

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](https://www.gwr.com/Compensation)

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
- 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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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, news and special deals. Register at [GWR.com/signup](https://www.gwr.com/signup)

Great Western Railway

Delay Repay 15 Passenger claim form



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

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](https://www.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](https://www.gwr.com/DelayRepay)

If you wish to submit your claim using this form please send it to [Freepost GWR DELAY REPAY](mailto:Freepost.GWR.DELAY.REPAY).

We can offer compensation via a cheque or Rail Travel Vouchers, please indicate your preference below. Vouchers can be used towards purchasing journey tickets at any staffed UK national rail station.

Cheque Rail Travel Vouchers

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
 Touch Smartcard Other

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](https://www.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](https://www.gwr.com/privacy-policy).

Please attach your ticket here