



Delay Repay

compensation when your train is delayed

Delay Repay is a new system that compensates you if your journey is delayed by 30 minutes or more. It's based on single journeys, so if you're delayed on your outward and return journey, you can claim twice.

Delays of 30–59 minutes

Single ticket: 50% refund

Return ticket: 25% refund

Delays of 1 hour or more

Single ticket: 100% refund

Return ticket: 50% refund

Delay of 2 hours or more

Single ticket: 100% refund

Return ticket: 100% refund

What about season tickets?

Everyone can claim, including season ticket holders. We calculate the value of each journey based on the proportional daily cost of your ticket and then apply the refund percentage as above.

What happens if your train is cancelled?

As long as your journey is delayed by 30 minutes or more as a result, you're entitled to the same compensation.

How do you claim?

Simply complete a Delay Repay form, available at the station or as a download from our website. Postage is free.

For more details, pick up a copy of our Passenger's Charter leaflet or visit www.londonmidland.com