



# Request for Ticket Exchange

**Please Note: Free Ride Certificates are no longer exchanged once expired.**

By policy, VRE Single-Ride, Five-Day, Ten-Trip and Amtrak Step-Up tickets are non-refundable. To better serve our passengers, however, we do make exceptions on a case-by-case basis. Tickets can only be exchanged one time. To receive consideration, simply send in your ticket(s) attached to this form. It is important that all information be provided in order for the request to be processed.

**Name:** \_\_\_\_\_  
(Last) (First) (MI)

**Address:** \_\_\_\_\_  
**\*(HOME)** (Street)

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**\*(Due to mail restrictions following 9/11, we do not mail to government agencies)**

**Daytime Phone:** \_\_\_\_\_ **(Required)**

What type of ticket was purchased?

- Monthly Ticket
- Five-Day Pass
- Ten-Trip Ticket
- Amtrak Step-Up Ticket
- Single-Ride Ticket
- Other: \_\_\_\_\_

What type of ticket needed?

- Monthly Ticket
- Five-Day Pass
- Ten-Trip Ticket
- Amtrak Step-Up Ticket
- Single-Ride Ticket
- Other: \_\_\_\_\_

Zones: \_\_\_\_\_ to \_\_\_\_\_

Zones: \_\_\_\_\_ to \_\_\_\_\_

Remaining Value: \$ \_\_\_\_\_

New Ticket Price: \$ \_\_\_\_\_  
(new ticket price – remaining value = amount due)  
Amount Due: \$ \_\_\_\_\_

Reason for Request: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If your tickets(s) were purchased before the most recent fare increase, you will need to remit the difference in the fare before any consideration is made. Please contact our office at (703) 684-1001 with any questions that you may have or if you need help in calculating the cost/difference in tickets. Request(s) can be made to:

Virginia Railway Express  
Attn: Ticket Exchange  
1500 King Street, Suite 202  
Alexandria, VA 22314

You should receive a response to your request within 10 to 14 business days.