



CALEDONIAN
SLEEPER

Delay Repay Passenger Claim Form

What is Delay Repay?

If your Caledonian Sleeper journey has been delayed by more than 30 minutes, we'll compensate you under our Delay Repay scheme.

Claims need to be made within 28 days of your journey. Please keep your ticket and return it to us. We will process your claim within 10 working days and offer you compensation if it is appropriate.

We will usually offer compensation as a partial or full reimbursement:

- National Rail Travel Vouchers
- Card Payment
- Payment to bank account

What am I entitled to?

When we offer you Delay Repay we take into account the length of your delay. The level of our compensation is shown in the table below:

	Single tickets	Return tickets	Berth Supplement
30 to 59 minutes	50% of the fare for the affected journey	25% of the fare	50% of the cost for the affected journey
60 to 119 minutes	100% of the fare for the affected journey	50% of the fare	100% of the cost for the affected journey
120 minutes or more	100% of the fare for the affected journey	100% of the fare	100% of the cost for the affected journey

Note: If the Caledonian Sleeper is late by 120 minutes or more and you have bought a National Rail return ticket, you will receive a full reimbursement of the fare and Sleeper Berth Supplement. If you have bought a 'Caledonian Sleeper-only' ticket you will receive a full reimbursement of the single fare.

Completed forms

Please check you have completed each section of the Delay Repay form and include your original ticket.

Please send your completed form to:

Freepost RTRU-BLGZ-UATL
Caledonian Sleeper Delay Repay
1 Union Street
Inverness IV1 1PP

Further comments

If you have any recommendations that you feel could improve our services, or would like to comment on any aspect of our service, please contact us online, by phone or by writing to us at our Guest Services Centre. Our contact details are:

Guest Services Centre

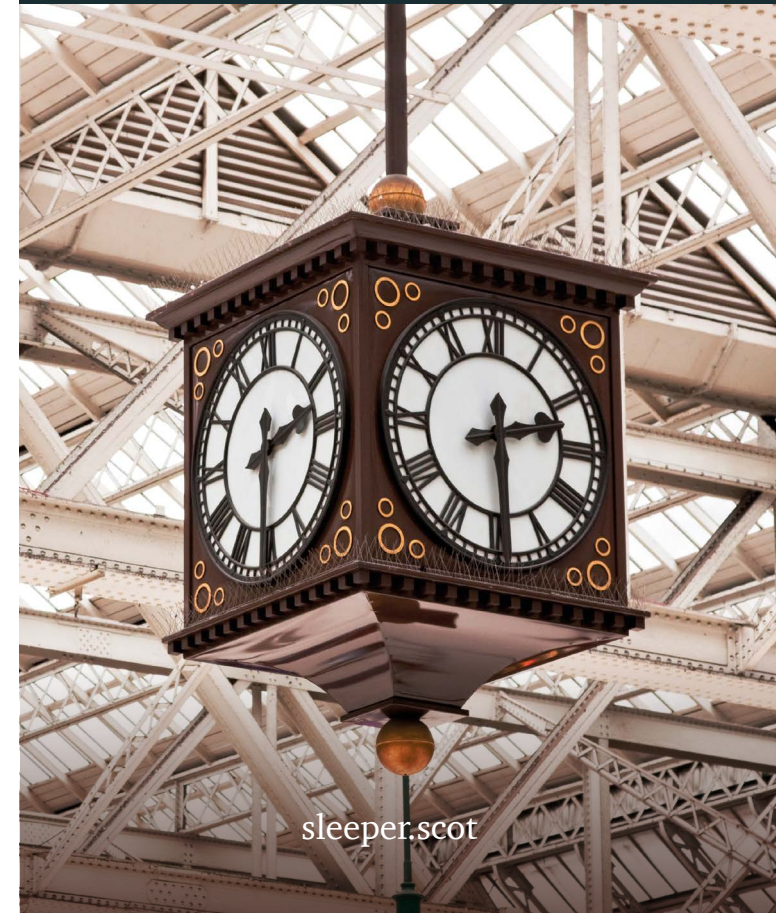
Phone: 0330 060 0500
Textphone: 01463 231 951
Email: enquiry@sleeper.scot

Phone lines are open:

- Monday to Friday: 08.30 to 20.30
- Saturday: 08.30 to 15.30
- Sunday: 15.30 to 20.30

Calls may be recorded. The maximum call charge from a BT landline is 9p, plus up to 9p per minute. Business rates and calls from other networks may vary.

These hours may vary slightly over Christmas and New Year. Our Guest Services Centre is not available on Christmas Day or Boxing Day.



sleeper.scot

Delay Repay compensation form

Please note that any claim for compensation must be received within 28 days of the date of the incident. Please use block capitals and black ink

Personal details

Title _____ First name(s) _____ Last name _____

House name /number _____ Address _____

Town / city _____ Postcode _____

Daytime tel. (incl. area code) _____ Work Home Tel. (mobile) _____

Email _____

Your ticket and journey details

Please give details of the delayed Caledonian Sleeper journey that you wish to claim for.

The information provided will be used in accordance with our privacy policy.

Visit www.sleeper.scot/privacypolicy for more information.

Please be aware that Delay Repay compensation is made in respect of the overall delay to your planned UK rail journey.

Caledonian Sleeper booking reference number:
CSW/CST _____

Interchange station (if you changed trains)

What was the scheduled departure time? (hh:mm)

What date did you travel? (dd/mm/yy) ____ / ____ / ____

____ / ____

At which station did you start your journey?

What was the scheduled arrival time? (hh:mm)

____ / ____

At which station did you finish your journey?

What was the actual arrival time? (hh:mm)

____ / ____

Your ticket

Please don't forget to enclose the used ticket with this form.

What type of ticket did you buy? _____

Ticket number _____

Issuing ticket office _____

Ticket price _____

Start date (dd/mm/yy) ____ / ____ / ____

Expiry date (dd/mm/yy) ____ / ____ / ____

Delay Repay Compensation Preference:

National Rail Vouchers

Card Payment*

Payment to bank account

* If you booked your journey with a 3rd party retailer our Guest Service team will be in contact to arrange payment and will ask for payment details.

Confirmation

Signature _____

Date (dd/mm/yy) ____ / ____ / ____

FOR OFFICE USE ONLY:

Date of Receipt		
Claim Ref No.		
Validated Delay		
Date Claim Paid		
Reason		

Please affix your used ticket here
Please do not use staples