

Freepost AVANTI WEST COAST DELAY REPAY

FOLD AND SEAL HERE

## What compensation might I be entitled to?

You can claim Delay Repay compensation if your journey with Avanti West Coast has been delayed by 15 minutes or more. The calculated length of your delay is based on the time your train arrives at your destination compared to its scheduled arrival time (not the delay when you first set off). Here's what compensation you might be due:

Length of delay (minutes)	Amount of compensation		
	Single ticket	Return ticket	Season ticket
15-29	25%	12.5%	25%
30-59	50%	25%	50%
60-119	100%	50%	100%
120 or more	100%	100%	100%
	<i>Of the cost of the Single ticket</i>	<i>Of the cost of the Return ticket</i>	<i>Of the value of the delayed journey*</i>

\*Compensation for Season ticket holders is worked out based on an estimated number of single journeys during the ticket's duration.

Find out more at [avantiwestcoast.co.uk/delayrepay](https://avantiwestcoast.co.uk/delayrepay)

## Privacy statement

Avanti West Coast respect and protect your privacy. We'll use the data you are submitting to process your claim and detect or prevent fraud. We will not use your data to contact you unless we need to discuss your claim or tell you about changes to the Delay Repay scheme. If the journey you are claiming for was operated by a different Train Operating Company, we will share the details you've provided with the relevant TOC to enable your claim to be processed. More information can be found at [avantiwestcoast.co.uk/privacy](https://avantiwestcoast.co.uk/privacy)

## Terms & Conditions

For more information and T&Cs relating to Delay Repay, please head over to [avantiwestcoast.co.uk/delayrepay](https://avantiwestcoast.co.uk/delayrepay)

FOLD AND SEAL HERE

# Delay Repay

## CLAIM FORM

AVANTI  
WEST COAST

## How to claim

You can apply for Delay Repay by completing this form in full and posting it to us. Or, use our online form at [avantiwestcoast.co.uk/delayrepay](http://avantiwestcoast.co.uk/delayrepay) where we'll be able to process your claim quicker. For either method, you must submit your claim within 28 days of the delayed journey. You'll need to give full and accurate information regarding your planned journey and provide a valid ticket for travel. More information is available in the National Rail Conditions of Travel, which you can read online or at stations. If disruption means you choose not to travel and abandon your journey instead, you can request a full refund from where you bought your ticket within 28 days. This process is different to Delay Repay in that you're applying for a full refund, whereas Delay Repay is compensation for the delay you incurred when travelling with us.

## Compensation method

- Cheque
- Rail Travel Voucher

Unless otherwise specified, cheques will be made out to the full name on this form. Rail Travel Vouchers can be used as full- or part-payment for any rail ticket, including Season tickets and Railcards. Vouchers are valid for 12 months and can be used at any staffed National Rail station or via telesales. By using our secure online form, we can also offer payment back to your credit or debit card, or directly to your bank account. Make an online claim at [avantiwestcoast.co.uk/delayrepay](http://avantiwestcoast.co.uk/delayrepay) if you'd prefer one of these methods.

Please attach your ticket here

## Your details

All fields marked \* are mandatory.

Mr  Mrs  Miss  Ms  Other

First name\*

Last name\*

Address\*

Town/City\*

Postcode\*

Email

If you have an email address, we'll use this to update you on your claim's progress.

Phone

## Ticket and journey details

- Single  Return
- Weekly  Monthly  Annual
- Smartcard  Other

Booking reference or smartcard number\*

Ticket price\*

Departure station\*

Destination station\*

Changing at

Length of overall delay (mins)\*  
 15-29  30-59  60-119  120+

Scheduled departure date\*

Scheduled departure time (24hrs)\*

Reason for your delay

- Departed late
- Delayed en route
- Delay & missed connection
- Cancelled & next service boarded\*
- Other

\*If your planned train was cancelled, we'll work out the next available service to get you to your destination. Please provide any additional information below (such as the time or route of the service you took) to help us calculate your overall delay.

If we find your claim is fraudulent, we will take action which could lead to prosecution.

Signature\*   
Please sign to confirm all information in your claim is accurate.

Date\*

FOR OFFICE USE ONLY

First Trenitalia West Coast Rail Limited, a First Group and Trenitalia UK (part of the FS Group) company. Registered Office: 8th Floor, The Point, 37 North Wharf Road, London, W2 1AF. Registered in England No. 10349442