

Portman Online Rail FAQ's

Can I cancel my booking after the travel date?

Yes however tickets need to be submitted for refund no later than 28 days from date of cancellation.

Where do I send my ticket for refund?

Tickets should be posted to Portman Travel, Suite 7, Level 8, Plaza Tower, East Kilbride, G74 1LW.

****Please note any tickets lost in the post cannot be refunded****

What is the turnaround time for refunds?

This is dependant on the type of ticket but generally refunds should be authorised and processed within 4 weeks.

How do I request more ticket stock?

Your designated administrator needs to request this via the Stock Management section or by contacting the Helpdesk.

Where do I access the help area?

Online help can be accessed by hovering over the Assistance key and then selecting the appropriate area.

