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8: Refunds

MetroCard General Conditions of Use.

a) If your circumstances change so that you no longer require a MetroCard, refunds will be made as follows:

- (i) MetroCards purchased in advance and returned to Metro's Fares and Pricing Prepayments Section before commencement of the period of validity: full purchase price will be refunded less a small charge to cover administration costs incurred.
- (ii) Part expired Monthly, Quarterly or Annual MetroCards returned to Metro's Fares and Pricing Prepayment Section: full purchase price will be refunded less a charge based on the combined prices of any shorter period MetroCard(s) which would have been required to cover travel during the period prior to the return of the ticket, plus a small charge to cover administration costs incurred. For any period of seven days or less the price of a weekly ticket will be deducted.
- (iii) Part expired weekly MetroCards: no refunds will be made.
- (iv) Company Annual MetroCard refunds: apply to the company concerned.
- (v) Bus and train operators are unable to consider refunds and all requests should be referred to Metro.

b) If your MetroCard is lost or stolen and you purchase a replacement, a refund will be granted calculated in accordance with a) above. If the original ticket is subsequently recovered and both parts of the replacement are returned to Metro before expiry together with a photocopy of the found MetroCard.

c) Refunds will not be granted against expired tickets or against tickets which have been accidentally destroyed or defaced.

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