



## Refund Policy Regional Monthly, Monthly and 12-Trip Passes

### INACTIVATED PASS

An INACTIVE PASS is a pass that shows no activity to include station validator activity and fare inspection activity.

It is Tri-Rail’s policy to provide a full refund for INACTIVATED:

REGIONAL MONTHLY PASS	MONTHLY PASS	12-TRIP PASS
FULL REFUND	FULL REFUND	FULL REFUND

### PARTIALLY USED OR ACTIVATED PASS

A PARTIALLY USED OR ACTIVATED PASS is a pass that has been used at a station validator or read by a Fare Inspector.

It is Tri-Rail’s policy to provide a prorated refund for any PARTIALLY USED or ACTIVATED Regional Monthly, Monthly or 12-Trip passes in accordance with the Refund Table below.

REGIONAL MONTHLY PASS	MONTHLY PASS	12-TRIP PASS
1-3 DAYS AFTER PURCHASE		
FULL REFUND*	FULL REFUND*	FULL REFUND*

REGIONAL MONTHLY PASS	MONTHLY PASS	12-TRIP PASS
4-7 DAYS AFTER PURCHASE		
PRORATED REFUND* (1) (2) (3)	PRORATED REFUND* (1) (2)	PRORATED REFUND* (1) (2)

REGIONAL MONTHLY PASS	MONTHLY PASS	12-TRIP PASS
8 DAYS OR MORE AFTER PURCHASE		
NO REFUND	NO REFUND	NO REFUND

\* Less the value of actual trips used

- (1) If the passenger’s actual travel cannot be determined for the period of the refund request through activity in the fare system, the customer’s previous established travel pattern will be used as a basis to determine the value to be deducted from the purchase price.
- (2) If the passenger has no established travel pattern, the customer will be assessed the value of two one-way six-zone trips per day based on the rider class of the pass for the period of the refund request.
- (3) Tri-Rail will provide a prorated refund on the Tri-Rail portion of \$100.00 only. NO refund will be provided for the MDT transfer fee of \$45.00.

Passengers requesting a refund should contact Customer Service at 1-800-TRI-RAIL (874-7245). Representatives are available weekdays between 4 am and 11:30 pm and on weekends/holidays from 7 am to 5 pm.