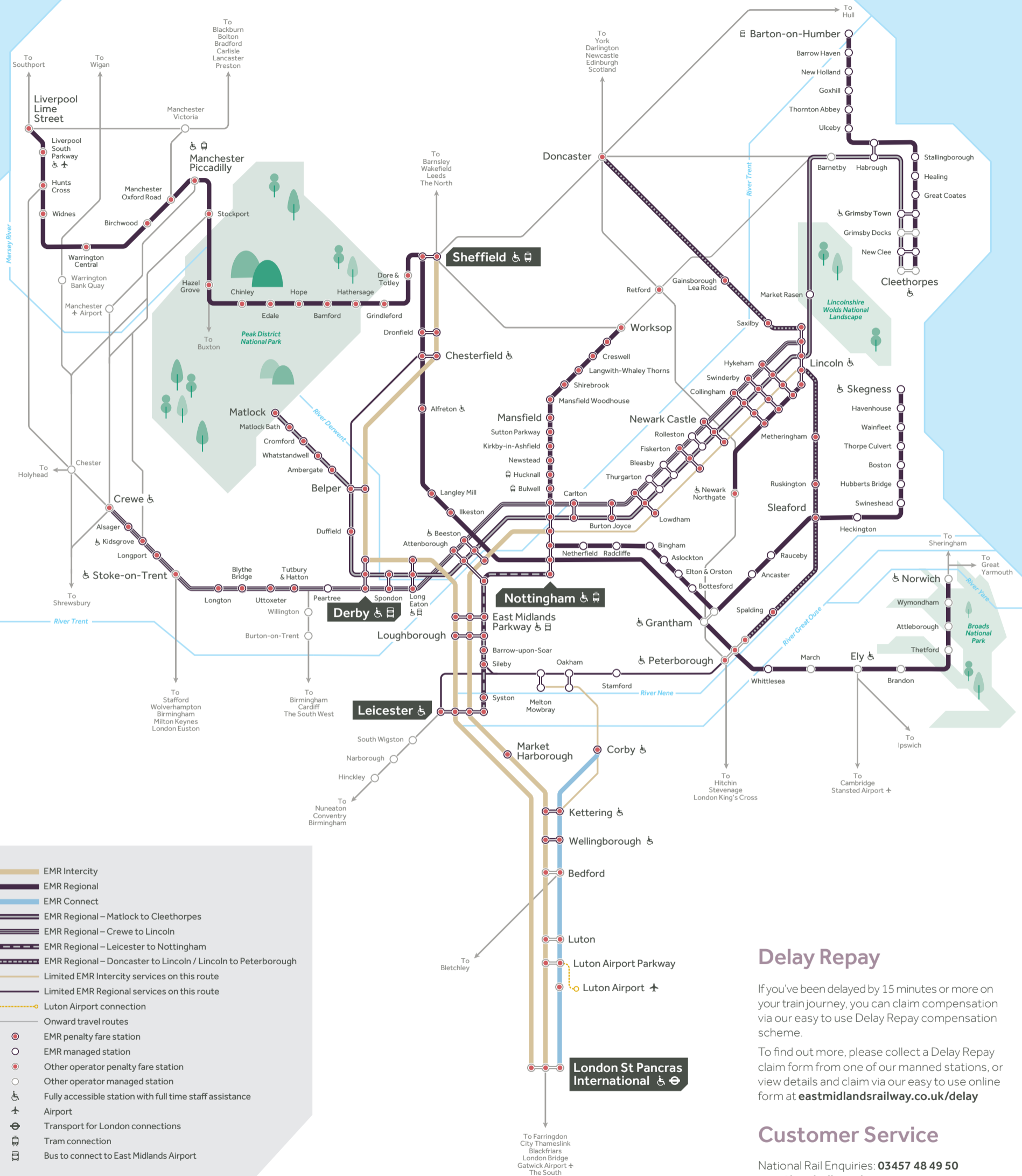


# ROUTE MAP



## Delay Repay

If you've been delayed by 15 minutes or more on your train journey, you can claim compensation via our easy to use Delay Repay compensation scheme.

To find out more, please collect a Delay Repay claim form from one of our manned stations, or view details and claim via our easy to use online form at [eastmidlandsrailway.co.uk/delay](http://eastmidlandsrailway.co.uk/delay)

## Customer Service

National Rail Enquiries: **03457 48 49 50** or [nationalrail.co.uk](http://nationalrail.co.uk)

TrainTracker: **0871 200 49 50** or text station name to **84950** for live departure and arrival times

British Transport Police: **0800 40 50 40**

Valid from February 2026

For enquiries about train services, bus connections, parking, assisted travel, tickets, complaints, lost property, or feedback on East Midlands Railway, contact us.

Visit: [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk) Email: [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk) WhatsApp: **07501 330 988** Telephone: **03457 125 678**  
Write to **Customer Service Centre, East Midlands Railway, Locomotive Way, Pride Park, Derby, DE24 8PU**

