



Ticket Exchange Request

By policy, VRE Single-Ride, Five-Day, Ten-Ride and Amtrak Step-Up tickets are non-refundable. To better serve our passengers, however, we try to accommodate changing needs. To receive consideration, send in your ticket(s) attached to this form. Expired ticket(s) can be renewed once. It is important that all information be provided in order for the request to be processed.

*Name: _____
(Last) (First) (MI)

*Address: _____
(Home address only) (Street)

City: _____ State: _____ Zip: _____

*Daytime Phone: _____ Email: _____

*Reason for Request:

We will not mail to office locations due to damage caused by mail processing center.

If your tickets(s) were purchased before the 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 questions or for assistance in calculating the difference in cost. You should receive a response to your request within 10 to 14 business days.

What type of ticket was purchased?

- Monthly Ticket
- Five-Day Pass
- Ten-Ride Ticket
- Amtrak Step-Up Ticket
- Single-Ride/ Two Ride Ticket

What type of ticket needed?

- Monthly Ticket
- Five-Day Pass
- Ten-Ride Ticket
- Amtrak Step-Up Ticket
- Single-Ride/ Two Ride Ticket

Zones: _____ to _____

Zones: _____ to _____

Remaining Value: \$ _____

New Ticket Price: \$ _____
(new ticket price (-) remaining value (=) amount due)

Amount Due: \$ _____

Method of Payment: Check SmartBenefits Vouchers \$ _____ Call for credit card information

Request(s) can be made to:

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