



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'll receive 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 didn't 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're seriously ill, or you're a carer for a seriously ill person, and your travel was been arranged by a charity or religious organisation

You'll 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 **can't** claim a refund of the Premium 1 day or Fast Track 1 week fee if:

- you missed your appointment
- you cancelled your appointment
- your application was rejected because your application form wasn't completed correctly or you brought the wrong supporting documents
- you booked a service that you weren't entitled to use
- you're not entitled to a British passport
- your application was delayed because we needed to make additional checks
- you got a cheaper service than you paid for (eg you booked and paid for a Premium 1 day service but you were only entitled to 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



Premium 1 day or Fast Track 1 week Service Refund claim form

| | | | |
|--|--|-------------------------------|-----------------|
| 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"/> | |