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## lost or stolen tickets

Your Stagecoach ticket is an item of value and should be looked after as securely as if it were cash.

If your ticket is lost or stolen you should report this to the police, then notify this immediately to us at

[warks.enquiries@stagecoachbus.com](mailto:warks.enquiries@stagecoachbus.com)  
phone 01788 53 55 55

If you or we cannot recover the ticket, we may consider an application for a duplicate ticket, if the original was issued for a period of greater than one month. We do not issue duplicates in respect of lost or stolen 7 day or 4 weekly tickets. We may ask you or others for information, such as a proof of report to the police or the fire service, etc.

There is an administration charge when we issue a duplicate Stagecoach ticket (see opposite).

Because it's an item of value, we advise you to make sure your Stagecoach ticket is insured against loss or theft through a household insurance policy.

Where we deem it appropriate to replace a lost or stolen ticket, we only allow one lost or stolen ticket duplicate issue in any 12 month period.

However, we may allow a second duplicate issue if:

- 1 the original ticket is returned to the company within one month of you reporting the theft, or
- 2 the first or second request for a duplicate is because of exceptional circumstances.

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## damaged or defective tickets

If your ticket is damaged, illegible or defective, we will replace free of charge when you return the defective ticket to

**Stagecoach in Warwickshire**  
Railway Terrace  
Rugby CV21 3HS

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## tickets left at home

If you do not have your ticket with you when you travel you must buy an ordinary ticket for your journey. Any such tickets bought are not refundable.

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## replacement, refund & administration charges

### refunds

These are calculated by subtracting the cost of travel undertaken from the cost of the original ticket.

The cost of travel itself is calculated by adding together the total cost of the best value alternative tickets that would have been bought at the date the ticket was purchased, had the longer term ticket not been bought, plus a £10 administration fee.

### duplicates for lost or stolen tickets

£25 administration fee.

### replacement of damaged or illegible tickets

Where a damaged or illegible ticket has been returned, it's free of charge.

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These charges may be subject to change.

