

Passenger Charter claim – Delay Repay scheme



You should ensure that care is taken when completing the claim form. CrossCountry has an established monitoring system for checking customer details, ticket types and other information that passengers provide to validate a claim. Please note that applications should reach us within 28 days of the date of the incident.

Your details (Please use a BLACK PEN and write in CAPITAL letters throughout this form).

Title First Name

Surname

House number or name

1st line of address

2nd line of address

Town

County

Postcode

Telephone number

E-mail address

E-mail address (cont)

About your CrossCountry journey (please use one form per journey)

Date of travel Scheduled departure time (24hr) :

From

To

Delay to your journey hours minutes Number of passengers

Reason for delay

Price paid for ticket/s (£) . Ticket type

Season ticket holders (please tick one box)
Season ticket period 12 mths 1 mth 7 day other

Photocard number

Please attach your ticket(s) or copy of your season ticket in the space provided on the reverse.

For compensation purposes please attach your valid ticket or a photocopy of your season ticket here:
 Only attach the relevant ticket.



What happens next?

CrossCountry aims to provide the most punctual service possible, but when serious delays occur we will apologise and provide appropriate compensation. If your journey with us was delayed by a long time, irrespective of what caused the delay, you may be entitled to compensation under our Delay Repay scheme. For our customers whose journeys are delayed by CrossCountry trains we offer:

- 50% of the cost of your single ticket or 50% of the cost of either portion of your return ticket for delays of between 30 and 59 minutes; or
- 100% of the cost of your single ticket or 100% of the cost of either portion of your return ticket for delays of 60 minutes or more.
- If your journey is delayed by more than two hours and you have a return ticket, you will be entitled to receive 100% of the cost of the return ticket.

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

Compensation will be paid in National Rail vouchers, which can be used as payment for (or part payment towards) any National Rail ticket, including season tickets.

Our Customer Relations Team will respond as soon as possible. We aim to reply within 10 working days.

Once completed, please place this form in the envelope provided and post to: Customer Relations Manager, CrossCountry, Cannon House, 18 The Priory Queensway, Birmingham, B4 6BS. Should you have any difficulty with completing this form please call us on: 08700 100 084.

All the above details provided are to the best of my knowledge correct and accurate.

Applicant's
signature

Date

To help us improve our services to you, it would be useful if you could tell us about your journey by answering the following questions. Please tick the box relevant to you.

- | | | | |
|--|---|---|---|
| 1. What was the purpose of your journey? | Business travel <input type="checkbox"/> | Regular commuting <input type="checkbox"/> | Leisure travel <input type="checkbox"/> |
| | Other <input type="checkbox"/> | | |
| 2. How often do you travel by train? | Daily <input type="checkbox"/> | Weekly <input type="checkbox"/> | 2-3 times a month <input type="checkbox"/> |
| | 2-3 times a year <input type="checkbox"/> | Once a year <input type="checkbox"/> | This was a one off journey <input type="checkbox"/> |
| 3. Where did you purchase your ticket? | At the station <input type="checkbox"/> | The CrossCountry website <input type="checkbox"/> | Another website <input type="checkbox"/> |
| | Over the phone <input type="checkbox"/> | On board the train <input type="checkbox"/> | Other <input type="checkbox"/> |

For office use only

Incident ID

Category

Subcat

Tkt price (£)

Date stamp

Scan ID

Tkt type