

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 15 – 29 minutes:	25% of the single ticket price 12.5% of the return ticket price
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Delays of 30 – 59 minutes:	50% of the single ticket price 25% of the return ticket price
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Delays of 1 hour or more:	100% of the single ticket price 50% of the return ticket price
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Delays of 2 hours or more:	100% of the single ticket price 100% of the return ticket price
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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 Great Northern, Southern and Thameslink stations or online at greatnorthernrail.com, southernrailway.com and thameslinkrailway.com

How to claim?

To make your claim you should fill in this form or the online version at

greatnorthernrail.com/delayrepay

southernrailway.com/delayrepay

thameslinkrailway.com/delayrepay

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

GTR-16111-CEX-Delay Repay



Freeport Plus RTGL-ELXC-HAUU
Govia Thameslink Railway
Unit 16
Coalfield Way
Ashby - De - La - Zouch
LE65 1JT

Delay repay

Passenger claim form

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