

## Terms and Conditions

You can claim Delay Repay if one of our trains is late or cancelled and as a result you get to your destination station more than 30 minutes later than scheduled. Compensation can be in the form of a cheque, National Rail vouchers which you can use to buy any rail ticket, a voucher exchangeable for cash from a Northern Ticket Office or free tickets across our network, to use when you choose.

### **Delay of between 30 and 59 minutes:**

Compensation of one single ticket to anywhere on the Northern network. Or 50% of the cost of your single ticket or relevant portion of your return ticket.

### **Delay of between 60 and 119 minutes:**

Compensation of two single tickets to anywhere on the Northern network or 100% of the cost of your single ticket or relevant portion of your return ticket.

**Delay of 120 minutes or more:** Compensation of two return tickets anywhere on the Northern network, or 100% of the cost of your ticket (single or return).

If we publish an alternative timetable (for example for engineering works or during prolonged poor weather) we will compensate you based on that.

In the case of season tickets, any compensation will be calculated against the proportional daily cost of the price of the ticket.

Delay Repay does not in any way limit or exclude your other legal rights to compensation as a consumer, where we are at fault under the Consumer Rights Act 2015 or otherwise.

Once completed, post the form to:  
**Freepost NORTHERN RAILWAY**

or complete the form online:  
[www.northernrailway.co.uk/delayrepay](http://www.northernrailway.co.uk/delayrepay)

Freepost NORTHERN RAILWAY

# Delay Repay Form



We aim to provide the best service possible. Sadly delays do occur from time to time and we understand the frustration and inconvenience this causes. We want to take every opportunity to extend our apologies and compensate you fairly.

Our Customer Promise provides for compensation to customers who are delayed by 30 minutes or longer on their journey, whether it is our fault or not.

To enable us to process your claim for compensation we ask you to complete this form and post it to us within 28 days of the delayed train.

PLEASE MOISTEN ALL GUMMED AREAS AND FOLD BACK TO ORIGINAL STATE

First name\*:.....

Last name\*:.....

Email\*:.....

Address\*:.....  
.....

Town/City\*:.....

Postcode\*:.....

Telephone no:.....

Date of travel\*:.....

Departure station\*:.....

Train departure time\*:.....

Arrival station\*:.....

Scheduled arrival time\*:.....

Length of delay: HH:MM Cost of ticket\*:£.....p

MTicket or Season Ticket number\*:.....  
or for all other ticket types please affix below\*:

\*required field

### How would you like to receive your compensation?

Please cross to confirm how you would like it paid:

- Cheque
- Free ticket anywhere on our network
- National Rail voucher
- A voucher exchangeable for cash from a Northern Ticket Office

You may have a legal right to receive compensation via the method you paid. Should an acceptable method not be listed, please call the Customer Experience Centre on 0800 200 6060.

