

## 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](http://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](http://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](http://www.chilternrailways.co.uk/contact-us)

Email: [customer.service@chilternrailways.co.uk](mailto: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](http://www.chilternrailways.co.uk/customer-service/passengers-charter)

For information about our Privacy Policy, please visit:

[www.chilternrailways.co.uk/privacy](http://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	Season Ticket
<b>0-14 minutes</b>	none	none	none
<b>15-29 minutes</b>	25% of ticket cost	12.5% of ticket cost	25% of journey cost
<b>30-59 minutes</b>	50% of ticket cost	25% of ticket cost	50% of journey cost
<b>60-119 minutes</b>	100% of ticket cost	50% of ticket cost	100% of journey cost
<b>120 minutes or longer</b>	100% of ticket cost	100% of ticket cost	100% of return journey cost

Season Ticket Type	Single ticket price calculation
<b>Annual</b>	Price 1/464 of ticket price
<b>Quarterly</b>	Price 1/120 of ticket price
<b>Monthly</b>	Price 1/40 of ticket price
<b>Flexi Season</b>	Price 1/16 of ticket price
<b>Weekly</b>	Price 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: .....  
.....  
.....  
Photocard number: ..... 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  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.

## 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  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.

**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.