

What compensation am I entitled to?

If your journey with TPE 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

Use the table below to calculate the amount of Delay Repay Compensation you're entitled to. Divide the cost of your Season Ticket type over the number underneath delay times:

Season Ticket Type	15-29 Minutes	30-59 Minutes	60-119 Minutes	120+ Minutes
Weekly	40	20	10	5
Monthly	160	80	40	20
Quarterly	480	240	120	60
Annual	1856	928	464	232

How to claim?

The easiest and quickest way to receive compensation is to apply online at tpexpress.co.uk/help/delay-repay-compensation

You can also fill in this form and send it with your tickets to **Delay Repay, TransPennine Express, ADMAIL 3878, FREEPOST, Manchester, M1 9YB**


You will need to include one of the following:

- Your original ticket
- A ticket receipt
- For Smartcard users, please complete this form adding your smartcard number

Further information

 Tpecustomer.relations@firstgroup.com

 @TPEAssist

 07812 223 336

 [Facebook.com/TPExpress Trains](https://Facebook.com/TPExpressTrains)

 0345 600 1671

 Earn Nectar points
Buy your train tickets online at
tpexpress.co.uk

 Don't miss out on our latest offers, news and special deals.
Register at tpexpress.co.uk/special-offers

Delay Repay 15 Passenger claim form



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Information correct at time of print. Valid from 01 February 2020.



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 TransPennine Express, information for refunds is available at [staffed stations](http://staffed.stations) and at tpexpress.co.uk/help/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 tpexpress.co.uk/help/delay-repay-compensation

If you wish to submit your claim using this form please send it to
Delay Repay, TransPennine Express, ADMAIL 3878, FREEPOST, Manchester, M1 9YB

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*

Address*

Town/City*

Email*

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

Weekly Other

Smartcard

Smartcard number:

Ticket price*

Departing station*

Arrival station*

Changing at (if applicable)*

Length of delay (mins)* 15-29 30-59 60-119 120+

Timetabled departure date* D D M M Y Y

Scheduled departure time (24hrs)* H H M M

Timetabled arrival time (24hrs)* H H M M

Actual arrival time (24hrs)* H H M M

Delay reason* Delayed departure Delayed en route

Missed connection Other

Train cancelled (see below)

If your train was cancelled we'll work out the next available train you could have caught.
Please note any additional information which will help us understand your delay below:

.....
.....
.....

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* D D M M Y Y

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 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 tpexpress.co.uk/privacy-policy

Please attach your ticket here

