

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 Trainline 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 – As we are in a lock-down period, Trainline has agreed to accept emails with ST refund requests.

- a) **If you have a paper ticket.** Trainline will accept employees sending them **a photograph of the 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 Trainline to validate the refund. The photograph should be emailed to Seasons.direct@info.thetrainline.com along with the [Refund Application](#).

Also, Trainline will apply an assumed last date of use for the ticket of 17/03 unless the applicant provides proof that they stopped travelling ahead of this date (e.g. doctors note, letter from your business). However, if you applying for backdated refund after **10 May 2020** you need to provide proof that you stopped traveling ahead of this date.

- b) **If you have an Oyster card.** Trainline will accept employees sending them **a picture of the Oyster card showing the Oyster card number and gold card**. Do not cut these in half. Pictures send to them need to be **close and clear**. The photograph should be emailed to Seasons.direct@info.thetrainline.com along with along with the [Refund Application](#).

Trainline will not accept a picture where they cannot read the details on the ticket. This will delay the refund. They will require you to send the Oyster card to their office once the restrictions have been lifted. They will request the last day that the ticket was used from TfL and they will hotlist the ticket. Trainline will process the refund based on the last day this ticket was used. There is no need to send in any evidence as per a paper ticket.

Step 4 - Send an email to Seasontickets@lse.ac.uk to confirm that you have applied for your season ticket refund. Please also include the last day that the ticket was used in the email.

PLEASE NOTE If on the last date you used your season ticket, the period remaining on your ticket was shorter than two months, you will not be entitled to a refund. The repayments will still continue to be deducted from your pay until the whole loan is repaid.

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 receive your refund from Trainline we will update your payroll records accordingly and send you confirmation email.

Should you need to contact Trainline directly their contact details are 0870 156 6689, Seasons.direct@info.thetrainline.com. However, please be careful using this telephone number on your mobile as you may incur additional charges.