



Caltrain Refund Policy

Caltrain's approved refund policy allows for the refund of a Monthly Pass.

An unused Monthly Pass, cancelled prior to the date the pass first became valid, will be refunded for the full fare paid. A Monthly Pass cancelled during the month for which it's issued will be pro-rated and refunded based on the remaining period of non-use (the value of two one-way fares per weekday up to the date the pass is cancelled). Request your refund from Clipper at 1.877.878.8883 or www.clippercard.com.

One-way, Day Pass, 8-ride, Zone Upgrade tickets and Parking permits are non-refundable. However, if you believe there are extenuating circumstances and would like to request a refund review for a ticket purchased from a Caltrain ticket vending machine, please complete the form below and submit it for consideration.

Customers with Refund Receipts should complete the Caltrain Refund Receipt Form located at www.caltrain.com/refunds.

Instructions

1. Fill out this form completely. Incomplete requests will not be processed.
2. Attach all original tickets, including any additional tickets purchased because of an error. Copies of tickets aren't accepted, but you may include copies of receipts, if available.
3. Mail the completed form, tickets and receipt to the address below within 30 days from the date of purchase. Caltrain will contact you within two weeks with its determination.
4. In lieu of cash or credit card charge back, refund may be issued in the form of a complimentary train ticket.

Customer Information

Name:

Address:

City, State, Zip Code:

E-mail*:

Day phone (with area code):

* required for credit card customers

Ticket Information

Reason for request:

Amount requesting: \$

Ticket type: from Zone: to Zone:

Date and Time of Purchase:

Station:

Specify ticket machine location:

Ticket Vending Machine #:

If a credit card was used: American Express Discover MasterCard Visa

Please list last 8 digits: - Expiration date:

Caltrain Market Development Department • P.O. Box 3006 • San Carlos, CA 94070-1306 • 650.508.6201

Office use only:
Request received:
Determination:
Customer notified: