

# CUSTOMER QUERY/FEEDBACK FORM



PLEASE COMPLETE IN BLOCK CAPITALS

Title:  Name:

Email:

Contact Telephone Number:

Date of Travel:  /  /  Heathrow Express  Heathrow Connect

Ticket Type: Single  or Return  Standard  or First

Other incl. Canet, Advanced Purchase or Promotional ticket (please specify)

Ticket Ref No.:

Primary repayment method: Cash  Credit card  Debit card

Alternate repayment method: Credit card  Debit card

In the event that a refund due to me cannot be administered through the Primary Repayment Method, I authorise Heathrow Express to administer any such refund through the Alternate Repayment Method, the details of which are set out above.

Reason for refund request:

Comments: