Journey 4 - Ticket Cost of your ticket £	details							
Length of delay 15 to 30 to 29 mins 59 mins Date of journey	60 to 120 mins 119 mins or more Timetabled departure time :							
Station you travelled from	Station you travelled to							
What type of ticket did you have? (Please tick)								
Season ticket Start date	(Enclose a photocopy in the pocket) End date							
	D D M M V V							
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								
With our Delay Repay scheme, if your train is delayed by 15 minutes or more you can claim compensation								
Journey 5 - Ticket Cost of your ticket £	details							
Length of delay 15 to 30 to 29 mins 59 mins Date of journey D D M M Y Y Station you travelled from	60 to 120 mins or more Timetabled departure time 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 s	screen shot or copy of the M-ticket							

Your compensation payment Compensation can be paid by BACS, PayPal or credit/debit card* (please add your email address below for BACS, PayPal or credit/debit card payments). How do you want to receive your compensation?									
BACS		Pa	ayPal		Credit/ debit card				
National Rail Travel Vouchers Charity donation (The Samaritans)									
Email address for BACS, PayPal† or credit/debit card payments									
_									
Do not include credit/debit card or bank information on this form. †Registered PayPal email.									
Your details We only keep these details to process your claim. Mr Mrs Ms Miss Mx Other									
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Email									
DI I									
Photocard number									
Date of application D D M M Y Y									
Applica	ant's sigi	nature							

Enclose ticket(s) and copies in the pocket, moisten along edge, fold and stick before posting.

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DELAY REPAY CLAIMS

If you're delayed by 15 minutes or more, claiming compensation is quicker and easier than ever before.



Valid from September 2023

eastmidlandsrailway.co.uk

Moisten this edge, fold and stick down

Information for you

It is quick and easy to claim online at 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.

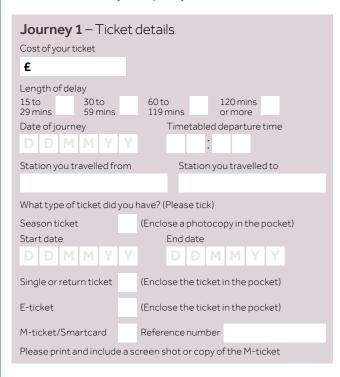
We will not normally accept a claim if you were told about the delay before you bought your ticket.

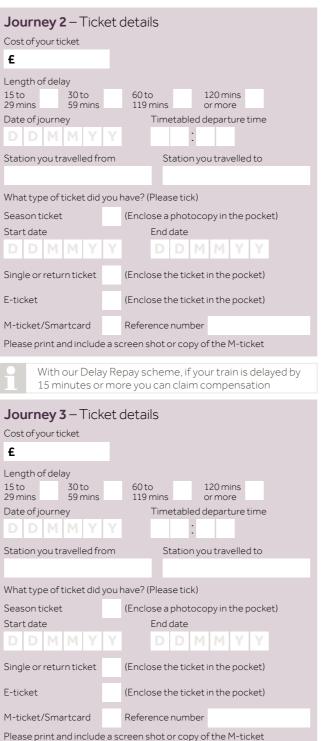
If an emergency timetable has been introduced, compensation will be based on that emergency timetable.

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/charter

For more information about the Delay Repay scheme visit eastmidlandsrailway.co.uk/delay

To view our privacy policy and how we use your data, visit eastmidlandsrailway.co.uk/privacy





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