

# Delay Repay

Please use this form for  
Passenger's Charter claims



## Terms and Conditions

1. Our Delay Repay scheme started on 01 April 2016 and is applicable to tickets used for journeys on or after this date only.
2. In order to receive Delay Repay compensation you must complete this form in its entirety and send to our Customer Relations team. You must include all travel tickets for the journey you wish to claim for. In the case of e-tickets and mobile tickets you must include your booking reference. We cannot process your claim without this information. You can choose to submit this information online via our website at [tpexpress.co.uk/help](http://tpexpress.co.uk/help)
3. All Delay Repay claims must be made within 28 days of your journey.
4. The amount of Delay Repay compensation you will receive is detailed below. This is the standard level of compensation you will receive. Any other requests for compensation should be made in writing to our Freepost address.
  - 30 to 59 minutes delay: Compensation of 50% of your single ticket or 50% of the relevant portion of your return ticket.
  - 60 to 119 minutes delay: Compensation of 100% of the cost of your single ticket or 100% of the cost of the relevant portion of your return ticket.
  - More than 120 minutes delay: Compensation of 100% of the cost of your single ticket or 100% of the cost of your return ticket.
5. We do not normally accept claims in cases where trains are delayed if you were notified of the delay before you purchased your ticket and you still decide to travel. We will, however, consider each case on its own merits.
6. Our default method of payment is by cash in the form of a cheque, but you can choose to have your payment made back onto the credit / debit card you used for your purchase, via e-voucher or in rail travel vouchers.
7. Season Ticket holders will be refunded the proportionate cost of the price of the ticket. If you would like to know how this is calculated, please contact our Customer Relations team.
8. Refunds-Delay Repay is not a scheme to claim refunds on tickets. However, if the train you planned to catch is delayed or cancelled and you decide not to travel, we will, where possible, give you a full refund if you return your ticket to any ticket office. Alternatively, you may claim a refund by writing to our Customer Relations team. If you decide for some reason other than train cancellation or delay not to use a ticket you have bought, you can apply for a refund at any staffed station. In this case, we may charge an administration fee. Refunds are not available on tickets marked 'Advance Purchase'.
9. We accept no responsibility for forms or tickets lost in the post.

Save yourself some time and claim online

Get a faster response to your claim by filling in our online form. Simply follow the instructions at:

[tpexpress.co.uk/help](http://tpexpress.co.uk/help)

[tpexpress.co.uk](http://tpexpress.co.uk)

 [facebook.com/TPEExpressTrains](https://www.facebook.com/TPEExpressTrains)

 [@TPEAssist](https://twitter.com/TPEAssist)

Delay Repay  
Customer Relations  
TransPennine Express  
ADMAIL 3878  
FREEPOST  
Manchester  
M1 9YB

NO  
STAMP  
REQUIRED

## Making a Claim For Compensation

We're sorry to hear your journey didn't go to plan and we'd like to offer you compensation depending upon your delay. Please fill in this form, writing very clearly, and in BLOCK CAPITALS.

### Claim Faster, Claim Online

For a faster, easier way to claim, just follow instructions and submit your details at [tpexpress.co.uk/help](http://tpexpress.co.uk/help)

### Your Details

Title: Mr  Mrs  Ms  Other: \_\_\_\_\_

First Name:

Surname:

Address line 1:

Address line 2:

Address line 3:

Town/City:

County:

Country (if outside of UK):

Postcode:

Preferred contact number:

Email address:

## Your Journey

Date of travel:  Day  /  Month  /  Year

Scheduled train departure time:

Departure station:

Destination station:

Connection station (if applicable):

Has your ticket been used to travel?: Yes  No

How long was your delay:  Hours  /  Minutes

### Your Ticket(s)

Attach your ticket(s) here  
Please include all tickets you are making a delay repay claim for.

**e-ticket or mobile ticket?**  
**Write your TransPennine Express booking reference in this box**

Please remember, we do require all your original tickets to process your claim and get you the compensation you are entitled to - no tickets means you might miss out!

For Season Ticket claims, please attach a clear copy of your ticket, either in black and white or colour. For e-tickets or mobile tickets, please be sure to include your TransPennine Express booking reference and we can look up your information.

If you bought your e-ticket or mobile ticket through another retailer or Train Operator, please return back to your original point of purchase to claim your refund.

Completion of this form confirms that the information provided is correct to the best of your knowledge. Please note that TransPennine Express reserves the right to share your personal data with other relevant train operators to prevent fraud and may prosecute any individual making fraudulent claims.

Please see the Privacy Policy on our website for information on how we will process your personal data.

# Would you like us to pay your compensation;

as cash, if you would like us to pay you in the form of a cheque please PRINT the name of the person who we should pay the cheque to in the box below or if you want to be paid back onto your credit / debit card, please provide your phone number as we will need to call you to take your credit / debit card details (please note we will make best efforts to contact you but if we are unable to do so may have to revert to payment by cheque):

in e-vouchers? Which you can use on our website [tpexpress.co.uk](http://tpexpress.co.uk) to buy tickets for any UK rail journey or exchange for cash at TPE staffed ticket offices

in National Rail travel vouchers? Which can be exchanged at any rail ticket office for any UK rail journey

## Any questions, queries or comments?

**Tweet us: @TPEAssist**

**Call us: 0345 600 1671**

**Email us:**  
[tpcustomer.relations@firstgroup.com](mailto:tpcustomer.relations@firstgroup.com)