

Delay Repay

Passenger claim form



SOUTHERN

What am I entitled to?

If we have delayed you, regardless of the cause, we will compensate you.

How it works

If you have been delayed during your journey and wish to claim compensation you must do so within 28 days of your delay. To claim compensation you need to make sure you have proof of travel. This can be your original ticket, a ticket receipt, a copy of your season ticket or if you are a registered Oyster Pay-As-You-Go user, a journey receipt.

For 'the key' smartcard holders, simply supply your full name and address, and we can check your journey history.

Delays of 30 – 59 minutes:

50% of the single ticket price

25% of the return ticket price

Delays of 1 hour or more:

100% of the single ticket price

50% of the return ticket price

Delays of 2 hours or more:

100% of the single ticket price

100% of the return ticket price

Season ticket compensation will be calculated on the proportional daily cost of your ticket. Further information and details on how this scheme works can be found in our Passengers' Charter which is available at all staffed Southern (and Gatwick Express) stations or online at southernrailway.com and gatwickexpress.com

What do I do next?

To submit your claim you should complete this form or online at: southernrailway.com/delayrepay

This needs to be submitted within 28 days of your delay and must include either:

- **Your original ticket**
- **A ticket receipt**
- **A copy of your season ticket**
- **If you are a registered Oyster Pay-As-You-Go user, a journey receipt**
- **For 'the key' smartcard holders simply supply your full name and address and we can check your journey history**

Compensation is paid in National Rail Travel Vouchers (valid for one year on most UK rail operators) and we aim to respond within 20 days. However for those customers who have created an online account with us, you'll be able to receive your compensation in the form of an e-voucher. e-vouchers can be used towards another purchase, saved towards your next season ticket or other products such as PLUSBUS.

Contact us: 03451 27 29 20

Freepost RTGL-ELXC-HAUU
Delay Repay
Southern Rail
Ashby-de-la-Zouch
LE65 1JT

Personal details

ALL FIELDS MARKED* ARE MANDATORY

Title* Mr Mrs Ms Other
First name(s)*
Surname*
Address*
Postcode* Best contact no.*
Email
Signature* Date (DD/MM/YY)*

For all ticket holders please give details of your delayed journey with Southern that you are claiming for. You can now make up to 5 Delay Repay claims with this form. The information provided will be used in accordance with our Privacy Policy. Visit southernrailway.com/privacypolicy for more information.

Please be aware that Delay Repay compensation is made in respect of the overall delay to your planned UK rail journey.

Compensation method: Rail Travel Vouchers I have an online account; please apply an e-voucher

Have you included all relevant ticket(s) and documentation?

When completed, moisten gummed edge and seal envelope.

For office use only Sundry Claim

Your ticket & journey details

Ticket type: Single Return Travelcard 1
Monthly Annual Weekly Other
Photocard number*
Date of travel (DD/MM/YY)
From
To
Ticket price £
Scheduled departure time (24 hrs)
Scheduled arrival time (24 hrs)
Length of delay (in mins): 30-59 60-119 120+
Reason for delay: Delayed departure Delayed en route
Missed connection Train cancelled Other
(please give details)

Ticket type: Single Return Travelcard 2
Monthly Annual Weekly Other
Photocard number*
Date of travel (DD/MM/YY)
From
To
Ticket price £
Scheduled departure time (24 hrs)
Scheduled arrival time (24 hrs)
Length of delay (in mins): 30-59 60-119 120+
Reason for delay: Delayed departure Delayed en route
Missed connection Train cancelled Other
(please give details)

Ticket type: Single Return Travelcard 3
Monthly Annual Weekly Other
Photocard number*
Date of travel (DD/MM/YY)
From
To
Ticket price £
Scheduled departure time (24 hrs)
Scheduled arrival time (24 hrs)
Length of delay (in mins): 30-59 60-119 120+
Reason for delay: Delayed departure Delayed en route
Missed connection Train cancelled Other
(please give details)

Ticket type: Single Return Travelcard 4
Monthly Annual Weekly Other
Photocard number*
Date of travel (DD/MM/YY)
From
To
Ticket price £
Scheduled departure time (24 hrs)
Scheduled arrival time (24 hrs)
Length of delay (in mins): 30-59 60-119 120+
Reason for delay: Delayed departure Delayed en route
Missed connection Train cancelled Other
(please give details)

*Photocard number is required for Season Ticket holders only