

### What compensation am I entitled to?

If your journey with GWR was delayed by 15 minutes or more, we'll provide compensation under our Delay Repay scheme. The amount of compensation you are entitled to is shown below.

Length of Delay	Compensation
15 to 29 minutes	25% of your single ticket cost, or 12.5% of your return ticket cost
30 to 59 minutes	50% of your single ticket cost, or 25% of your return ticket cost
60 to 119 minutes	100% of your single ticket cost, or 50% of your return ticket cost
120 minutes or longer	100% of the cost of your ticket, whether single, or return

### Season Ticket holders

If you have a monthly, or longer, season ticket, you cannot claim under Delay Repay. However you may be eligible for compensation through our Passenger's Charter. To find out, visit one of our ticket offices or check [GWR.com/Compensation](http://GWR.com/Compensation)

### How to claim?

The easiest and quickest way to receive compensation is to apply online at [GWR.com/DelayRepay](http://GWR.com/DelayRepay)

You can also fill in this form and send it with your tickets to **Freepost GWR DELAY REPAY**

You will need to include one of the following:

- Your original ticket
- A ticket receipt
- For Touch Smartcard users, please complete this form adding your smartcard number
- Oyster PAYG or contactless users, please register your card with TfL ([tfl.gov.uk](http://tfl.gov.uk)) and provide a statement showing where you touched in and out and the cost of your journey

### Further information

[GWR.Feedback@GWR.com](mailto:GWR.Feedback@GWR.com)

[GWR.com/contact](http://GWR.com/contact)

Follow us: [@GWRHelp](https://twitter.com/GWRHelp)

Like us: [facebook.com/GWRUK](https://facebook.com/GWRUK)

**03457 000 125\*** (open 0600–2300 daily)

Earn Nectar points  
Buy your train tickets online at [GWR.com](http://GWR.com)

Don't miss out on our latest offers, news and special deals. Register at [GWR.com/signup](http://GWR.com/signup)

# Delay Repay 15 Passenger claim form



\*Standard network charges apply. Calls from mobile phones may be higher.

