

o. cop, c. c. c									
Journey 4 – Ticket details									
Cost of your ticket £									
	30 to 59 mins	60 to 119 mins	120 mins or more						
Date of journey D D M M Y	Υ	re time							
Station you travelled from									
Station you travelled to									
What type of ticket did you have? (Please tick)									
Season ticket Start date DDDMMY	Y	End date	YY						
Single or return ticket		E-ticket							
M-ticket/Smart card		Swift card							
Ticket/Card ref number									
Enclose the ticket(s) in the pocket or print and include a screen shot									

Information for you

With our Delay Repay scheme, if your train is delayed by 15 minutes or more you can claim compensation.

Delay	Compensation
15 to 29 mins	If you are delayed by 15 to 29 minutes you will be entitled to 25% of the cost of your single ticket or 12.5% of the cost of your return ticket.
30 to 59 mins	If you are delayed by 30 to 59 minutes you will be entitled to 50% of the cost of your single ticket or 25% of the cost of your return ticket.
60 to 119 mins	If you are delayed by 60 to 119 minutes you will be entitled to 100% of the cost of your single ticket or 50% of the cost of your return ticket.
120 mins or more	If you are delayed by 120 minutes or more you will be entitled to 100% of the cost of your ticket whether single or return.

If you choose to claim your compensation by credit/debit card, PayPal or Amazon vouchers please ensure you add an email address on to this form, or alternatively complete the online form at londonnorthwesternrailway.co.uk/delayrepay

We must receive your claim within 28 days of the delay.

We will not normally accept a claim if you were told about the delay (before you bought your ticket).

If an emergency timetable has been introduced, compensation will be based on that emergency timetable.

If your delay was on a train run by another train operating company, you need to claim from that company.

Full details of our commitments to customers are set out in our Passengers' Charter, which is available from stations or by visiting our website.

For more information about the Delay Repay scheme visit **londonnorthwesternrailway.co.uk/delayrepay**

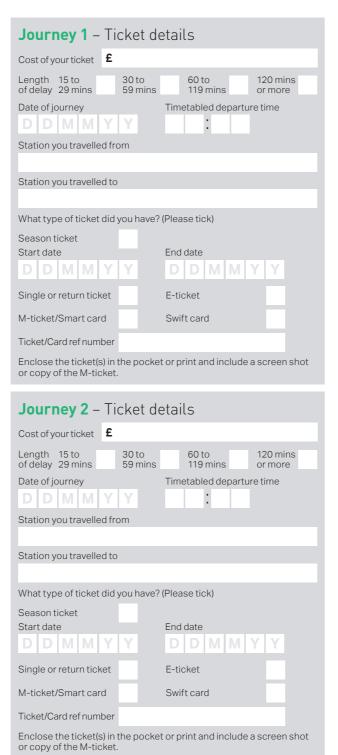
Freepost LONDON NORTHWESTERN RAILWAY DELAY REPAY

Delay Repay

Customer compensation claim form



Your	deta	ils we	e only kee	p these	details t	o prod	cess your	claim.
Mr	Mrs	Ms	Miss	Mx	Oth			
Surnam	ne							
First na	mo							
FIISUIIa	ille							
Address	5							
					Т			
	+				+			
Postco	de							
Daytim	e teleph	one num	ber					
Email								
Photoc	ard num	ber						
Data of	applicat	ion						
	арріісац							
	nt's sigr							
Дрисс	inco oigi	idtaic						
\								
		•	ation	•			ı [†]	
			id by Cred nal Rail vo					Amazon ion. Please
			ayment m your com			endea	avour to u	use this as
Credit/	nou we p						Amazo	n
debit ca	ard*	Pay	/Pal [†]		ACS	4	vouche	
Cheque	9			Nationa rouche			Samar donati	
Please	provide y	our bank	details if y	you hav	e chose	n to be	e paid by	BACS.
Accour					So			
		vour ema	ail addres	s if you			n to be na	aid bv:
			al or Ama					,





^{*}Do not include credit/debit card information on this form. $\,^\dagger Registered$ PayPal email.