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7: Important Notes

MetroCard Conditions of Use.

- a) Metro and bus and train operators will make every reasonable effort to maintain services within the MetroCard system, but will not be liable for any loss, expense, claim damage, injury or inconvenience that passengers may sustain arising directly or indirectly from failure to operate a particular service. Subject to the Unfair Contract Terms Act 1977.
- b) If there is a major withdrawal of services due to industrial action, Metro may apply special arrangements concerning refunds. Refunds are made only if the MetroCard is surrendered to a Metro Travel Centre or sent by post to Metro Fares and Pricing Prepayments Section, 40-50 Wellington Street, Leeds, LS1 2DE. Such arrangements will be publicised at the time, but will not apply to withdrawals of services lasting three consecutive days or less nor in respect of the first three days of a longer stoppage. Refunds are not normally made for a withdrawal or interruption of rail services but train operators will consider claims on their merits as part of their Passengers Charter commitment.
- c) Metro reserves the right on behalf of participating operators to alter the MetroCard prices and conditions of use at any time on reasonable notice.

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- [Train alerts](#)
4
- [Bus alerts](#)
11

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