

Premium 1 day or Fast Track 1 week service refund claim form

Our Premium 1 day and Fast Track 1 week services guarantee that you will get your passport within a specified time:

Premium 1 day service	Your passport will be ready for collection within 1 day of your application being accepted at your appointment
Fast Track 1 week service	Your passport will be delivered to your home address 1 week after your application is received

You may be able to get a refund for the Premium 1 day or Fast Track 1 week service fee (but not the standard passport fee) if Her Majesty's Passport Office made an error that meant you did not get your passport within the guaranteed turnaround time.

You can also claim a refund if:

- you had to travel abroad for medical treatment
- you had to travel urgently because of the death or serious illness of a family member, friend or business associate
- you are seriously ill, or you are a carer for a seriously ill person, and your travel was arranged by a charity or religious organisation.

You will need to send us a letter from someone confirming this, such a doctor, hospital, minister of religion, police officer or your countersignatory. Where applicable, you should also send a death certificate (or a copy).

You **cannot** claim a refund for the Premium 1 day or Fast Track 1 week fee if:

- you are not entitled to a British passport
- your application was delayed because we needed to make more checks
- you got a cheaper service than you paid for (for example you booked and paid for a Premium 1 day service but you were only entitled for a Fast Track 1 week service)
- you removed someone from a group booking

If you are entitled to a refund then complete, sign and send the following claim form, together with any supporting evidence, to the '**Customer Service Manager**' at the office where you had your appointment. You can find our office addresses at www.gov.uk/find-regional-passport-office

Compassionate reasons

If you failed to attend your appointment for compassionate reasons, you may be able to claim a refund of your Premium 1 day or Fast Track 1 week fee.

If you cancelled your appointment with less than 48 hours' notice for compassionate reasons, you may be able to claim the administration fee that was taken from your refund.

To make a claim under compassionate reasons you must fill in the online enquires form: www.gov.uk/passport-advice-line You will then need to send us evidence for your claim to be considered.



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01	Please complete all sections. Write in CAPITAL LETTERS and black ink only.		
Applicant details <i>Give the details of the person who the passport was for</i>	Forename(s)		
	Surname		
	Date of birth	Application number (if known)	Passport number
	Current address (house number, street name, town)		
			Postcode
02			
Reason for the refund	Guaranteed turnaround time not met <input type="checkbox"/>		
	Compassionate grounds <input type="checkbox"/>		
03			
Person who paid the fee (if different to section 1) <i>We will refund the fee to this person</i>	Forename(s)		
	Surname		
	Current address (house number, street name, town)		
			Postcode
04			
Signature <i>The person who signed the passport application should sign here</i>	Signature (sign within the box)		Date
05			
Where to send the form	Send this form and any supporting evidence to the ' Customer Service Manager ' at the office where you had your appointment. You can find our office addresses at: www.gov.uk/find-regional-passport-office		

FOR OFFICE USE ONLY

Refund on application no:

Title: Initials: Surname:

Reason for refund:

Refund amount: £ . Refund approved: Yes No

Reason for refusal (if applicable):

Customer Service Officer:	Reference no:	Signature:	Office stamp
	<input type="text"/>	<input type="text"/>	
CS Manager Authorisation:	Date:	Signature:	
	<input type="text"/>	<input type="text"/>	