

Introducing Automated Delay Repay (ADR)

If you have bought a Season Ticket or an Advance online ticket and you use a Touch Smartcard, you can benefit from Automated Delay Repay (ADR).

If you have experienced a delay of 15 minutes or more when reaching your destination, you can now register to have compensation paid automatically to your Delay Repay account.

You can choose whether to receive ADR notifications and email alerts when you receive a payment. You can review, amend and check your account at any time. To register for ADR or to make a claim for a delayed journey, please visit [delayrepay.southwesternrailway.com](https://www.southwesternrailway.com/delayrepay).

What compensation am I entitled to?

Claim compensation when you are delayed for 15 minutes or more.

If your journey has been delayed by 15 minutes or more, we'll provide compensation under our Delay Repay scheme. The amount of compensation you are entitled to is as follows.

Length of delay (minutes)	Amount of compensation available for tickets bought (as a percentage of your ticket price)		Amount of compensation (as a percentage of the value of the delayed journey)
	Single ticket	Return ticket	Season Ticket
15-29	25%	12.5%	25%
30-59	50%	25%	50%
60-119	100%	50%	100%
120 or more	100%	100%	100%

If you have a Season Ticket your compensation will be calculated as a percentage of the cost of your journey. There is more information on the Delay Repay scheme in our Passenger's charter, which is available at all staffed South Western Railway stations or online at [southwesternrailway.com](https://www.southwesternrailway.com).

How to claim?

The easiest and quickest way to receive compensation is to apply online at [southwesternrailway.com](https://www.southwesternrailway.com), or you can fill in the form in this leaflet. You need to make your claim within 28 days of your delay and include one of the following.

- Your original ticket.
- A ticket receipt. If you buy your ticket from a ticket machine, please ask for a printed receipt as we cannot accept card receipts.
- A copy of your Season Ticket.
- A scan or photograph of your Season Ticket and photocard.
(We need this for all Season Ticket claims.)
- A receipt or scan of your ticket showing the date you bought it, the price you paid and journey details for mobile eTickets (tickets that you book through our website or app).
- If you use an Oyster PAYG or contactless card, a journey printout showing which stations you touched in and out at and the cost of your journey. If you have registered your card with Transport for London (TfL), you can get a statement by visiting [tfl.gov.uk](https://www.tfl.gov.uk).
- If you have an Oyster Season Ticket, a receipt showing the date you bought the ticket, the price you paid and the zones covered by your Oyster card.
- For all other smartcards, please include your smartcard number, a journey printout showing which stations you touched in and out at, and the cost of your journey.

Under the National Rail Conditions of Travel, if you want to make an extra claim for indirect losses due to train delays, you will need to do so through our Customer Relations team. For more details see our website or fill in a 'Contact us' form which you can get at any staffed station.

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SWR ADR DL

Freepost SWR DELAY REPAY

Delay Repay 15

Passenger claim form



South Western
Railway

You must fill in all details marked*

Fill in the form below only if you travelled. If you did not travel, you need to apply for a refund from the retailer you bought your original ticket from. If you bought your ticket from us, information for refunds is available on [southwesternrailway.com](https://www.southwesternrailway.com) or at staffed stations.

We respect and protect your privacy and meet all data-protection legislation. We will use the information you provide on this form to process your Delay Repay claim. If the journey you are claiming for was provided by a different train company, we will share the details you have provided with them to allow them to process your claim. For more detailed information about how and why we process your personal information, please see our privacy notice at [southwesternrailway.com/privacy-policy](https://www.southwesternrailway.com/privacy-policy).

Compensation method

By law you have a right to receive your compensation in the same way you paid for your ticket. You can choose from more payment options, including the choice to be paid direct to your nominated bank account or to your credit card or debit card, on our secure online claim form at [southwesternrailway.com](https://www.southwesternrailway.com).

If you want to make your claim by filling in this form, we can pay your compensation by either cheque or National Rail travel vouchers. You can use National Rail travel vouchers as payment towards the value of any rail ticket, including Season Tickets, from any staffed UK National Rail station ticket office.

How would you like us to pay your compensation?

Cheque National Rail travel vouchers

Your details

Title*	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/>	Address*	<input type="text"/>
First name*	<input type="text"/>		<input type="text"/>
Last name*	<input type="text"/>		<input type="text"/>
		Email*	<input type="text"/>
		Phone number	<input type="text"/>

We will use your email address to communicate with you about the progress of your claim.

For office use only

Ticket and journey details

Ticket type*	<input type="checkbox"/> Single <input type="checkbox"/> Return <input type="checkbox"/> Oyster or contactless <input type="checkbox"/>	Length of delay (minutes)*	<input type="checkbox"/> 15 to 29 <input type="checkbox"/> 30 to 59 <input type="checkbox"/> 60 to 119 <input type="checkbox"/> 120 or more
	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annual <input type="checkbox"/>	Timetabled departure date*	<input type="text"/> / <input type="text"/> / <input type="text"/>
	<input type="checkbox"/> Smartcard <input type="checkbox"/> Other <input type="checkbox"/>	Scheduled departure time (24 hours)*	<input type="text"/> H <input type="text"/> H <input type="text"/> M <input type="text"/> M
Oyster or smartcard number, or mobile eTicket booking reference*	<input type="text"/>	Timetabled arrival time (24 hours)*	<input type="text"/> H <input type="text"/> H <input type="text"/> M <input type="text"/> M
Ticket price*	<input type="text"/>	Actual arrival time (24 hours)*	<input type="text"/> H <input type="text"/> H <input type="text"/> M <input type="text"/> M
Departing station*	<input type="text"/>	Reason for the delay	<input type="checkbox"/> Delayed departure <input type="checkbox"/> Delayed en route <input type="checkbox"/> Missed connection <input type="checkbox"/> Other <input type="checkbox"/>
Arrival station*	<input type="text"/>	Train cancelled (see below)	<input type="checkbox"/>
Changing at (if this applies)	<input type="text"/>	Overcrowded train	<input type="checkbox"/>

If your train was cancelled we'll work out the next available train you could have taken. Please provide any extra information below which will help us understand your delay.

Please attach your ticket here

If we find your claim is fraudulent, we will take action which could lead to prosecution.

Signature*:

Please sign to confirm the information is correct and your journey was delayed.

Date*:

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