

What is this form for?

- If you have any questions or suggestions about our services, staff or stations please fill in this form.
- 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/compensation
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:

Customer Services
Chiltern Railways
Banbury ICC
Merton Street
Banbury
OX16 4RN

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 2015.

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/help

I've had a
good idea.

I'm not
happy about
this.

Let us know
what you think
of Chiltern
Railways.

Passenger
Comments Form.

Chiltern Railways

If you think our way, *travel our way.*

Personal details

Please fill in block capitals

Title: Mr ☐ Mrs ☐ Ms ☐ Other ☐

First Name: Surname:

Email address: Contact number:

Postal address:

..... Postcode:

What are your details related to?

Compensation/refund: ☐ Other: ☐

(If your details related to compensation/refund please fill out the journey details sections and include a scanned/photo/copy/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 03465 005165 option 3, followed by option4.

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 03465 005165 option 3, followed by option4.

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 03465 005165 option 3, followed by option4.

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...

