What is this form for?

If your journey with us was delayed or cancelled and the delay was within the control of the railway industry you may be entitled to claim compensation. You can make a claim by filling in this form or visiting our website www.chilternrailways.co.uk/contact-us

- Please note that by filling in this form you will be submitting your claim via our Delay Compensation Scheme and all claims must be submitted within 28 days of the intended day of travel. You do not have to use this Scheme to claim compensation. Further guidance and the levels of compensation you can claim is available on www.chilternrailways.co.uk/compensation in the National Conditions of Travel and in our Passenger Charter.

- If you have a ticket that you have not used (for any reason other than a service being cancelled, delayed or a reservation not being honoured) and you would like a refund, please fill in this form. Please note refunds under these circumstances cannot be given in respect of Advance tickets.

Once you have completed this form, please hand it in at one of our staffed station ticket offices or sent 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 made via our Delay Compensation Scheme must be submitted within 28 days of the intended day of travel.

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

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

Comments

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Compensation claim form

chilternrailways.co.uk

Chilternrailways
by arriva

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...