

Compensation: know your rights

If you feel you have received poor service you are entitled to make a complaint. Train companies will consider each claim on a case by case basis but they are only obliged to pay compensation in certain circumstances.

Delays

Generally if you are delayed by **one hour** or more because of a problem within the train company's control then you are entitled to compensation.

Problems not in the train company's control cover things like vandalism, severe weather and line closures.

For more information please see the National Conditions of Carriage available at www.nationalrail.co.uk

As a minimum you are entitled to:

- 20%** for a single ticket
- 10%** for a return ticket
- 20%** for a return ticket (both ways delayed)

Each train company offers different amounts so check the company's Passenger's Charter.

- Claims need to be made within 28 days of completing the journey
- Send the ticket for that journey with your complaint. No ticket often means no compensation.
- Compensation is usually paid in rail vouchers but if you prefer another method then request it

Am I entitled to delay compensation if I have a season ticket?

Different train companies have different policies so you should check the relevant Passenger's Charter on their website.

Generally there are two types:

1. A discount on your ticket when you renew depending on whether the performance targets for the routes you travel on has been met.
2. Compensation for individuals each time there's a delay over 30 minutes.

Some season ticket schemes have different terms and you should investigate these before you buy.