

Further information

Great Western Railway



Freepost
GREAT WESTERN RAILWAY
CUSTOMER SUPPORT

GWR.com
03457 000 125 (0700 to 2200 daily)



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Compensation For Delay



Journeys on (former) First Great Western services

If your journey is delayed by more than an hour we will compensate you the full value of the part of the journey that was delayed, i.e. 50% of the cost of a return, and 100% in the case of a single ticket. (includes Weekly Season Ticket holders)

If you are delayed in excess of two hours we will compensate you the full cost of your ticket.

Journeys on (former) First Great Western Link services

We'll compensate you for 50% of the cost of your tickets if:

- your journey is an hour or more and we delay you by an hour or more
- your journey is less than an hour and we delay you by more than 30 minutes

For weekly season tickets, we'll base your compensation on the value of your journey. So we'll divide the cost by 10 – which represents two journeys a day for five days.

Journeys on (former) Wessex Trains services

If you're delayed by more than an hour, we'll compensate you for 50% of the cost of a single ticket and 25% of a return ticket.

If you're delayed by more than two hours, we'll compensate you for the full cost of your ticket.

For weekly season tickets, we'll base your compensation on the value of your journey. So we'll divide the cost by 10 – which represents two journeys a day for five days.

Cancellations

If a Great Western train is cancelled or fails to stop at your station when it is scheduled to, you may be eligible for compensation. You must hold a valid ticket and have arrived at the station in time to catch the train. Compensation is based on how long it took the next available train (or alternative transport provided by us) to arrive at your intended Great Western destination.

Exclusions

The arrangements for compensation do not apply for certain delays which are outside the control of the rail industry. These include trespass, vandalism, security alerts and severe weather conditions.

Important

Please submit your ticket with your claim - we cannot process your claim without it.

Compensation for a delay Claim form

To help us process your claim for compensation please provide the following details about your delayed Great Western Railway journey. Please send your ticket when you contact us, as we are unable to process your claim without it. Please use **BLOCK CAPITALS** and black ink.

Send your filled in form and tickets to:
Freepost GREAT WESTERN RAILWAY CUSTOMER SUPPORT

FREEPOST envelopes are available at staffed stations.
You can address your own envelope, you do not need to use a stamp.

Your details

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="checkbox"/>	<input type="text"/>
First name	<input type="text"/>					
Last name	<input type="text"/>					
Address	<input type="text"/>					
	<input type="text"/>					
	<input type="text"/>					
	<input type="text"/>					Postcode <input type="text"/>
Phone	<input type="text"/>					
Email	<input type="text"/>					

Journey

Type of ticket	<input type="text"/>
Cost of ticket	£ <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>
Travelling from	<input type="text"/>
Travelling to	<input type="text"/>
Date of journey	<input type="text"/>
Timetabled departure time	<input type="text"/>
Timetabled arrival time	<input type="text"/>
Length of delay	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/>

Unless specified, compensation will be paid in cash via a cheque.

If you would prefer to receive your compensation another way, please select one of the options below:

- An E-voucher which will show as a credit on your online GWR account
- Rail Travel vouchers

Please tick this box if you do not want to receive information about services or special offers

We may share your personal information with other FirstGroup companies.
If at any time you want us to stop sending you information please contact us at:
MH101, Great Western Railway, Milford House, 1 Milford Street, Swindon SN1 1HL

Your personal information will be held by Great Western Railway, a First company, for research and analysis purposes.