



## Information for you

It is quick and easy to claim online at [eastmidlandsrailway.co.uk/delay](http://eastmidlandsrailway.co.uk/delay)

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

- **If your train is 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.
- **If your train is 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.
- **If you are delayed between 60 and 119 minutes** you will be entitled to 100% of the cost of your one way ticket or 50% of the cost of your return ticket.
- **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 debit/credit card or PayPal please ensure you add an email address on to this form.

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.

Full details of our commitments to customers are set out in the Passenger's Charter, which you can get from stations or by visiting our website at [eastmidlandsrailway.com/charter](http://eastmidlandsrailway.com/charter)

For more information about the Delay Repay scheme visit [eastmidlandsrailway.co.uk/delay](http://eastmidlandsrailway.co.uk/delay)

To view our privacy policy and how we use your data, visit [eastmidlandsrailway.co.uk/privacy](http://eastmidlandsrailway.co.uk/privacy)

## Journey 1 – Ticket details

Cost of your ticket

£

Length of delay

15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey Timetabled departure time

Station you travelled from Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy in the pocket)

Start date End date

Single or return ticket  (Enclose the ticket in the pocket)

E-ticket  (Enclose the ticket in the pocket)

M-ticket/Smartcard  Reference number

Please print and include a screen shot or copy of the M-ticket

## Journey 2 – Ticket details

Cost of your ticket

£

Length of delay

15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey Timetabled departure time

Station you travelled from Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy in the pocket)


Start date End date

Single or return ticket  (Enclose the ticket in the pocket)

E-ticket  (Enclose the ticket in the pocket)

M-ticket/Smartcard  Reference number

Please print and include a screen shot or copy of the M-ticket

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## Journey 3 – Ticket details

Cost of your ticket

£

Length of delay

15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey Timetabled departure time

Station you travelled from Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy in the pocket)

Start date End date

Single or return ticket  (Enclose the ticket in the pocket)

E-ticket  (Enclose the ticket in the pocket)

M-ticket/Smartcard  Reference number

Please print and include a screen shot or copy of the M-ticket

Place all ticket(s) and supporting documents in this pocket

Moisten this edge, fold and stick down

