

Delay Repay compensation form

If your London Midland journey is delayed by 30 minutes or more, we think you ought to be compensated, whether it's our fault or not.

'Delay Repay' is a new scheme to help you claim a refund simply and quickly; just complete this form and we'll send you the appropriate value of national rail travel vouchers (which can be used as part payment for travel on any train operator). If your claim is over £40, we'll normally send a cheque.

What am I entitled to?

Delays of 30-59 minutes:

50% refund of single ticket price

25% refund of return ticket price

Delays of 1 hour or more:

100% refund of single ticket price

50% refund of return ticket price

Delays of 2 hours or more:

100% refund of return ticket price

What if I have a season ticket?

If you are a season ticket holder (including nNetwork and nTrain season tickets within the West Midlands area), you are entitled to the same scale of refunds, based on the proportional daily cost of your ticket. For more details, please pick up a copy of the London Midland Passenger's Charter leaflet from any of our staffed stations or view it online at www.londonmidland.com.

Where do I send this form?

Please fill in the details overleaf in BLOCK CAPITALS and send your claim to:

Customer Relations
London Midland
FREEPOST MID 17926
Birmingham
B2 4QT

Claims need to be submitted within 28 days of the delay, and include your original ticket, a ticket receipt or copy of your season ticket.

Need more information?

Call our customer relations team on 08456 024 277 (calls are charged at local rate from a BT landline; charges from other operators and mobile phones vary).

let us take you somewhere new



londonmidland

