



Ticket and Pass Refund Policy

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1.0 General Conditions

- 1.1** Applications for refunds must be submitted within 28 days of the expiry date of the ticket. However, some exceptions apply, which are detailed in this document. Please refer to the full terms and conditions given for each ticket type available at www.translink.co.uk.
- 1.2** The amount of the refund will normally reflect any use made of the ticket and in some circumstances no refund will be payable e.g. where the calculated refund is £1.50 or less.
- 1.3** Refunds of less than £1.50 will not be accepted.
- 1.4** Refunds will not be given on any tickets purchased due to a passenger's failure to prove at the time of ticket purchase that they are entitled to a concession fare (e.g. Senior Citizen, 60+, Half-Fare Concession, Student etc). Please note that Department for Infrastructure Concessionary Pass holders must present a valid and working smartcard in order to obtain their free or half-fare concession ticket. Passengers presenting a non-working or invalid SmartPass will be charged the appropriate full fare.
- 1.5** An administrative charge of 20% of the value of the refund will be applied to refunds in most cases with some exceptions. Please refer to the full terms and conditions for each ticket type.

In cases where an administration charge is applicable a minimum charge of £1.50 and a maximum of £5.00 will be applied. After the cost of the used portion of the ticket has been deducted and the 20% administration charge applied, if the remaining amount is £1.50 or less, no refund will be given.

- 1.6** Where Metro, NI Railways and Ulsterbus passengers fail to produce a valid ticket for inspection they will be liable to pay a penalty fare of £50 plus the value of the full single fare for the journey they are making. Alternatively offenders may be prosecuted resulting in a criminal conviction.

2.0 Standard Bus or Rail Tickets

2.1 Single or Day Return Tickets (Ulsterbus or NI Railways within Northern Ireland)

Single or Day Return tickets for local bus or rail journeys within Northern Ireland are not refundable unless returned immediately after the departure of the bus or train they were purchased for (i.e. within 1 hour of the scheduled departure time of the bus or train). A full refund will be given in this instance and there will be no administration charge.

2.2 Day Tickets (Ulsterbus or NI Railways within Northern Ireland)

Day tickets (e.g. paper day tickets which provide validity for one day, including Rail Day Tracker, Sunday Day Tracker, Translink Family and Friends Day Ticket, Sunday Bus Rambler and Summer Bus Rambler tickets) are not refundable unless returned immediately after the departure of the bus or train they were purchased for (i.e. within 1 hour of the scheduled departure time of the bus or train). A full refund will be given in this instance and there will be no administration charge.

2.3 Metro Single and Day Tickets

Metro Single, Day Tickets and Metro Family Tickets are not refundable

2.4 Bus Cross Border and Bus Local Student Return Tickets

Refunds are available on standard unused Ulsterbus cross-border bus single and return tickets and local bus student return tickets if they are surrendered at the Ticket Sales Office immediately after the departure of the bus they were purchased for (i.e. within 1 hour of the scheduled departure time of the bus). A full refund will be given in this instance and there will be no administration charge.

In the case of an unused return portion of a return ticket, the return portion should be returned to the office it was purchased from before the expiry date on the ticket. The refund is calculated by deducting the cost of a single fare, the normal administration charge will be applied to the remaining value.

Refunds are not available on Bus Eireann tickets. To apply for a refund on a ticket purchased from Bus Eireann contact Bus Eireann.

2.5 Enterprise Cross-Border Rail Tickets

Refunds are available on all standard unused Enterprise cross-border rail tickets. Refunds are issued by the Company from whom your ticket was purchased i.e. NI Railways or Irish Rail. If you purchase a cross-border rail ticket from NI Railways and decide not to travel because your train has been cancelled or delayed, a full refund will only be given if it is returned immediately to the ticket office it was purchased from (i.e. within 1 hour of the scheduled departure time of the train). If you decide not to return it right away or a portion of the ticket has been used for travel, you can apply for a refund at any NI Railways station. The unused return portion of a train ticket can be refunded up to 28 days after the expiry date of the ticket. An administration charge will be applied.

Passengers pre-purchasing their Cross Border Ticket from NI Railways who decide not to travel because their train has been cancelled or delayed, will be given a full refund if they

return the ticket to the Ticket Office it was collected from immediately (i.e. within 1 hour of the scheduled departure time of the train). Refunds will be credited back to Credit and Debit cards (if the method of payment was Credit or Debit card) or a cheque will be issued within 10 working days (if the method of payment was cheque). Cash refunds are only given if the original method of payment was cash. If a passenger fails to collect their ticket they must apply to the Cross Border Manager for a refund. Refunds will only be made at the Cross Border Manager's discretion and an administration charge will be applied.

In the case of an unused return portion of a return ticket purchased from NI Railways, the return portion should be returned to the office it was purchased from before the expiry date on the ticket. The refund is calculated by deducting the cost of a single fare, the normal administration charge will be applied to the remaining value.

2.6 NI Railways Weekly and Monthly Tickets

If you decide not to use or to stop using a rail Weekly/Monthly ticket during the validity of the ticket a refund will only be made if the rail Weekly/Monthly ticket is returned to the Ticket Office it was bought from. If the ticket was purchased on the train it should be returned to the nearest Ticket Office. A 20% administration charge will apply. There must be at least 3 days' validity remaining on a Weekly Ticket and 7 days validity remaining on a Monthly Ticket. Weekly/Monthly tickets will not be accepted for refund after the expiry date of the ticket i.e. it is not possible to submit a Weekly/Monthly ticket for refund in respect of day(s) or week(s) of non-use which have been followed by usage of the ticket.

Valid refunds are calculated from the date the Weekly/Monthly Ticket is received by the Ticket Office it was bought from. However, if due to illness it is not possible to hand-in the ticket for refund from the date it will be no longer be used, a refund will be calculated from the date the illness started. A medical certificate or other satisfactory evidence must be provided to Translink covering the period from the start of the illness until the date the ticket is handed in. A letter from your employer on headed notepaper may be accepted in these circumstances.

The refund will be the difference, if any, between:

- (a) the price paid for the Weekly/Monthly ticket and
- (b) the total cost of travel until the date the ticket is surrendered

Total cost of travel until the date when the ticket is surrendered is calculated by combining the cost of Weekly Tickets (if this applies) and any return tickets for each day up until the date the Weekly/Monthly ticket was surrendered, or when illness commenced if satisfactory evidence is provided.

e.g. sample refund on a monthly season ticket used for 16 days out of month.

£77.50 original cost of season ticket from point X to point Y
Less £44.00 (2 weekly tickets @ £22.00 each, covering 14 days travel)
Less £10.80 (2 day returns @ 5.40 each to cover last two days of travel) £22.70
Less £4.54 (administration fee of 20% of value of refund)
£18.16 total refund payable

The refund will not be pro rata to the price of the ticket. In some cases there may be no

refund payable e.g. where the net refund is £1.50 or less.

Refunds will not be made on duplicate tickets which have been issued to replace a lost monthly ticket.

If you surrender a rail Monthly ticket, which on issue was valid for one month, when buying another monthly ticket for a different journey, you will be entitled to a refund on the original ticket, calculated pro rata to the number of days of validity remaining on the date the ticket is handed in.

However, the validity of the new ticket must start on the day after the surrender of the old ticket and must be for a period that is at least as long as that of the original ticket when it was issued. In this instance, there will be no administration charge.

2.7 PlusBus Tickets

PlusBus tickets are non-refundable unless surrendered at the Ticket Sales Office immediately after the departure of the train they were purchased for. A full refund will be given in this instance. No administration charge will be applied.

In cases where the Ulsterbus Town service or Metro service for which the ticket has been purchased for does not operate the ticket should be returned for a partial refund to NI Railways Customer Services Department.

2.8 Group Tickets (Bus or Rail)

In the event of the entire party not travelling, refunds will only be considered on tickets which have been endorsed by a bus/rail official. An administration charge will apply.

2.9 Cross Border Rail Carnet Tickets (previously referred to as Contract)

Refunds are not permitted on carnet tickets. However, tickets unused within the validity period may be revalidated at the discretion of the Company in exceptional cases. Applications should be made to NIR Travel Ltd, Great Victoria Street Station.

2.10 Lost/Stolen/Damaged Tickets

Tickets which are stolen, lost or damaged are not eligible for refund.

3.0 Online Tickets

Whether or not tickets purchased online can be amended and/or cancelled and refunded varies by the ticket type. Terms and conditions are available during the booking process and we recommend you check these whilst booking your ticket to ensure you are buying a ticket which meets your requirements. These terms and conditions are also available in your confirmation email once you have made a booking.

4.0 Translink Smartcards

4.1 Smartlink /iLink and DayLink

Smartlink /iLink cardholders may, at any time, apply for a refund on the journeys or validity remaining on the card. Refund claims must be received before the expiry date of the card. Refunds on Smartlink/iLink and DayLink Cards presented for refund after the expiry date will be permitted only in exceptional circumstances and at the discretion of the Company.

For Smartlink Multi-Journey (MJ) Cards refunds are calculated by reimbursing the remaining unused journeys at the Smartlink journey price for the route or zone the Smartlink MJ Card is valid for. A 20% administration charge will be deducted and the initial cost of the Smartlink Card will not be refunded.

For SmartLink Multi-Journey (MJ) card which are deemed faulty/blank; not through customers fault, refunds are calculated by reimbursing the unused journeys at the Smartlink journey price for the route or zone the Smartlink MJ card is valid for. The cost of an extra 2 journeys and the initial cost of the Smartlink Card will also be refunded as compensation. The 20% administration fee will be waived.

Smartlink Travel Cards/ iLink or Daylink Cards with 1 day top-ups are non-refundable after activation. For all other Smartlink Travel Cards/ iLink or Daylink Cards, the refund is calculated from the date the card was last used. The number of days remaining on the card, less the cost per complete day or week's travel used will be refunded e.g. iLink Zone 4 £55.00 cancelled on day 3:

Cost of Week	£60.00
Less 3 days	£25.71 (pro rata)
Less admin. charge	£5.00 (20%)
Refund	£29.29

For SmartLink Travel Cards/ iLink or Daylink Cards which are deemed faulty/blank; not through customers fault, refunds are calculated from the date the card was last used. The cost of an extra day travel and the initial cost of the Smartlink Card will also be refunded as compensation. The 20% administration fee will be waived.

Refunds are not available for days of non-use during the validity period of a Smartlink Travel Card or iLink Card e.g. public holidays. Refund claims for £1.50 or less will not be accepted. Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher.

To apply for a refund on Smartlink / iLink or DaylinkCards the card holder should apply in writing to the Ticketing Systems Department. If you wish you can complete a Request for Refund form available from the Metro Kiosk (Donegall Square West), Europa, Belfast Visitor Centre or any main UB depot.

4.2 Changing the route on an Ulsterbus or Metro Multi-Journey Smartlink Card or Zone on an iLink Card

If you wish to change the designated route on an Ulsterbus or Metro Multi-Journey Smartlink Card or change the zone covered by an iLink card, you should purchase a new Ulsterbus or Metro Multi-Journey Smartlink Card or iLink Card for the new route or zone.

You should then send your old Smartlink or iLink card along with a covering letter to the Ticketing Systems Department.

A refund will be given on any unused journeys or validity remaining on the old Smartlink or iLink card. An administration charge will not be applied in this case, providing the new Smartlink or iLink Card number is provided. Alternatively, if you wish you can complete a Request for Refund form available from the Metro Kiosk (Donegall Square West), Europa or Belfast Visitor Centre or any main UB depot.

4.3 Changing from a Metro or Ulsterbus Smartlink MJ Card to a Metro or Ulsterbus Town Service Travel Card (or vice versa)

If you wish to change from a Metro or Ulsterbus Multi-Journey Card to a Metro or Ulsterbus Town Service Travel Card or vice versa you should purchase a new card.

You should then send your old card along with a covering letter to the Ticketing Systems Department. Alternatively, if you wish you can complete a Request for Refund form available from the Metro Kiosk (Donegall Square West), Europa or Belfast Visitor Centre or any main UB depot.

A refund will be given on any unused journeys or validity remaining on the card. An administration charge will not be applied providing the new Smartlink Card number is provided.

You can also swap your Metro Smartlink Multi-Journey and Metro Travel Cards at the Metro Kiosk, Donegall Square West, providing no unused journeys or validity remain on the old card.

If you become eligible for a DfI Concession SmartPass and no longer require a Smartlink or iLink Card, you can apply for a refund on any unused journeys or validity by sending the Smartlink or iLink card along with a covering letter to the Ticketing Systems Department. There will be no administration charge.

4.4 Faulty or Damaged Smartlink and iLink Cards

If a card is faulty or damaged and the ticket machine is unable to read the information stored on the card the appropriate full fare will be charged. The card should be returned along with a covering letter to the Ticketing Systems Department. Alternatively, if you wish you can complete a Request for Refund form available from the Metro Kiosk (Donegall Square West), Europa or Belfast Visitor Centre or any main UB depot.

The card holder will be required to purchase a new card to replace the damaged or faulty card.

A refund will be issued on the unused journeys or validity remaining on the card. The initial cost of the card will only be refunded for electronically faulty cards (without damage). No administration charge will be applied for faulty cards.

4.5 Lost or Stolen Smartlink and iLink Cards

If a Smartlink or iLink Card is lost or stolen the cardholder should phone the Ticketing Systems Department on 028 9075 9129 during office hours to cancel or 'hotlist' the card by reporting the smartcard number printed on the card and on any ticket receipts issued.

Once a Smartlink or iLink Card is reported as lost or stolen and 'hotlisted' it cannot be used again. Once 'hotlisting' is complete a refund will be issued for the unused journeys or validity on the card. A 20% administration charge will be applied and the initial cost of the card will not be refunded. The cardholder will be required to purchase a new card.

Cards remain the property of Translink. If lost cards are found they should be returned to the Ticketing Systems Department.

All Smartcard Refunds

Refund claims for £1.50 or less will not be accepted. Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher.

5.0 SmartPasses

Senior SmartPass, 60+ SmartPass, Blind Person/War Disablement SmartPass and Half Concession SmartPass

5.1 Damaged SmartPasses

If a SmartPass is damaged and the ticket machine is unable to read the information stored on the card the appropriate full fare will be charged.

In order to obtain a replacement SmartPass, the customer must visit a main depot/station and exchange their damaged SmartPass for a **7 day 'Faulty Smartpass Receipt'**. The depot will collect the customer's details and a replacement SmartPass will be ordered free of charge. Alternatively, the customer can contact the Ticketing Systems Department for a free replacement. A **7 day 'Faulty Smartpass Receipt'** will not be issued in this instance.

Please ensure you inform Translink of your current address in order to ensure your new card is sent to the correct address. A replacement SmartPass will be issued within approximately 7 working days. There is no refund available on any tickets purchased while a damaged SmartPass is being replaced.

5.2 Lost or Stolen SmartPasses

If a SmartPass is lost or stolen, the customer must visit a main depot/station. The depot will collect the customer's details and a replacement SmartPass will be ordered free of charge. Alternatively, the customer can contact the Ticketing Systems Department for a free replacement.

Please ensure you inform Translink of your current address in order to ensure your new card is sent to the correct address. A replacement SmartPass will be issued within approximately 7 working days.

There is no refund available on any tickets purchased while a lost SmartPass is being replaced.

For a stolen SmartPass, if a Crime Reference Number or Crime Report is available all tickets purchased for travel while a SmartPass is being replaced will be refunded. Tickets should be forwarded along with a covering letter to the Ticketing Systems Department. Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher.

5.3 **Faulty SmartPasses**

If a SmartPass is damaged and the ticket machine is unable to read the information stored on the card the appropriate full fare will be charged.

In order to obtain a replacement SmartPass, the customer must visit a main depot/station and exchange their damaged SmartPass for a **7 day 'Faulty Smartpass Receipt'**. The depot will collect the customer's details and a replacement SmartPass will be ordered free of charge. Alternatively, the customer can contact the Ticketing Systems Department for a free replacement. A **7 day 'Faulty Smartpass Receipt'** will not be issued in this instance.

Please ensure you inform Translink of your current address in order to ensure your new card is sent to the correct address. A replacement SmartPass will be issued within approximately 7 working days. There is no refund available on any tickets purchased while a damaged SmartPass is being replaced.

5.4 **ROI Senior SmartPass**

ROI Senior SmartPass holders should contact their local Department for Social Protection who provide them with an ROI replacement application form; once completed it will be forwarded to Translink and a replacement SmartPass will be issued free of charge within approximately 7-10 working days.

Alternatively, the customer must visit a main depot/station and exchange their damaged/faulty SmartPass for a **7 day 'Faulty Smartpass Receipt'**. The depot will collect the customer's details and a replacement SmartPass will be ordered free of charge. Alternatively, the customer can contact the Ticketing Systems Department for a free replacement. A **7 day 'Faulty Smartpass Receipt'** will not be issued in this instance.

If a SmartPass is lost or stolen, the customer must visit a main depot/station. The depot will collect the customer's details and a replacement SmartPass will be ordered free of charge. Alternatively, the customer can contact the Ticketing Systems Department for a free replacement.

Please ensure you inform Translink of your current address in order to ensure your new card is sent to the correct address. A replacement SmartPass will be issued within approximately 7 working days. There is no refund available on any tickets purchased while a damaged SmartPass is being replaced.

6.0 **aLink Cards**

6.1 **Refunds**

aLink card holders may apply for a refund if their Alink Card is no longer required. The refund request should be received by Translink before the expiry date on the card. Refund request presented after the expiry will be permitted only exceptional circumstances and at the discretion of the company. The refunds are calculated from the date the card is received for refund by reimbursing any unused travel at the discounted Alink price. An administration fee and charge of 20% on used travel will be deducted from refund amount. To apply for a refund the card holder should send the aLink card along with accompanying letter and, if appropriate, supporting documentation, to the Pass Office.

However, if due to illness a refund will be calculated from the date the illness started. A medical certificate or other satisfactory evidence must be provided to Translink covering the period from the start of the illness until the date the card is handed in. Only a letter from your employer on headed note paper may be accepted in these circumstances.

No refund is payable on Public Holidays when reduced or no Public Transport service is provided. Refunds due to Delays or Cancellations will be paid in line with policies outlined within Translink's Passenger Charter and NI Railways Delay Repay Policy.

Refunds are not normally made on duplicate aLink Cards, but an application will be considered if

- (i) the original lost aLink Card is returned to Translink within one month of the reported loss or
- (ii) In circumstances such as the termination of employment or prolonged personal illness or life event of the holder, provided satisfactory supporting documentary evidence is provided to Translink.

Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher. A cheque will be issued for refunds greater than £100.00

6.2 Replacement aLink Cards

If an aLink Card is damaged or lost, the appropriate adult full fare will be charged for any journey undertaken and is refundable. A replacement card costs £6.

If your aLink card is stolen, the appropriate adult full fare will be charged and is refundable. A replacement card will be issued free of charge providing you are able to supply Translink with the appropriate PSNI Crime reference number or copy of the crime reference report if outside Northern Ireland, given to you when you reported your aLink card stolen.

If your aLink card is faulty and the ticket machine is unable to read the card the appropriate full fare will be charged. Translink will test the aLink card and if it is found to be faulty Translink will replace the card free of charge and send a new card to you within 7-10 working days. Adult tickets purchased whilst the aLink card is faulty may be refunded for valid journeys within the validity of the aLink card. To apply for a refund, customers should retain and submit any valid adult tickets purchased.

To apply for a replacement aLink Card the card holder should apply in writing enclosing their card to the Ticketing Systems Department. Or you can apply for a replacement aLink in a main Translink bus or train station.

6.3 Changes to Journey Details

If you change address or change your name you must inform Translink immediately so that a new aLink card can be issued with your change of details. You must advise Translink before the 15th day of the month so that a new aLink card can be issued to you which will be valid from the 1st day of the following month. Your original card must be returned to Translink Pass Office. An administration fee will not be charged for your replacement card due to change of address or name.

If your journey changes you are required to return your card for cancellation, apply for a refund and reapply for a new card with the correct journey.

7.0 TaxSmart Cards

7.1 Faulty TaxSmart Cards

If a card is faulty and the ticket machine is unable to read the information stored on the card, the appropriate full fare will be charged.

To obtain a replacement TaxSmart Card cardholders must complete a Faulty TaxSmart Card Form available at main Translink bus stations or from Translink's Ticketing Systems Department. The completed form and faulty TaxSmart Card should then be forwarded to Translink's Ticketing Systems Department for examination and testing.

If the TaxSmart Card is found to be faulty a replacement TaxSmart Card will be issued free of charge within 7 working days. A refund will be given for tickets purchased while waiting for a replacement TaxSmart Card. The tickets should be forwarded to the Ticketing Systems Department along with a covering letter once the new TaxSmart Card is received. Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher.

7.2 Lost, Stolen or Damaged TaxSmart Cards

If a TaxSmart Card is lost, stolen or damaged the cardholder should complete a Replacement TaxSmart Card Form available from main Translink bus stations or the Ticketing Systems Department. The form should be submitted along with £6 which is the charge for a replacement TaxSmart Card. A replacement TaxSmart Card will be issued within 7 working days.

A refund will be made for tickets purchased while waiting for a replacement TaxSmart Card. The tickets should be forwarded to the Ticketing Systems Department, Translink, along with a covering letter once the new TaxSmart Card is received. The full cost of eligible bus tickets will be refunded from the day the TaxSmart Card is reported lost, stolen or damaged. Cash refunds are available for refunds under £100.00 by claiming at a PayPoint location using a Quick Credit Voucher.

Cards remain the property of Translink. If lost cards are found they should be returned to the Ticketing Systems Department. Please refer to www.translink.co.uk/taxsmart for full scheme terms and conditions.

7.3 Address & Journey Details Changed

If your address has changed and you want your TaxSmart Card to be valid for a different journey please contact Translink's Ticketing Systems Department. Please refer to www.translink.co.uk/taxsmart for full scheme terms and conditions.

7.4 Leaving the TaxSmart Card Scheme

Her Majesty's Revenue & Customs rules governing the TaxSmart Scheme require a one year commitment to be made in order to qualify for Income Tax and National Insurance savings available. You may however leave the scheme due to exceptional Life Events such as maternity leave, which prevent you from using your TaxSmart Card on Translink bus services. Please refer to www.translink.co.uk/taxsmart for full scheme terms and conditions.

8.0 Translink Education Authority Passes

8.1 Replacement Education Authority Pass

If an Education Authority Pass is lost, stolen or damaged and a replacement is required, the pass holder should apply for an Interim Educational Ticket from their school which will provide the pass holder with free travel for 5 days on the mode of travel their original Education Authority Pass was issued for.

You must include one passport photograph (please write child's name on the reverse of the photo) and the appropriate fee:

£20 for a lost or stolen pass There will be no charge for a replacement Education Authority Pass which has been stolen, where a crime reference number (If stolen in Northern Ireland) or report (If stolen outside Northern Ireland) has been provided.

£5 for a broken or damaged pass, the actual pass must be returned with the application. The pass must include personal details that identify it as the students' pass that is making the application. If this cannot be provided the £20 fee applies.

Please send cheque or postal orders only, made payable to 'Translink'. Do not send cash in the post.

There is no refund on bus or train tickets purchased while waiting for a replacement pass.

8.2 Refund Of Student Travel Expenses

Students entitled to a free Education Authority travel pass are able to claim back their travel expenses at the start of the academic year whilst they are waiting on their pass
Refund of Student Travel Expenses forms are available at school/college office.

1. Only valid tickets for relevant journeys should be submitted. Duplicated tickets, tickets purchased at weekends or holiday times and tickets not relating to the journey between home and school/college should not be submitted.
2. Any fraudulent ticket submissions will render the complete claim invalid. In this instance no money will be reimbursed.
3. Students are advised to photocopy refund forms and tickets before sending.
4. Claim forms must be submitted within 28 working days from the date of issue of the student's travel pass.
5. The information on this form may be made available to other department/agencies for the purpose of preventing or detecting crime.

Refunds less than £100.00 will be issued in the form of a voucher which can be redeemed for CASH at your local PayPoint outlet. The voucher can be emailed or posted to you. Cheques will be issued for refunds over £100.00 Please note it 6-8 weeks to process these refunds.

9.0 mLink

9.1 Activation of mLink

You must have activated your mLink ticket before boarding the train. If you do not activate your ticket before you board the train you will have to pay the full Adult cash fare for which there will be no refund.

9.2 Inaccessible Tickets

If your phone runs out of power or your phone screen is so badly cracked or defaced that our staff cannot read the details of your ticket then you will have to pay the full Adult cash fare for which there will also be no refund.

9.3 Refunds

Once we receive a request to refund a mLink ticket, we will instantly delete your mLink ticket from your Mobile Phone.

To apply for a refund telephone Translink's Contact Centre 028 9066 6630. Since we need to verify your details against our mLink Customer Database, refund requests cannot be made in person at NI Railways Ticket Sales offices

Partial refunds are not calculated on a pro rata basis to the price of the ticket. The refund is calculated at point when customer requests the refund e.g. Weekly ticket activated on Monday and refund requested on Tuesday means that Wednesday to Sunday's valid travel eligible for refund.

9.4 Illness

If you have been unable to travel due to illness your mLink ticket can be refunded. A medical certificate or other satisfactory evidence must be provided to mLink customer services covering the period from the start of the illness only a letter from your employer on headed note paper may be accepted in these circumstances. An original copy of this documentation should be sent to Translink's Ticketing Systems Department along with an accompanying letter containing your contact details and outlining your request for a refund. Such documentary proof should be received within 28 days after expiry of your mLink ticket.

9.5 Weekly/Monthly/Flexi mlink

NIR Day, Weekly, Monthly, 3 day flexi and Metro Day Tickets as per standard NIR and Metro paper tickets.

9.7 New, Lost, Stolen, Damaged and Faulty Mobile Phones

If you obtain a new phone or your phone is lost, stolen, damaged or faulty please telephone Translink's Ticketing Systems Department via 028 9075 9129 and we will arrange for your mLink tickets to be refunded. You can then purchase new tickets using your new mLink app and phone.

10.0 yLink/24+

10.1 Damaged/Lost/Stolen Card

If your yLink card is damaged, lost or stolen the appropriate adult full fare will be charged, and is non-refundable. You can apply for a replacement card at

www.ylinktranslink.co.uk or at a main Translink bus or train station. A replacement card costs £6.

10.2 **Faulty Card**

If your yLink card is faulty and the ticket machine is unable to read the information stored on the card the appropriate full fare will be charged. Translink will test the yLink card and if it is found to be faulty Translink will replace the card free of charge and send a new card to the customer within 7-10 working days. You can apply for a replacement card at www.ylinktranslink.co.uk or at a main Translink bus or train station. A refund of the difference between the adult fare paid and yLink fare will be given. To apply for a refund customers should retain and submit any adult fare tickets purchased

11.0 Contact Details

Bus Éireann,
Business Development Department,
Broadstone,
Dublin 7

NI Railways Customer Services Department,
Belfast Central Station,
East Bridge Street,
Belfast,
BT1 3PB

Ticketing Systems Department,
Translink,
Floor 1,
22 Great Victoria Street
Belfast
BT2 7LX

Pass Office,
Translink,
Floor 1,
22 Great Victoria Street
Belfast
BT2 7LX