

Moisten here - Please avoid using sticky tape or staples

### Your details

Mr/Mrs/ Miss/Ms/Dr

Address

Postcode

Telephone number

### Your Virgin Trains journey

Date of travel  /  /  Time of train

From  To

## Claim/Comments Form

Please attach your ticket here which should be stamped by a member of the customer service team.

Moisten here

**This form can be used to claim for a refund under our Passengers Charter. Please ensure your ticket(s) are attached above.**

If you wish you can also use the section below to give us feedback about our service.

Moisten here - Please avoid using sticky tape or staples

Moisten here - Please avoid using sticky tape or staples

#### Buying your ticket.

Where did you buy your train ticket?.....

How satisfied were you with the ease of purchasing a ticket for your journey? (tick as appropriate)

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

#### At the station

How satisfied were you with the overall station environment?

- 
- 
- 
- 
- 

#### On train

How satisfied were you with the overall on-train environment?

- 
- 
- 
- 
- 

How satisfied were you with ease of purchasing the food and drink on offer?

- 
- 
- 
- 
- 

How satisfied were you with the clarity, usefulness and timing of announcements onboard the train?

- 
- 
- 
- 
- 

#### Train Performance

Did your train arrive at its destination on time?

- yes
- no

If not, how long were you delayed? \_\_\_\_\_

**Do you have any suggestions to make to Virgin Trains for improvements to their service or any further comments about this service?**

#### What happens next?

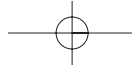
Our Passenger's Charter sets out the minimum response you should receive. If you're not satisfied with our response, you can contact Passenger Focus, or (in the London area) the London Transport Users' Committee. These are independent organisations set up by Parliament to represent rail users' interests. Their addresses and telephone numbers are in the Yellow Pages.

**Thank you for taking the time to give us your comments. It will help us to improve the service we offer you in the future.**

Number

Published by CrossCountry Trains Limited and West Coast Trains Limited, subsidiaries of the Virgin Rail Group Limited. Registered in England and Wales No's 3007937 and 3007940 respectively. Registered office: 120 Campden Hill Road, London W8 7AR





Customer Relations Manager  
FREEPOST  
Virgin Trains  
PO Box 713  
BIRMINGHAM  
B5 4BR

Business Reply  
Licence Number  
BM 6613



Please seal here

Please seal here

Please seal here

