

Cancellation Request Form

Season Tickets and Travel/Flexi Cards Only

Passenger Name	<input type="text"/>		
Type of Card	<input type="text"/>		
Card Number	<input type="text"/>		
Expiry Date	<input type="text"/>	Reason for Cancellation:	
Contact Telephone number (daytime)	<input type="text"/>		
Email Address	<input type="text"/>		
Passenger Signature	<input type="text"/>	Date	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY

Terms and Conditions

The following cancellation procedures and charges will apply depending on the product / ticket you have purchased with Hovertravel:

Travel/Flexi Cards, the following charges will apply upon surrender of any unused cards:

- 10, 20 & 40 Travel/Flexi cards: no refunds, no changes permitted & non transferable.
- 100 & 250 Travel/Flexi cards: 50% refunded of unused journeys.
- Should you wish to cancel your 100, 250 Travel/Flexi Card. You must surrender your Travel/Flexi card no later than one month before the cards expiry date to qualify for cancellation refund, along with a completed Travel/Flexi Card cancellation application form. Bus tickets issued separately at point of sale for Flexi 10/20/40 Cards are non replaceable if lost or mislaid.
- Hoverbus single tickets issued with 10,20 & 40 Flexi Cards are non-refundable and have no cash value.

Season Cards, the following charges apply for all requests for season card early surrender or cancellation:

- The remaining full calendar months will be refunded less one month.
- Season Cards by Direct Debit - Following return & cancellation of the card, 1 final direct debit payment will be collected from the cardholder's account.
- Season Cards for cancellation must be surrendered to one of our terminals at least one month before the cards expiry date along with a complete cancellation request form.
- Refunds are only permitted on 6 & 12 month season cards. 1 & 3 month season cards are non-refundable.

HoverAcademic Cards, the following charges detailed apply for all requests for student & teacher applications:

- HoverAcademic 1 month & 3 month - No refunds.
- HoverAcademic 6 & 12 month - same as standard season cards.
- HoverAcademic travel 10, 20 & 40 - No refunds.
- Season Cards for cancellation must be surrendered to one of our terminals at least one month before the cards expiry date along with a complete cancellation request form.

All Season and Travel/Flexi cancellations will only be considered whilst the card is valid and no refunds will be considered once the card has expired.

FOR HOVERTRAVEL TICKET OFFICE USE ONLY:

Date Received

 DD / MM / YYYY

Card Attached?

 YES NO