

What is this form for?

With our Delay Repay scheme, if your journey is delayed by 15 minutes or more you can claim compensation by filling in this form or visiting our website:

www.chilternrailways.co.uk/delayrepay15

All claims submitted via our Delay Repay Scheme must be submitted within 28 days of the delay.

Further guidance and the levels of compensation you can claim is available on:

www.chilternrailways.co.uk/delayrepay15

in the National Conditions of Travel and in our Passenger's Charter.

Please hand the completed form 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 within 10 working days. Claims made via our Delay Repay Scheme must be submitted within 28 days of the delay.

The above does not affect any legal rights or remedies you would otherwise have, including under the Consumer Rights Act 2015.

Full details of our commitments to customers are set out in our Passenger's Charter:

www.chilternrailways.co.uk/customer-service/passengers-charter

For information about our Privacy Policy, please visit:

www.chilternrailways.co.uk/privacy

How we calculate compensation

| Length of delay | Amount of compensation paid as a percentage of your ticket price | | Amount of compensation paid as a percentage of the value of your journey |
|-----------------------|--|----------------------|--|
| | Single Ticket | Return Ticket | |
| 0-14 minutes | none | none | none |
| 15-29 minutes | 25% of ticket cost | 12.5% of ticket cost | 25% of journey cost |
| 30-59 minutes | 50% of ticket cost | 25% of ticket cost | 50% of journey cost |
| 60-119 minutes | 100% of ticket cost | 50% of ticket cost | 100% of journey cost |
| 120 minutes or longer | 100% of ticket cost | 100% of ticket cost | 100% of return journey cost |

| Season Ticket Type | Single ticket price calculation |
|--------------------|---------------------------------|
| Annual | 1/464 of ticket price |
| Quarterly | 1/120 of ticket price |
| Monthly | 1/40 of ticket price |
| Flexi Season | 1/16 of ticket price |
| Weekly | 1/10 of ticket price |



Delay Repay claim form

If your journey with Chiltern Railways was delayed by 15 minutes or more, it's quick and easy to claim compensation.

Personal details

Title: Mr Mrs Ms Other.....

First Name:..... Surname:.....

Email address:..... Contact number:.....

Please provide your postal address below:

.....

..... Postcode:.....

Photocard number:.....

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 Credit/debit card BACS Charity donation (Literacy Trust)

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 Credit/debit card BACS Charity donation (Literacy Trust)

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.

Insert ticket here

Claims will not be processed without a ticket:

Please ensure you attach your original ticket. If you currently hold a Season ticket then please attach a photo of this.

Knowingly submitting a fraudulent Delay Repay claim for a journey you have not made could constitute an offence under the Fraud Act 2006, and if found guilty can lead to a criminal conviction.