Delay Repay

Customer compensation claim form



Information for you

With our Delay Repay scheme, if your train is delayed by 15 minutes or more you can claim compensation.

Delay	Compensation
Delay	Compensation
15 to 29 mins	If you are delayed by 15 to 29 minutes you will be entitled to 25% of the cost of your single ticket or 12.5% of the cost of your return ticket.
30 to 59 mins	If you are delayed by 30 to 59 minutes you will be entitled to 50% of the cost of your single ticket or 25% of the cost of your return ticket.
60 to 119 mins	If you are delayed by 60 to 119 minutes you will be entitled to 100% of the cost of your single ticket or 50% of the cost of your return ticket.
120 mins or more	If you are delayed by 120 minutes or more you will be entitled to 100% of the cost of your ticket whether single or return.

If you choose to claim your compensation by credit/debit card or PayPal please ensure you add an email address on to this form, or alternatively complete the online form at Inr.uk/delayrepay

We must receive your claim within 28 days of the delay.

We will not normally accept a claim if you were told about the delay (before you bought your ticket). If an emergency timetable has been introduced, compensation will be based on that emergency timetable. If your delay was on a train run by another train operating company, you need to claim from that company. Full details of our commitments to customers are set out in our Passengers' Charter, which is available from stations or by visiting our website.

For more information about the Delay Repay scheme visit: Inr.uk/delayrepay

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*Do not inclu	de credit/debit card information on this fo	rm. †Registered Pa	ayPal email.

Cost of your ticket	£		
Length 15 to of delay 29 mins	30 to 59 mins	60 to 119 mins	120 mins or more
Date of journey		Timetabled dep	parture time
		:	
Station you travelled	d from		
Station you travelled	d to		
What type of ticket	did you have	e? (Please tick)	
Season ticket			
Start date		End date	
Single or return tick	et	E-ticket	
M-ticket/Smart care	d	Swift card	
Ticket/Card ref num	ber		
copy of the M-ticket.	. Please cut y	our ticket in half, u	
Journey 2 –	. Please cut y	our ticket in half, u	
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Journey 2 — Cost of your ticket Length 15 to of delay 29 mins	Please cut your Ticket	details 60 to	nless it is still in use 120 mins or more
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Journey 3 – Ticket details						
Cost of your ticket £	•					
Length 15 to of delay 29 mins	30 to 59 mins	60 to 119 mins	120 mins or more			
Date of journey		Timetabled dep	arture time			
Station you travelled f	rom					
,						
Station you travelled t	0					
What type of ticket di	d you have?	(Please tick)				
Season ticket						
Start date		End date				
Single or return ticket		E-ticket				
M-ticket/Smart card		Swift card				
Ticket/Card ref number	er					
Enclose the ticket(s) in copy of the M-ticket. P						

Enclose the ticket(s) in the copy of the M-ticket. Ple							
Journey 4 – Ticket details							
Cost of your ticket £							
Length 15 to of delay 29 mins	30 to 59 mins	60 to 119 mins	120 mins or more				
Date of journey		Timetabled de	parture time				
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Station you travelled fr	om						
Station you travelled to)						
What type of ticket did	you have?	? (Please tick)					
Season ticket							
Start date		End date					
Single or return ticket		E-ticket					
M-ticket/Smart card		Swift card					
Ticket/Card ref number							
Enclose the ticket(s) in the pocket or print and include a screen shot or copy of the M-ticket. Please cut your ticket in half, unless it is still in use.							