

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

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

Exchange Conditions

Advance tickets are non-refundable but may be exchanged before the original departure time, subject to the following conditions:

- A **£10 Rail Delivery Group administration fee** applies per ticket.
- Any difference in fare must be paid if the new ticket is more expensive.
- No refund will be provided if the new ticket is of a lower value.
- The new booking must be for the **same journey**, but on a different date or time.
- The exchange must be completed **before the departure time of the original ticket**.

If your ticket is successfully exchanged, please ensure you make a new reservation that complies with the above conditions.

E-Tickets and Uncollected ToD Tickets

For E-tickets and uncollected ToD tickets which have not been made in ClarityGo, submit an exchange request via:

<https://clarityrailrefunds.com/>

Complete the online request form and select the exchange option.

Printed Tickets

If your tickets have already been printed, the original unused tickets must be returned within **14 days of the original travel date**. Tickets not returned within this timeframe will no longer be eligible for exchange.

Return Address

Rail Refunds Team

Clarity, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

hello@claritybt.com

claritybusinesstravel.com

Confidential

Version: <enter>

Head office

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

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