

# INFORMATION FOR YOU

We aim to provide the most punctual service possible and work hard to make sure our trains run to time, however we do occasionally experience delays.

We are sorry if your journey was delayed and our Delay Repay scheme is designed to provide you with an easy method of claiming compensation for delays over 30 minutes. Compensation is paid in the form of National Rail Vouchers, which can be used as payment (or part payment) towards any National Rail ticket purchase, including season tickets.

- If your journey with us is delayed between 30 and 59 minutes, we will pay you compensation to the value of 50% of the cost of a single ticket or 50% of the cost of either portion of a return ticket. By 'portion' we mean either the outward or return part of a return ticket
- If your journey with us is delayed by 60 minutes or more we will pay you compensation to the value of 100% of the cost of a single ticket, or 100% of the cost of either portion of a return ticket
- If your journey with us is delayed by 120 minutes or more we will pay you compensation to the value of 100% of the cost of a single ticket or 100% of the cost of a return ticket (i.e both ways not just one way).

If you hold a 7 Day or longer Season Ticket, the compensation amount will be calculated using the proportional daily cost of the price of the ticket.

To enable us to process your claim, simply complete this form and enclose the ticket for the journey you are claiming against and post it to us. No stamp is required. No other correspondence can be entered into using this form. Please note that we cannot return tickets sent with this form. Please keep a copy of your ticket for reference purposes.

If you do have any comments about our service please call us on **08457 125 678**. Alternatively you can use our freepost 'Comments Form' or write to us at:

Freepost RSAK-GETK-BSJX  
Customer Relations  
East Midlands Trains  
Nottingham  
NG2 3DQ

Full details of our commitment to our customers are set out in our Passenger's Charter, which can be obtained from our stations and by request from our Customer Relations Office.

Completion of this form does not guarantee compensation, or create any new legal relationship with you as a result of what we will say we will do, nor does it affect your legal rights.

You should ensure that care is taken when completing the Delay Repay Claim Form. We have established monitoring systems for checking customer details, train delays, ticket types and other information customers provide, in order to validate claims. Please note that claims must reach us within 28 days of the date of the delay in order for us to process the claim. If a claim for Delay Repay is found to be made fraudulently, this may lead to prosecution.

# OUR NETWORK



# DELAY REPAY CLAIMS FORM

Valid from 1 April 2009



As part of our environmental policy, East Midlands Trains is committed to minimising wastage.

The information in this leaflet was correct at the time of printing in March 2009, but may be subject to change without prior notice. East Midlands Trains does not accept liability for any inaccuracy of this information.

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