

What am I entitled to?

If your Gatwick Express, Great Northern, Southern or Thameslink train is delayed by more than thirty minutes we'll compensate you under our Delay Repay scheme.

Find out more or claim at

gatwickexpress.com

greatnorthernrail.com

southernrailway.com

thameslinkrailway.com

We also offer enhanced compensation under certain circumstances.

Enhanced compensation may be payable in addition, if in a business reporting period you experience delays to your journey of 30 minutes or longer on 12 days. Your compensation will be either 2 day return journeys anywhere on the Gatwick Express, Great Northern, Southern or Thameslink route (valid for 12 months from the date of issue) or rail travel vouchers to the value of a single journey between the stations for which your Season ticket is valid. You can choose which option you would prefer.

To claim, please fill in the details we need overleaf. In all cases we will need copies of your photocard and the Season ticket(s) that cover the journeys you are claiming for. All claims must be received within 28 days of the end of the reporting period your journeys occur within. If you are an Oyster travelcard user we'll need a copy of your Transport for London statement.

For **the key** smartcard holders simply supply your full name, address and key card number so we can check your journey history

Completed forms

Please check you have completed each section of this form with all the information needed. Please send your completed form to:

Freepost Plus RTGL-ELXC-HAUU

Govia Thameslink Railway

Unit 16

Coalfield Way

Ashby-De-La-Zouch

LE65 1JT

Further comments

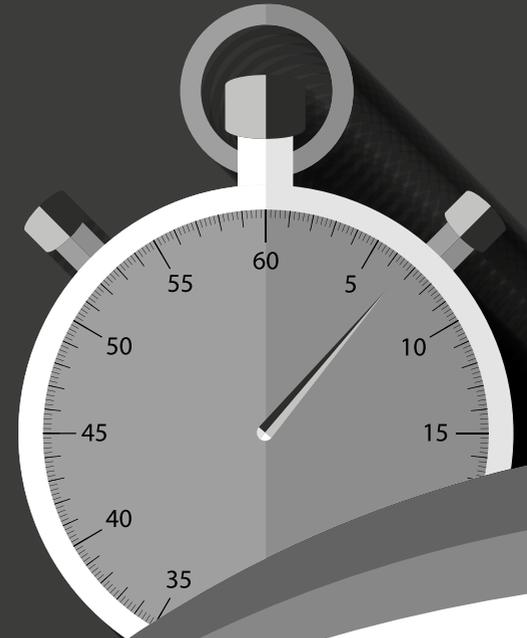
If you have any recommendations that you feel could improve our services, or would like to comment on any aspect of our service, please contact us online, by phone or by writing to us. Our contact details are:

Email	customerservices@gatwickairport.com customerservices@greatnorthernrail.com comments@southernrailway.com customerservices@thameslinkrailway.com
Twitter	@GatwickExpress @GNRailUK @SouthernRailUK @TLRailUK
Website	gatwickexpress.com greatnorthernrail.com southernrailway.com thameslinkrailway.com
Telephone	Gatwick Express 0345 850 1530 Great Northern 0345 026 4700 Southern 0345 127 2920 Thameslink 0345 026 4700 07:00 to 22:00 every day except Christmas Day
Textphone	Gatwick Express 0345 127 2940 Great Northern 0800 975 1052 Southern 0345 127 2940 Thameslink 0800 975 1052

We reserve the right to check the validity of all claims we receive. We treat seriously any applications we believe may be fraudulent and will take further action if appropriate.

Enhanced compensation

Passenger claim form Season ticket holders



GTR-1701-CR-Enhanced compensation

GX
GATWICK EXPRESS

Great Northern

SOUTHERN

ThamesLink/

