

# Delayed

on your Hull Trains journey?

## We would like to give you something back

We're committed to providing a great service every time you travel. This includes getting you to your destination on time. When we don't achieve this we will provide compensation.

Length of delay	Compensation
30 - 59 minutes	50% of your single ticket cost or 25% of your return ticket
1 hour or more	Full cost of your single ticket or 50% of your return ticket

Full details are in our Passengers' Charter.

To claim compensation, fill in this form within 28 days of the delay. You can choose how you would like to receive your compensation and it should be with you within 14 days of your claim being agreed. Filling in this form does not guarantee that you will get compensation.

### Exclusions:

The arrangements for compensation do not apply for certain delays, which are outside the control of the rail industry. These include trespass, vandalism, security alerts and severe weather conditions.

## Want a quick response?

For the fastest and easiest way to make a claim, go to:

[www.hulltrains.co.uk/support-and-contact/refunds-and-compensation](http://www.hulltrains.co.uk/support-and-contact/refunds-and-compensation)

and complete your claim through our secure portal.

# SHARE YOUR IDEAS

and help us make things better.

“ Free Wi-Fi helps me to plan on the go. ”

“ More vegan choices would be great. ”

These are just a couple of the comments we have received and used to help improve our service.

We really value your views on all of the services we provide, so pick up a comments feedback form from your local train station, or visit our website to help us make things better:

[hulltrains.co.uk/support-and-contact/send-feedback](http://hulltrains.co.uk/support-and-contact/send-feedback)

 Love Hull Trains  @hull\_trains

 **Hull Trains**  
Your local link to London

## COMPENSATION CLAIM FORM

Making it up to you when things go wrong



Contact us at [hulltrains.co.uk](http://hulltrains.co.uk)

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# COMPENSATION CLAIM FORM

All fields marked\* are mandatory.

Please note this form is for compensation only. If you did not travel, you need to apply for a refund instead of compensation. Refunds should be requested from where you bought your ticket. If your ticket was purchased from Hull Trains you can claim for a refund online at [www.hulltrains.co.uk/support-and-contact/refunds-and-compensation](http://www.hulltrains.co.uk/support-and-contact/refunds-and-compensation)

Has your ticket been used to travel?\* Yes  No  (please tick)

## Compensation method (please tick)

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 portal. 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

[www.hulltrains.co.uk/support-and-contact/refunds-and-compensation](http://www.hulltrains.co.uk/support-and-contact/refunds-and-compensation)

If you wish to submit your claim using this form please send it to:

### FREEPOST HULL TRAINS DELAY REPAY

**Important:** This is a Freepost address so you must address the envelope exactly as indicated above. Do not add any additional addresses. No stamp is required.

We can offer compensation via a cheque, Rail Travel Vouchers or e-voucher – please indicate your preference below\*. Vouchers can be used towards purchasing journey tickets at any staffed British national rail station. E-vouchers can be used when purchasing tickets online for Hull Trains account holders (to set up an account online please visit [www.hulltrains.co.uk](http://www.hulltrains.co.uk)).

Cheque  Rail Travel Vouchers  E-voucher

## Personal details

Please use BLOCK CAPITALS in black ink.

Title\*: Mr  Mrs  Miss  Ms  Other

First name\*:

Last name\*:

Address\*:

Postcode\*:

Email\*:   
(Your email address is only used to communicate about your claim.)

Phone number:

## Ticket and journey details

Ticket type\*: Single  Return  Season  Flexi   
Other

Ticket price\*:

Departing station\*:

Arrival station\*:

Changing at (if applicable):

Length of delay\*: 30-59 mins  60+ mins

Timetabled departure date\*:

Scheduled departure time (24hrs)\*:

Timetabled arrival time (24hrs)\*:

Actual arrival time (24hrs)\*:

Delay reason\*: Delayed departure  Delayed en route   
Missed connection  Other   
Train cancelled (see next section)

If your train was cancelled we'll look at the contingency plan which was available to you. Please note any additional information about your journey which will help us understand your delay below:

  
  
  
  
  
  
  

Attach your ticket(s) here

Please sign to confirm the information is correct and your journey was delayed. **If we find your claim is fraudulent, we will take action which could lead to prosecution.**

Signature\*:

Date\*:

Note: You must not seek to recover the same money twice. However, claiming compensation using our reclaims process does not affect any additional statutory rights you may have, for example under the Consumer Rights Act 2015 where we as a company are at fault.

For more information on the Consumer Rights Act and how it applies to the railway industry please see the FAQ produced by National Rail, which also contains a link to the National Rail Conditions of Travel: [www.nationalrail.co.uk/CRA\\_Customer\\_FAQs\\_2018.pdf](http://www.nationalrail.co.uk/CRA_Customer_FAQs_2018.pdf)

The personal data supplied on this form will be used in accordance with our Privacy Policy, which can be found at [www.hulltrains.co.uk](http://www.hulltrains.co.uk)