

DELAY REPAY - Passenger Claim Form

Personal details

Please use black ink to fill in form

All fields marked * are mandatory

Title* Mr Mrs Miss Other

First name*

Surname*

Address*

Postcode* Best contact no.*

Email

Date* / /

About your journey

Date of travel / /

No. of passengers Planned Departure time (24hr) :

From

To

If you had to change trains please state at which station:

Planned Departure time (24hr) :

Details of the delay

Length of delay hrs minutes Type of delay Delayed Cancelled Did not travel

Reason for delay

Ticket Details

Cost of ticket £ Type of Ticket

Smartcard no.

Your compensation preference

For Credit/Debit card payments we will contact you later for this information. Please don't put your credit or debit card information on the form.

Please select your preferred method of payment:

- PayPal Credit/Debit Card
 Cheque Rail Travel Vouchers

Please state your email address for Credit/Debit card or Paypal payments

Check list (please tick to confirm you have completed all required information)

- Have you completed all required Personal details Have you specified your preferred method of payment
 Have you completed your full journey details Have you included your smartcard no. (if applicable)
 Have you attached your ticket (if applicable)

Signature

Date / /