



# Free Ride Certificate Request Form



You are eligible to receive a Free Ride Certificate (FRC) if the train you were riding was **30 minutes or more** delayed according to the conductor's watch and no FRCs were distributed on the train at the time of the delay. If on board distribution is not possible the day of the delay, requests for FRCs must be submitted in writing via facsimile or mail no later than **15 days after the delay occurred**.

For paper tickets, please include:

- A copy of your **validated** ticket. (Note: Monthly & TLC ticket holders should copy both sides of the ticket.)
- Email, fax or mail your form and ticket to:

**Virginia Railway Express**  
**Attn: FRC Requests**  
 1500 King Street Suite 202  
 Alexandria, VA 22314  
 Fax: (703) 684-1313  
[GoTrains@vre.org](mailto:GoTrains@vre.org)

For VRE Mobile Users:

- **DO NOT** use this form
- Email [mobilerefunds@vre.org](mailto:mobilerefunds@vre.org) with the subject line "FRC Request VRE Mobile"
- Include the following information in the body of the email:

Email Username  
 Phone Number  
 Date of Delay  
 Train Number

Restrictions:

- Requests will not be honored when on board FRC distribution occurs on the date of the delay.
- Passengers who do not receive their FRC because they disembark prior to (or board after) an on board distribution are responsible for requesting their FRC from one of the conductors at the time the delay occurs.
- VRE reserves the right to deny written requests for any reason.

(Please print clearly.)

<b>Name:</b>	
<b>Address:</b>	
<b>City/State:</b>	<b>Zip:</b>
<b>Daytime Phone:</b>	<b>Evening Phone:</b>
<b>Date of Delay:</b>	<b>Train Number:</b>
<b>Attach or Provide a Copy of Ticket below with <u>Brief Explanation</u>:</b>	