

## 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](https://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 13	03/03/2019 to 31/03/2019
Period 1	01/04/2019 to 27/04/2019
Period 2	28/04/2019 to 25/05/2019
Period 3	26/05/2019 to 22/06/2019
Period 4	23/06/2019 to 20/07/2019
Period 5	21/07/2019 to 17/08/2019
Period 6	18/08/2019 to 14/09/2019
Period 7	15/09/2019 to 12/10/2019
Period 8	13/10/2019 to 09/11/2019
Period 9	10/11/2019 to 07/12/2019
Period 10	08/12/2019 to 04/01/2020
Period 11	05/01/2020 to 01/02/2020
Period 12	02/02/2020 to 29/02/2020
Period 13	01/03/2020 to 31/03/2020

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:

Freepost RTSK-BXJE-CCHL  
Southeastern Delay Repay  
ASHBY DE LA ZOUCH  
LE65 9EL

## 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)

Textphone **0800 783 4548**

Twitter **@Se\_Railway**

Website **[southeasternrailway.co.uk](https://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 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 for Season Ticket holders



# Enhanced compensation claim form

## Your details

To be completed by applicant, please use block capitals and black ink

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/privacy-policy](https://southeasternrailway.co.uk/privacy-policy) 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 (HH:MM)
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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 tickets to this form.

Ticket type

Ticket number

Origin station

Destination

Photocard No.

Date (DD/MM/YY) From  /  /

To  /  /

Signature  /  /

Date (DD/MM/YY)  /  /

**Please affix your used ticket here**  
Please do not use staples