



## Requests of Fare Refunds and Credits

SMART prides itself in offering the highest level of customer service. Although SMART fares are generally non-refundable, due to shelter in place orders currently limiting travel, SMART will gladly refund and/or credit fares and passes as outlined below:

**Clipper Card** – For fares purchased using Clipper, SMART customers should contact the Clipper customer service team directly at (877) 878-8883 to submit a refund request.

**SMART e-Ticket App** – Customers who purchased fares through the SMART e-Ticket app may complete a [refund request form](#) and submit it directly to SMART by mail, fax, or email the form to [billing@sonomamarintrain.org](mailto:billing@sonomamarintrain.org).

**31-Day Passes** – Customers who activated a 31-Day Pass and were unable to use it due to the shelter in place orders, may submit a request for credit on their Clipper account. SMART is handling requests for credit on these passes similar to past events such as wildfires and power shutoffs. SMART is offering a one-time credit equivalent to half the value of the 31-day pass. For adults this is a \$100 credit in Clipper cash value. For seniors the value credit would be \$50. In order to request this credit, customers must first register their Clipper card online at <https://www.clippercard.com/ClipperCard/register.jsf> and then send an email to SMART at [info@sonomamarintrain.org](mailto:info@sonomamarintrain.org) with the following information: full name, contact email and telephone number, Clipper card number, and a reason or description of the request. SMART will respond within 30 days with information on future Clipper credit.

### **Eco-Passes** –

March 2020 - Eco-Passes that were purchased for the month of March 2020, are unfortunately non-refundable because these passes are purchased with pre-tax dollars as part of employee benefits program.

April 2020 - Employers who purchased Eco-Passes for April 2020, may request to have these passes suspended for use at a later date. **Requests to suspend April Eco-Passes must be submitted by Eco-Pass administrators (on behalf of their employees) and received by SMART by Friday, April 3, 2020.** SMART staff has been coordinating with Eco-Pass administrators to help pass-holders meet this deadline. The Eco-Passes will remain suspended until the regional shelter in place order is lifted.

For more information about SMART passes and other fare products, customers and employers, may contact SMART customer service by sending an email to [info@sonomamarintrain.org](mailto:info@sonomamarintrain.org) or by telephone at (707)794-3330.