



Go Card Refund & Replacement Form

Take this form to the Welcome Centre or post with any card and receipts as appropriate to : Transport Headquarters, Banks Circus, Douglas, IM1 5PT

Customer Information - BLOCK CAPITALS PLEASE

Customer Go card registered to
Address
Daytime Tel Post Code

Full Go card number [18 digits] []

Reason for requesting a replacement card or refund [please circle where appropriate]

Faulty card Refund (Go School unwanted journeys ONLY)

Faulty Cards

If your Go card is faulty you may apply to be reimbursed for any standard fare journey undertaken over a maximum of 2 days. A faulty card receipt MUST BE obtained from the driver, conductor or guard.

- ◆ Total number of journeys made requiring standard fare payment
- ◆ Total amount requiring to be reimbursed (tickets/receipts MUST be attached) £

Refund Go School unwanted journeys

- ◆ Total number of journeys remaining
- ◆ Total amount refunded £

Customer Declaration

I confirm I am the legitimate holder of the Go card for which a refund or replacement has been made. I understand the Go card above has been hotlisted* and cannot be reactivated. I understand that any attempted use of a hotlisted* card or fraudulent claim would be an offence. I confirm receipt of the cash amount above.

* Hotlisted - deactivated, rendered invalid

Signed card holder _____

Date _____

Full terms and conditions of Go cards can be viewed on request. They form part of our Conditions of Carriage and are also available on our website www.iombusandrail.info

Report lost or stolen cards TEL : 697400 (office hours) or email publictransport@gov.im. Form not required.

Processing officer - Welcome Centre - Please fill appropriate boxes
Name (PRINT) - _____ **Date :** _____

- ◆ Faulty - new card issued with trips YES/NO No of trips: _____
- ◆ Cash refund made YES/NO Total : _____
- ◆ Faulty card returned to Banks Circus with this form YES/NO Date _____
- ◆ New card provided to customer YES/NO _____

Processing Officer - Banks Circus Name _____
Date card hotlisted &/or form received _____
Notes : _____
