



**West  
Midlands  
Metro**

# **Midland Metro Limited Refund Policy**

## Tickets on Direct Debit

For tickets bought through the Direct Debit Scheme, refunds are not available – you must give at least one month's notice by telephone, email or in writing of your intention to cease Direct Debit payments

## Season Tickets

If you no longer need your season ticket you may be able to claim a refund for the outstanding validity, less an administration charge.

Refunds are not available for season tickets valid for less than four weeks.

Please contact Customer Services on 0345 835 8181 or email [Customerservices@westmidlandsmetro.com](mailto:Customerservices@westmidlandsmetro.com)

Season Tickets must have been valid for a minimum of 28 days with at least 7 days validity remaining. 90% of the outstanding validity of the ticket will be refunded, calculated from when the West Midlands Metro receives the ticket back, whichever is later, less a £5.50 administration charge.

Season tickets are sold at a discounted rate. 90%, of the outstanding value of the ticket, takes into account the discounted travel you have benefited from by holding a season ticket instead of buying day or week tickets. This means the refund will not be the exact remaining value of your pass

**All other Metro products are non-refundable**