

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	Amount of compensation paid as a percentage of your ticket price		Amount of compensation paid as a percentage of the value of your journey
	Single ticket	Return ticket	Season ticket
0-14 minutes	none	none	none
15-29 minutes	25% of ticket cost	12.5% of ticket cost	25% of journey cost
30-59 minutes	50% of ticket cost	25% of ticket cost	50% of journey cost
60-119 minutes	100% of ticket cost	50% of ticket cost	100% of journey cost
120 minutes or longer	100% of ticket cost	100% of ticket cost	100% of return journey cost

How to claim?

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

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

We need to receive your claim within 28 days of your delay, and you must include one of the following:

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

Delay Repay compensation or a Refund?

If you completed your journey, but were delayed doing so, you should apply for compensation using Delay Repay. If you had to abandon your journey, or weren't able to start it, you should claim a refund from where you bought your ticket.

More information



[GWR.com/contact](https://www.gwr.com/contact)



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



03457 000 125* (open 0600-2300 daily)



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



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

Delay Repay 15

Passenger claim form



*Standard network charges apply. Calls from mobiles may be higher.

Information correct at time of print. Document valid from 1 April 2021.

All fields marked * are mandatory

You should only complete the form below if you have travelled. If you did not travel, you need to apply for a refund instead of compensation. Refunds should be requested from the place you bought your ticket. If your ticket was purchased from Great Western Railway, information for refunds is available at staffed stations and at GWR.com/Refunds

Compensation method

You have a statutory right to receive your compensation in the same way you paid for your ticket. More payment options, including the choice to be paid directly to your nominated bank account or to your credit/debit card can be selected via our secure online form. It's the most secure way for us to receive your payment details and is quick and easy to complete. To submit your claim online, go to GWR.com/DelayRepay

If you wish to submit your claim using this form please send it to Freepost GWR DELAY REPAY.

We can offer compensation via a cheque. Rail Travel Vouchers or by making a donation to charity. Please indicate your preference below. Vouchers can be used towards purchasing journey tickets at any staffed UK national rail station.

Rail Travel Vouchers Charity donation Cheque

Your details

Title* Mr Mrs Miss Ms Other

First name*

Last name*

Email*†

Address*

Town/City*

Post Code*

Phone number

†Your email address is only used to communicate about your claim.

For office use only

Ticket and journey details

Ticket type* Single Return Oyster/contactless

Weekly Monthly Annual

Touch Smartcard Other

Season Ticket or Touch Smartcard number:

Ticket price*

Departing station*

Arrival station*

Changing at (if applicable)

If you want to make further comments about your journey, or need to make a claim for additional losses, please contact our Customer Support team separately. You can write to 'Freepost GWR CUSTOMER SUPPORT', or for other ways to contact us, visit GWR.com/contact. If your train was cancelled, we'll work out the next available train you could have taken to calculate the total delay. Any additional information to help us understand your delay can be noted below.

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If we find your claim is fraudulent,
we will take action which could lead to prosecution

Signature*

Please sign to confirm the information is correct and your journey was delayed

Date*

We respect and protect everyone's privacy and comply with all data protection legislation. The data you provide on this form will only be used to process your Delay Repay claim. If the journey you are claiming for was operated by a different Train Company, we will share the details you have provided with that company to enable your claim to be processed. For more detailed information about how and why we process your personal data, please see our [Privacy Notice at GWR.com/privacy-policy](http://GWR.com/privacy-policy).

Please attach your ticket here