



# Hull Trains

Your local link to London

## Compensation claim form

Please use BLOCK CAPITALS and write in black ink.

Fill in this form to claim compensation if your train is cancelled or for a delay to your journey.

You must enclose the ticket(s) for your delayed/cancelled journey, including any seat reservations.

### Personal details

For office use only

|                       |             |  |        |
|-----------------------|-------------|--|--------|
| Surname:              | First Name: |  | Title: |
| Address and Postcode: |             |  |        |
| Contact phone number: |             |  |        |
| Email address:        |             |  |        |

### Journey details

|  |   |                                      |                              |                             |               |
|--|---|--------------------------------------|------------------------------|-----------------------------|---------------|
| Type of ticket:                          |   | Has your ticket been used to travel? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | (please tick) |
| How much did you pay for your ticket(s)? | £ | Date of travel:                      |                              |                             |               |
| Timetabled departure time:               |   | Length of delay:                     |                              |                             |               |
| Journey from:                            |   | Journey to:                          |                              |                             |               |

### Your preferred payment options: (please tick)

|  |  |
|--|--|
| <input type="checkbox"/> BACS transfer (payment direct to your bank – note we will email you a secure link to provide your details)        | <input type="checkbox"/> Payment to credit/debit card used to buy tickets (we will email you to collect these details) |
| <input type="checkbox"/> Cheque (please provide name of cheque payee)  | Name: <input type="text"/>   |
| <input type="checkbox"/> National Rail travel vouchers (can be used throughout the UK with most train operators and will be posted to you) | <input type="checkbox"/> e-vouchers (must have a Hull Trains online account)   |

|                                 |                            |
|---------------------------------|----------------------------|
| Signature: <input type="text"/> | Date: <input type="text"/> |
|---------------------------------|----------------------------|

**Affix ticket(s) here**

**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: [nationalrail.co.uk/CRA\\_Customer\\_FAQs\\_2018.pdf](http://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 [hulltrains.co.uk/](http://hulltrains.co.uk/)

Form issued April 2019

Book direct at [hulltrains.co.uk](http://hulltrains.co.uk)

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