

What compensation am I entitled to?

From December 1st 2017, 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 purchased		
	Single ticket	Return ticket	Season ticket
15-29 (for travel from 1 Dec 2017)	25%	12.5%	25%
30-59	50%	25%	50%
60-119	100%	50%	100%
120 or more	100%	100%	100%
	Of the cost of the single ticket	Of the cost of the return ticket	Of the value of the delayed journey

If you have a season ticket your compensation will be calculated on the proportionate journey cost. There is more information on the Delay Repay scheme in our Passenger Charter, available at all staffed South Western Railway stations or online at www.southwesternrailway.com

How to claim?

To make your claim you should fill in this form or the online version. The easiest and quickest way to receive compensation is to apply online at southwesternrailway.com. You need to make your claim within 28 days of your delay and include one of the following:

- Your original ticket
- A ticket receipt (this is usually issued with your ticket)
- A copy of your season ticket
- A scan or photograph of your season ticket and photocard is required for ALL season ticket claims
- If you are a registered Oyster PAYG or Contactless user, a journey print-out showing where you touched in and out and the cost of your journey. If your card is registered, you can obtain a statement by visiting tfl.gov.uk
- If you have an Oyster season ticket, please provide a receipt showing the date of purchase, the price you paid and the zones covered by your Oyster card
- For all other smartcard users, please complete this form, adding your smartcard number a journey print-out showing where you touched in and out and the cost of your journey
- As detailed in the National Rail Conditions of Travel, Train Operating Companies are not liable for any consequential losses incurred due to train delays.

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Registered office: 4th Floor, Capital House, 25 Chapel Street, London NW1 5DH.
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SWR20817

Freepost SWR DELAY REPAY

Delay Repay 15

Passenger claim form

South Western
Railway

All fields marked * are mandatory

You should complete the form below only if you travelled. If you did not travel, you need to apply for a refund rather than compensation. Refund requests should be made to the retailer from which your original ticket purchase was made. If your ticket was purchased from South Western Railway, information for refunds is available on our website or at staffed stations. We respect and protect everyone's privacy. The personal data you provide on this form will be used to process your Delay Repay claim. Our Privacy Policy contains more information about how we process your personal data, and is available on our website.

Compensation method

You have a statutory right to receive your compensation in the same way you paid for your ticket. More payment options, including the choice to be paid directly to your nominated bank account or to your credit/debit card can be selected via our secure online claim form at www.southwesternrailway.com.

Our online claim form is the most secure way for us to receive your payment details and is quick and easy to do.

If you wish to submit your claim by this form, you will be sent National Rail Travel Vouchers which may be exchanged at any staffed UK National Rail Station (Ticket Office). These vouchers can be used towards any rail ticket, including season tickets.

Your details

Title* Mr Mrs Miss Ms Other

First name*

Last name*

Address*

Town/City*

Email*[†]

Phone number

[†]Your email address is only used to communicate about your claim.

For office use only

Ticket and journey details

Ticket type* Single Return Oyster/contactless 15-29 30-59 60-119 120+

Weekly Monthly Annual M M Y Y

Smartcard Other H H M M

Oyster/contactless/smartcard number:

Ticket price*

Departing Station*

Arrival Station*

Changing at (if applicable)

Timetabled departure date* D D M M Y Y

Scheduled Departure Time (24hrs)* H H M M

Timetabled arrival time (24hrs)* H H M M

Actual Arrival Time (24hrs)* H H M M

Delay reason* Delayed departure Delayed en route Missed connection Other Train cancelled (see below)

If your train was cancelled we'll work out the next available train you could have taken, unless you provide more information below.

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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*: D D M M Y Y

If we find that another train operating company is responsible for your delay, we will forward your claim to them on your behalf, informing you when we have done this. Please tick this box if you **DO NOT** want us to forward your claim.