

What is this form for?

- If your journey with us was delayed you may be entitled to claim compensation. Please fill in this form, or visit our website www.chilternrailways.co.uk/contact-us
Claims will only be processed if proof of travel is provided in the form of a ticket. A receipt is not proof of travel.
- If you have an un-used ticket and would like a refund, please fill in this form. Advance tickets do not qualify for refunds. We are bound by these restrictions.

Once you have completed this form, please hand it in at one of our staffed station ticket offices or send it to:

Freepost CHILTERN RAILWAYS

You can also contact us via the following methods:

Online: www.chilternrailways.co.uk/contact-us

Email: customer.service@chilternrailways.co.uk

Phone: **03456 005165 option 3, followed by option 4**

We aim to respond to claims/queries within 10 working days.
Please note that all claims must be submitted within 28 days of the event occurring.

The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act.

For more information on our service standards, and compensation/refund procedures please take a look at our Passengers Charter, speak to our managers at the next Meet the Managers session or Tweet us.

Comments

chilternrailways.co.uk

Compensation claim form

Chiltern Railways

Personal details

Title: Mr ☐ Mrs ☐ Ms ☐ Other ☐

First Name: Surname:

Email address: Contact number:

If you do not wish for us to contact you via email, please provide your address below:

.....

..... Postcode:

Please fill in the journey details that your claim relates to. Please include a scanned/photo/copy of your original ticket/s.

Journey details - claim one

Journey date: DD/MM/YYYY Scheduled departure time: 00:00

Departure station: Destination station:

Ticket type: Single ☐ Return ☐ Season ☐

Cost of ticket: £ Length of delay: 00:00

Preferred compensation method: National Rail vouchers ☐ Cheque ☐ BACS ☐

You might have a statutory right to receive compensation via the method paid. Should an acceptable method not be listed above, please call: 03456 005165 option 3, followed by option 4.

Journey details - claim two

Journey date: DD/MM/YYYY Scheduled departure time: 00:00

Departure station: Destination station:

Ticket type: Single ☐ Return ☐ Season ☐

Cost of ticket: £ Length of delay: 00:00

Preferred compensation method: National Rail vouchers ☐ Cheque ☐ BACS ☐

You might have a statutory right to receive compensation via the method paid. Should an acceptable method not be listed above, please call: 03456 005165 option 3, followed by option 4.

Journey details - claim three

Journey date: DD/MM/YYYY Scheduled departure time: 00:00

Departure station: Destination station:

Ticket type: Single ☐ Return ☐ Season ☐

Cost of ticket: £ Length of delay: 00:00

Preferred compensation method: National Rail vouchers ☐ Cheque ☐ BACS ☐

You might have a statutory right to receive compensation via the method paid. Should an acceptable method not be listed above, please call: 03456 005165 option 3, followed by option 4.

Claims will not be processed without a ticket.

Please ensure you attach your original ticket or a photo of your ticket, cut in half diagonally. (Please see sample). If you currently hold a Season Ticket then please attach a photo but there is no need to cut your ticket.

Comments section overleaf...

