

Delay Repay



Great Northern

GX

GATWICK EXPRESS

SOUTHERN

ThamesLink/

How to claim

Our online form is the easiest way for us to receive your payment details. We cannot accept financial information by post so for postal applications you can only receive cashable National Rail Vouchers (which can only be exchanged for cash at one of our ticket offices).

For a variety of quicker payment options, please visit us online.

Your statutory rights are to receive your compensation in the same way you paid for your ticket. **The full range of repayment options are available online.** These are:

- Electronic bank transfer (BACS)
- PayPal (you must have a PayPal account)
- Credit/Debit card
- E-voucher (you must have an online account with us)
- Cashable vouchers
- Charity donations

Please ensure you contact the Train Operating Company responsible for your delay (this may not be the company you purchased your ticket from)

If you do not have access to the internet please complete the form below. Please bear in mind your repayment options are limited to cashable National Rail vouchers only, and the processing time will be longer than the online method.

Your details

First name	<input type="text"/>
Surname	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>
Email	<input type="text"/> Not mandatory
	<input type="text"/>
Telephone	<input type="text"/> Not mandatory

Office use only

Ticket type

Single	<input type="checkbox"/>	Return	<input type="checkbox"/>
Oyster/contactless	<input type="checkbox"/>	Weekly	<input type="checkbox"/>
Monthly	<input type="checkbox"/>	Annual	<input type="checkbox"/>
key / key Go	<input type="checkbox"/>	Other	<input type="checkbox"/>

Photocard / Keycard number

Ticket price	£ <input type="text"/>
Date of travel	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YY
Departing station	<input type="text"/>
Arrival station	<input type="text"/>
Changing at	<input type="text"/> If applicable
Departure time	<input type="text"/> From timetable
Arrival time	<input type="text"/> From timetable

Reason for delay

Delayed departure	<input type="checkbox"/>	Delayed on route	<input type="checkbox"/>
Missed connection	<input type="checkbox"/>	Train cancelled*	<input type="checkbox"/>

Use this space below to provide any further information about your journey. *If your train was cancelled, we'll work out the next available train you could have taken, unless you provide more information below.

Length of delay

15–29 mins	<input type="checkbox"/>	30–59 mins	<input type="checkbox"/>
60–119 mins	<input type="checkbox"/>	120+ mins	<input type="checkbox"/>

Which train operator did you travel with?
(Tick all that apply)

Gatwick Express	<input type="checkbox"/>	Southern	<input type="checkbox"/>
Great Northern	<input type="checkbox"/>	Thameslink	<input type="checkbox"/>

Attach ticket or
image of ticket here

Please sign to confirm that the information is correct and your journey was delayed.

Signed

Date

If we find your claim is fraudulent, we will take action which could lead to prosecution.

How do I claim?

For quicker application and a variety of payment options, please visit us online:

greatnorthernrail.com/delayrepay

gatwickexpress.com/delayrepay

southernrailway.com/delayrepay

thameslinkrailway.com/delayrepay

If you are a smartcard ticket holder, why not sign up for ADR and we'll tell you when you might be eligible for Delay Repay. For more information visit our website above

You need to make your claim within 28 days of your delay and include either:

- Your original ticket
- A ticket receipt (this is usually issued with your ticket)
- A copy of your season ticket
- If you are a registered Oyster Pay-As-You-Go user, a journey receipt
- For the key smartcard holders simply supply your full name, address and key card number so we can check your journey history

What compensation am I entitled to?

If your journey has been delayed by 15 minutes or more, we'll give you compensation under the Delay Repay scheme.

The amount of compensation you can get is as follows:

Delays of	25% of the single ticket price
15 – 29 minutes:	12.5% of the return ticket price

Delays of	50% of the single ticket price
30–59 minutes:	25% of the return ticket price

Delays of	100% of the single ticket price
1 hour or more:	50% of the return ticket price

Delays of	100% of the single ticket price
2 hours or more:	100% of the return ticket price

If you have a season ticket your compensation will be based on the daily cost of your ticket. There is more information on the Delay Repay scheme in our Passenger's Charter, available at all staffed stations or online at gatwickexpress.com, greatnorthernrail.com, southernrailway.com or thameslinkrailway.com