



Rail Exchange Form

TO BE USED FOR ADVANCE SINGLE TICKETS ONLY. V8.2

Before you begin

Advance Singles can only be exchanged if details of a **like-for-like journey** are provided (i.e. the exact same origin, destination, rail operator and traveller details) and the ticket value must be over £10.

The new ticket(s) must be purchased **before the original date and time of travel** and CTM must be notified of the exchange within **28 days** of the date printed on the original ticket(s).

Incomplete forms will be rejected. Also please note that a **split ticket booking cannot be exchanged with a through booking** i.e. Leeds to Doncaster, then Doncaster to London, cannot be exchanged with Leeds to London.

Exchanging your tickets

If you have collected your tickets, or you are exchanging an order in part, please complete this form and return all tickets (with relevant seat reservations) back to CTM.

For tickets which have not yet been collected, there is no need to collect your tickets. Please complete this form and email it to the relevant CTM team.

Please note that **you will not receive a cancellation email**. Your finance team will be able to advise you regarding any credit which has been made to your organisation.

Your contact and booking details

CTM

Email: please select the relevant team.

Crown – North.Rail@travelctm.com

Corporate – North.Corporate@travelctm.com

Scottish Gov. – North.gov.scot@travelctm.com

Post: please find address below.

Your Details

Organisation:

Dept:

Name:

Tel:

Email:

Original Booking

Order / ToD Reference

Travel Date

From

To

Value



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New Booking

Order / ToD Reference

Travel Date

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