V2 – June 2022



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Rail Delay Repay

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This document has been compiled to provide an overview of how delay repay works for rail journeys.

If you have any questions about anything mentioned in this document, please do not hesitate to contact our Rail team on North.rail@travelctm.com

**Delay Repay**

Delay Repay is a nationwide scheme that makes it easier for you to get compensation for delayed rail journeys. If you are delayed when you travel on a participating National Rail service, you can claim Delay Repay.

The delay is calculated against either the normal timetable, or an amended timetable that is published in advance (for example during planned engineering works at weekends) and it doesn’t matter what caused the delay, you can claim.

Each train company has different conditions for claiming delay repay. Please visit the specific train operator website direct for more information on each.

**Refund or Compensation – What’s the difference?**

When is it a refund?

If your train is delayed or cancelled and you choose not to travel, your unused ticket can be refunded without any fees by the original retailer.

When is it compensation?

If you are travelling and experience a delay arriving to your destination due to a cancelled or delayed service, you may be able to claim compensation from the train operating company you are travelling with.

Compensation will depend on:

•    Which **train company** you are travelling/have travelled with
•    Type of **ticket** you have
•    Length of the **delay** in arriving at your destination

|  |  |
| --- | --- |
| Your train company | Different train companies have different compensation schemes, but all will allow you to claim when you are delayed. |
| Your Ticket | Compensation is based on what you have paid so may be calculated differently depending on the type of ticket you have used, e.g. a 7-Day Season Ticket will not have the same compensation award as an Off-Peak Day Single. |
| Your Delay | Train companies will have a compensation threshold for when they are liable to pay compensation. Each train company will let you know what their threshold is in the Passengers’ Charter, available on their website. |

**Claiming delay repay**

You can complete the delay repay form on the train operator’s website direct.

* You will need to enter all relevant details asked for to the best of your knowledge.
* The form will ask you how you wish to receive compensation, you must select the option for ‘rail vouchers’.
* Once you have received the rail voucher, please post the voucher to our office and we will credit the amount back to your organisation.

The delay must be reported within 21 days of travel for your claim to be valid.

Postal Address

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