Enhanced compensation

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Claim form for Season Ticket holders

What am I entitled to?

If your Southeastern train is delayed by more than 30 minutes we'll compensate you under our Delay Repay scheme. Find out more or claim at **southeasternrailway.co.uk/delayrepay.** We also offer 'enhanced compensation' to our Season Ticket holders.

Enhanced compensation may be payable if in a business reporting period you experience delays to your journey of 30 minutes or longer on 12 days. Your compensation will be either 2 day return journeys anywhere on the Southeastern route (valid for 12 months from the date of issue) or rail travel vouchers to the value of a single journey between the stations for which your Season Ticket is valid. You can choose which option you would prefer on the other side of this form.

Business period	Period dates
Period 12	05/02/2023 to 04/03/2023
Period 13	05/03/2023 to 31/03/2023
Period 1	01/04/2023 to 29/04/2023
Period 2	30/04/2023 to 27/05/2023
Period 3	28/05/2023 to 24/06/2023
Period 4	25/06/2023 to 22/07/2023
Period 5	23/07/2023 to 19/08/2023
Period 6	20/08/2023 to 16/09/2023
Period 7	17/09/2023 to 14/10/2023
Period 8	15/10/2023 to 11/11/2023
Period 9	12/11/2023 to 09/12/2023
Period 10	10/12/2023 to 06/01/2024
Period 11	07/01/2024 to 03/02/2024

To claim, please fill in the details we need overleaf. In all cases we will need copies of your photocard and the Season Ticket(s) that cover the journeys you are claiming for. All claims must be received within 28 days of the end of the reporting period your journeys occur within. If you are an Oyster travelcard user we'll need a copy of your Transport for London statement.

Completed forms

Please check you have completed each section of this form with all the information needed.

Please send your completed form to:

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

Further comments

If you would like to comment on any aspect of our service, please contact us online, by phone or by writing to us.

Our contact details are:

Telephone	0345 322 7021 (calls are charged at local rate and may be recorded)			
Text Relay number	18001 0345 322 7021			
Twitter	@Se_Railway			
Website	southeasternrailway.co.uk			
App	Southeastern On Track, download free from the App Store and Google Play			
We reserve the right to check the validity of all claims				

We reserve the right to check the validity of all claims we receive and we treat seriously any applications we believe may be fraudulent and will take further action if appropriate. Claims will be processed within 10 working days.

Enhanced compensation claim form

Your det	ails				To be completed by applicant, please use block capitals and black inf
Title	Mr	Mrs	Miss	Other	
First name					
Surname					
Address					
Postcode					
Best contact	number				
Email					

Your journey details

Please give details of the delayed Southeastern journeys that you wish to claim for. The information provided will be used in accordance with our privacy policy. Visit **southeasternrailway.co.uk/privacypolicy** for more information.

What date did you travel? (DD/MM/YY)	At which station did you start your journey	At which station did you finish your journey	What was the scheduled departure time? (HH:MM)	Length of delay (нн:мм)
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Which enhanced compensation would you prefer to receive? Rail travel voucher

Complimentary ticket

Details of Season Ticket held

If your ticket is a Weekly ticket(s), please don't forget to enclose the used ticket(s) with this form. If your ticket is a longer validity Season Ticket, please enclose a copy of the ticket and your photocard. For Oyster travelcards please enclose an Oyster statement. Please do not staple	Signature
tickets to this form.	
Ticket type	
Ticket number	
Origin station	
	Please affix your used ticket here Please do not use staples
Photocard No.	
Date (DD/MM/YY) From	