

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 lnr.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: lnr.uk/delayrepay

Post the completed form in an envelope, with evidence of your ticket/s, to: Freepost LONDON NORTHWESTERN RAILWAY DELAY REPAY

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.								