



## 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

Postcode

Telephone number

E-mail address

E-mail address (cont)

### About your CrossCountry journey

Please use one form per journey, detailing each leg separately if you changed trains

**Leg 1** Date of travel       Scheduled departure time (24hr)  :

From

To

**Leg 2** Scheduled departure time (24hr)  :

From

To

**Leg 3** Scheduled departure time (24hr)  :

From

To

Number of Passengers

### Details of the delay

Leg in which delay occurred (please circle) 1 / 2 / 3 Delay to your journey  hours  minutes

Reason for delay

### Your ticket

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

For compensation purposes please enclose the following for the ticket type you travelled with (only attach the relevant ticket):

- Season ticket - please attach a photocopy
- 'Print your own' ticket (which you printed yourself), please attach the full ticket
- Any other printed ticket(s), please attach below using the space provided below

attach here • attach here • attach here • attach here

attach here • attach here • attach here • attach here

- For an m-ticket (presented in our Train Tickets app on your mobile phone) - please provide the reference number in the box below

### 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 either or both the outward or return legs of your journey are delayed by more than two hours and you have a return ticket, you will be entitled to receive up to 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, or a cash alternative. Please confirm the option you require when you submit your claim to us. Our Customer Relations Team will respond as soon as possible. We aim to reply within 10 working days.

Once completed, please send this form to:

**Customer Relations,  
Freepost RRXU-HUEC-GLLY, 5th Floor,  
Cannon House, 18 The Priory Queensway,  
Birmingham B4 6BS.**

**Should you have any difficulty with completing this form please call us on: 03447 369 123. Alternatively you can complete the claim form online.**

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

Applicant's signature

Date

How would you like your compensation paid? National Rail Vouchers  Cheque  BACS

Please provide us with a valid email address in order for us process your payment \_\_\_\_\_

You might have a statutory right to receive compensation via the method you used to purchase your original ticket. Should an acceptable method not be listed above, then please do not hesitate to contact our Customer Relations team on 03447 369 123.

**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"/>                      |

In accordance with your legal rights as a consumer you may be eligible to a different level of compensation where CrossCountry is at fault and nothing set out above is intended to limit or exclude your legal rights in these circumstances. If you believe this applies to your journey, please contact our Customer Relations team.

Our Passenger Charter sets out the minimum response you should receive. If you are not satisfied with our response, you can contact Transport Focus, at FREEPOST RTEH-XAGE-BYKZ Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ or call 08453 022 022. Registered Office XC Trains Ltd, Admiral Way, Doxford International Business Park, Sunderland, SR3 3XP. Registered in England and Wales No. 04402048