



TaxSaver's FAQ

- Q. Do I need a Luas Id to purchase a TaxSaver ticket?
- A. You need a valid ID to process online orders.
- Q. What's the best ticket for me?
- A. Please visit <http://www.luas.ie/best-ticket-options.html>
- Q. I have lost my Annual ticket what do I do?
- A. Contact taxsavers@luas.ie or 01 4614915.
- Q. Can I get a replacement ticket if I lose my Annual or Monthly TaxSaver ticket?
- A. Replacement tickets can be ordered by contacting 01 4614915 or emailing taxsavers@luas.ie
- Q. Is there a charge to have my Annual or Monthly TaxSaver ticket replaced?
- A. There is a 12 euro charge for replacement tickets.
- Q. I no longer require my TaxSaver ticket what do I do?
- A. Please return your ticket with an accompanying letter on headed paper from your employer to TaxSavers, Transdev, Luas Depot, Red Cow Roundabout, Clondalkin, Dublin 22.
- Please note there is a €12 admin charge on all refunds. Only full months remaining are valid for refund. Refunds are made by cheque to your employer.
- Q. Can I collect my Annual ticket from the office?
- A. Yes you can collect from the Luas depot at the Red Cow please contact taxsavers@luas.ie or 01 4614915 to arrange.
- Q. Can I buy an Annual ticket from you directly as my employer is not part of the TaxSaver scheme?
- A. Yes, but you will not avail of the tax saving benefits.
- Q. Can I use an ID from another transport provider?
- A. Either a Luas or Dublin Bus ID card is acceptable for use with the Luas TaxSaver tickets.
- Q. Can I upgrade or downgrade my ticket?

A. Yes, please contact taxsavers@luas.ie or 01 4614915 to arrange.