

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
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 wmr.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: wmr.uk/delayrepay

Your details We only keep these details to process your claim.

Mr Mrs Ms Miss Mx Other

Surname

First name

Address

Postcode

Daytime telephone number

Email

Photocard number

Date of application

Applicant's signature

Your compensation payment

Compensation can be paid by Credit/debit card*, PayPal[†], BACS, National Rail vouchers or a Samaritans donation. Please indicate your preferred payment method. We will endeavour to use this as the method we pay back your compensation.

Credit/debit card* PayPal[†] BACS

National Rail vouchers Samaritans donation

Please provide your bank details if you have chosen to be paid by BACS.

Account number Sort code

Please provide your email address if you have chosen to be paid by: Credit/debit card or PayPal.

*Do not include credit/debit card information on this form. [†]Registered PayPal email.

Journey 1 – Ticket details

Cost of your ticket £

Length of delay 15 to 29 mins 30 to 59 mins 60 to 119 mins 120 mins or more

Date of journey Timetabled departure time

Station you travelled from

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.

Journey 2 – Ticket details

Cost of your ticket £

Length of delay 15 to 29 mins 30 to 59 mins 60 to 119 mins 120 mins or more

Date of journey Timetabled departure time

Station you travelled from

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.

Journey 3 – Ticket details

Cost of your ticket £

Length of delay 15 to 29 mins 30 to 59 mins 60 to 119 mins 120 mins or more

Date of journey Timetabled departure time

Station you travelled from

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.

Journey 4 – Ticket details

Cost of your ticket £

Length of delay 15 to 29 mins 30 to 59 mins 60 to 119 mins 120 mins or more

Date of journey Timetabled departure time

Station you travelled from

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.