

Refund of Student Travel Expenses

PLEASE READ THE TERMS AND CONDITIONS OVERLEAF BEFORE COMPLETING THIS FORM.

PART A: For completion by School/College:

Students Name	
Address	
Town/City	
Postcode	
Date of Birth	

School/College	
Town/City	
Date of first attendance	
Date travel pass received	
Pass Number	

I confirm that the above named student is attending full time at the above school/college and attended on the days shown on the enclosed ticket(s):

Signature of school Official	
Print Name	
Position in school	
Date	

Official School/ College Stamp

PART B: For completion by the Student or Parent/Guardian:

Form of Transport	Ulsterbus/Metro/NIR
Journey From	
Journey To	

Total Number of Tickets	
If applicable, mLink Email and Tel No	
If applicable, ABT Contactless Account No.	
Total Claim	£

Refunds are issued as a PayPoint Open Pay Voucher (information shown in T&C's section). Please supply the full name, address and mobile number for the refund to be sent to:

Part C: Declaration

I declare that the above information is correct and acknowledge that any fraudulent tickets submitted will render the full claim invalid

Signed : (Student or Parent/Guardian)
Date:

PART D: FOR OFFICIAL USE ONLY

Company		Department		Location	
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<u>Refund Value:</u>	
Total Refund: £	

Processed by		Date
Approved by		Date

Terms and Conditions of Refund of Student Travel Expenses

Please read the below carefully before completing the form overleaf. Failure to follow the below instructions may result in your claim being denied.

How to Claim:

- Tickets should be returned together with this form. Please ensure tickets are securely attached to the application form.
- Only valid tickets for relevant journeys should be submitted. Duplicate tickets, tickets purchased at weekends or holiday times and tickets not relating to the journey between home and school/college should not be submitted.
- Any fraudulent ticket submissions will render the complete claim invalid.
- Tickets should be in date and time order from first ticket purchased to last ticket purchased.
- **Ensure that you keep a photocopy/photo of the form and all tickets sent. Translink cannot be held responsible for tickets lost in transit. If tickets are lost in transit and no copy is retained a refund cannot be processed.**

When to submit the application:

- Claim forms must be submitted within 28 working days from the date of issue of the student's travel pass.
- This application is valid for any EA passes issued before 31st October. If the EA pass has been issued after 31st October, a refund should be requested through the EA.

What if I don't have physical tickets as I used mLink or Contactless Payments:

- If the student has purchased tickets through the mLink app, please ensure that you supply the email address and telephone number linked to the mLink account. Each time you purchase an mLink ticket you will be sent an email receipt; please retain these emails should you need to refer to them.
- If the student has purchased tickets using Contactless payments on board valid Bus and Glider services, please ensure that you supply the ABT account number which you can obtain through the ABT customer portal. You can obtain the ABT account number by logging into the ABT customer portal at www.translink.co.uk/contactless
- Failure to provide the information to allow us to obtain the travel data from the relevant mLink and/or ABT Translink Departments will result in a delay to your application.

How are refunds processed:

- Refunds will be sent via our Open Pay Voucher Bank Transfer option. You will receive an SMS text message to the mobile number provided on the request which comes through as 'Translink: PayPoint Open Voucher'. Once received please click on the link that will direct you to onscreen instructions where you select your banking app. Once you have completed the instructions, your refund will be issued into your bank account within 1 Business Day. Please note, you **do not** need to provide us with any banking details.
- We experience a high volume of Refund of Student Expenses forms each year. We aim to process all refunds as quickly as possible; however, it may be 4-6 weeks before you receive your refund. We kindly ask that you wait the 6 weeks before contacting us about the progress of your form. If you are concerned about delivery of your application form you may want to consider sending the form via recorded delivery so you can check the delivery progress.
- Should you need to contact the office regarding your application you can phone the Pass Office on Tel: 02890 354 074 or email pass.office@translink.co.uk.

Please note - The information on this form may be made available to other department/agencies for the purpose of preventing or detecting crime. ***Your privacy is important to us.***

Please see <http://www.translink.co.uk/Translink-Footer/Privacy-Policy/>

The completed application should be posted to the Pass Office, Translink, Floor 1, 22 Great Victoria Street, Belfast, BT2 7LX