

No time to get to the postbox? Claim easily and quickly online

southeasternrailway.co.uk/delay-repay

Dont forget Your Delay Repay Checklist

To return the form, wet the edge and seal the envelope.

- Have you provided proof of your ticket details?
- Made sure the date and train times are correct?
- Have you correctly completed your contact details?

How did you hear about Delay Repay?

We're working hard to raise awareness about Delay Repay. Please help us to improve by telling us how you heard about it:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Announcement | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Member of staff |
| <input type="checkbox"/> Website | <input type="checkbox"/> Leaflet |
| <input type="checkbox"/> On Track App | <input type="checkbox"/> Other |



Contact us

Southeastern Customer Services

PO Box 8625
Swadlincote
DE11 1HZ

Twitter [@Se_Railway](https://twitter.com/Se_Railway)
Visit southeasternrailway.co.uk/contact
Telephone 0345 322 7021
(calls are charged at local rate and may be recorded)

Text Relay number 18001 0345 322 7021

Every effort is made to ensure the information shown here is correct at the time of going to print (January 2023)

About compensation

If you arrive late at your destination by 15 minutes or more as a result of a delay or cancellations to a Southeastern service, you can claim compensation.

You can claim up to 28 days after your journey, so that we can process your claim, please provide either:

- Your original Daily or Weekly ticket
- A journey statement/receipt if you use an Oyster contactless
- Your ticket number and photocard number if you have a paper Monthly or longer Season Ticket or your Key card or eTicket number.

The amount of compensation paid is based on the cost of your ticket and the length of the delay.

The table below shows the amount of compensation available to you:

Ticket type	Length of delay			
	15 to 29 minutes	30 to 59 minutes	1 hr to 1 hr 59 minutes	2 hours or more
Single	25% of ticket price	50% of ticket price	100% of ticket price	100% of ticket price
Return	12.5% of ticket price	25% of ticket price	50% of ticket price	100% of ticket price

For Weekly and longer Season Tickets

As Season Tickets are valid for a period of time we calculate the journey value as:

Season Ticket type	Journey rate
Annual	Price/464
Quarterly	Price/120
Monthly	Price/40
Flexi	Price/16
Weekly	Price/10

Ticket type	Length of delay			
	15 to 29 minutes	30 to 59 minutes	1 hr to 1 hr 59 minutes	2 hours or more
Season	25% of journey rate	50% of journey rate	100% of journey rate	Return journey rate

You have a legal right to receive your compensation using the same means of payment as you used to pay for your ticket. However, you are free to choose from any of the options on this form. Additional options are available on our website at southeasternrailway.co.uk/delay-repay.

Please note we will not make a payment to a third party on your behalf.

If you make a fraudulent claim, you may be prosecuted.

For more help call us on 0345 322 7021.

Southeastern Delay Repay
 Freepost RUEL-KBZS-YRAU
 Swadlincote
 DE11 1HZ



Compensation
claim form

January 2023



Your details

Title Mr Mrs Ms Other

First name(s)

Surname

Address

Postcode

Email (linked to your **PayPal** account if that's how you want to receive your compensation)

Signature

Date (DD/MM/YY) / /

How would you like to receive your compensation?

For data protection reasons, we only list secure payment methods on this form. More payment options, including the choice to be paid directly to your bank account can be selected via our secure online claim form at: southeasternrailway.co.uk/delay-repay

Paid into your PayPal account 

Cashable vouchers – you can take these (up to £50) to any Southeastern ticket office to get your money back or use towards your next ticket purchase.

About your ticket



- 1** Valid from and to stations
- 2** The cost of your ticket
- 3** Your Ticket number

Please visit our website for a full list of FAQs: southeasternrailway.co.uk/compensation

Ticket 1

What type of ticket did you have?

- Single
- Return
- Oyster/Contactless
- Season Ticket (Weekly, Monthly, Annually or other)

Start date / / Expiry date / /

Stations as stated on your ticket

From

To

Photocard number

Ticket number / Key card number

Cost of your ticket £

Ticket 2

What type of ticket did you have?

- Single
- Return
- Oyster/Contactless
- Season Ticket (Weekly, Monthly, Annually or other)

Start date / / Expiry date / /

Stations as stated on your ticket

From

To

Photocard number

Ticket number / Key card number

Cost of your ticket £

Your journey details

You can claim up to two delayed journeys with this form.

Journey 1

Date of travel (DD/MM/YY) / /

From

To

Timetabled departure time (24 hrs) :

Length of delay 15–29 mins 30–59 mins
1hr–1:59 mins 2 hours +

Did you abandon your journey? Yes No

Journey 2

Date of travel (DD/MM/YY) / /

From

To

Timetabled departure time (24 hrs) :

Length of delay 15–29 mins 30–59 mins
1hr–1:59 mins 2 hours +

Did you abandon your journey? Yes No

So that we can process your claim, please provide either:

- Your original Daily or Weekly ticket
- A journey statement/receipt if you use an Oyster contactless
- Your ticket number and photocard number if you have a paper Monthly or longer Season Ticket or your Key card or eTicket number.

We aim to respond to all claims within two weeks

southeastern

The Key



Your contactless smart ticket

Buy and download single, return and season tickets at home, fast-track through the station and avoid the queues. It's also easy to claim compensation under the Delay Repay scheme.

Order a Key smartcard today at southeasternrailway.co.uk/thekey

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Moisten along this edge, fold and stick down

Moisten top/bottom edges, fold and stick to form a pocket. Place ticket(s) inside the pocket.