

Season Ticket Refunds for tickets purchased through the Trainline

If you would like to return your ST back to the Trainline, please follow the instructions below:

You will need to log back into your LSE Train Line account, where you originally ordered the ticket.

Step 1 – [Follow this link](#)

Step 2 - Click on 'my account' at the top of the screen and log in

Step 3 – there are two ways of processing season ticket refunds depending on your criteria:

a) **If you have a paper ticket more than 6 months old or an oyster card.**

You will need to select the season ticket refunds form on your trainline account and fill that in. Also, you will need to print the refund form, then send this to the address provided, along with the ticket itself. Please ensure that you send this by **special delivery**.

SEASON DEPARTMENT
PO BOX 23971
Edinburgh
EH3 5DA

b) **If you have a paper ticket less than 6 months old.**

As we are in a lock-down period, Trainline has agreed to accept emails with ST refund requests. This mechanism can only be applied to **paper tickets less than 6 months old**. The Trainline will accept employees sending them **a photograph of their paper ticket with the words VOID written on it and the ticket ripped in two**. The ticket must be easy to read in order for the Trainline to validate the refund. The photograph should be emailed to Seasons.direct@info.thetrainline.com along with the [Refund Application](#).

Step 4 - Send an email to Seasontickets@lse.ac.uk to confirm that you have sent the ticket by special delivery or email to the Trainline. Please also include the last day that the ticket was used in the email.

PLEASE BE AWARE THAT THE VALUE OF YOUR SEASON TICKET REFUND WILL NOT EQUAL THE OUTSTANDING BALANCE LEFT ON THE TICKET. This is because the discounted price of annual season tickets is only applicable over the full 12 month duration. If you refund, you lose the discount. The nearer your ticket to expiry, the smaller the refund will be.

Due to current high volumes, it can take up to 28 days to get your refund from the Trainline. As soon as we will receive your refund from the trainline we will update your payroll records accordingly and we will send you confirmation email.

Please contact the Trainline by this email: Seasons.direct@info.thetrainline.com. **Calling the Trainline on 0870 156 6689 is costly. They do not have an alternative free phone number.**