



Compensation for delays

Further comments

If you have any further comments about our services,
please contact:

Customer Services Team

Website:

www.firstgreatwestern.co.uk

E-mail:

fgwfeedback@firstgroup.com

Telephone:

08457 000 125

Fax:

0845 600 8363

First Great Western

FREEPOST

SWB40576

Plymouth

PL4 6ZZ

Opening hours:

daily from 0700-2200

(closed Christmas day)

Compensation for delays

Journeys on (former) First Great Western services

If your journey is delayed by more than an hour, we will compensate our customers, including Weekly Season Ticket Holders, the full value, in National Rail travel vouchers, of the part of the journey that was delayed, i.e. 50% of the cost of a return, and 100% in case of a single ticket.

If you are delayed in excess of two hours, we will compensate customers the full cost of your ticket.

Journeys on (former) First Great Western Link services

If you hold a ticket for a single or return journey, or a Weekly Season Ticket, and your train is delayed or cancelled due to the fault of the rail industry, you will be entitled to compensation in National Rail travel vouchers of at least 50% of the price you paid for the delayed journey if:

- You are delayed by more than one hour on a rail journey of an hour or more; or
- You are delayed by more than 30 minutes on a rail journey of less than an hour.

If you hold a Weekly Season Ticket, we will base your compensation on the daily value of your ticket.

Journeys on (former) Wessex Trains services

If your journey is delayed by more

than an hour, we will, as a minimum, compensate our customers, including Weekly Season Ticket Holders to the value of 50% of the cost of your ticket, and 25% in case of a return ticket. Compensation will be paid in National Rail travel vouchers.

If you are delayed in excess of two hours, we will compensate you to the full cost of your ticket.

IMPORTANT

Please submit your ticket with your claim, as failure to do so will delay the completion of your claim

Cancellations

If a First Great Western train is cancelled or fails to stop at your station when it is scheduled to, you may be eligible for compensation.

You must hold a valid ticket and have arrived at the station in time to catch the train. Compensation is based on how long it took the next available train (or alternative transport provided by us) to arrive at your intended First Great Western destination.

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.

Passenger's Charter claim form

Please help us process your claim for compensation by providing the following details about your delayed First Great Western journey.

Please enclose your train ticket.

Personal details

Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="text"/>
Last name:	<input type="text"/>				
Forename:	<input type="text"/>				
House No/Name:	<input type="text"/>				
Street:	<input type="text"/>				
Town/City:	<input type="text"/>				
County:	<input type="text"/>	Postcode:	<input type="text"/>		
Telephone No:	<input type="text"/>				
Mobile No:	<input type="text"/>				
E-mail:	<input type="text"/>				

Journey details

Ticket type:	<input type="text"/>
Ticket No:	<input type="text"/>
How much did you pay for your ticket?:	£ <input type="text"/>
Journey from:	<input type="text"/>
Journey to:	<input type="text"/>
Advertised departure time:	<input type="text"/>
Length of delay:	<input type="text"/>
Date of return journey:	<input type="text"/>

Signed: _____ Date: _____

We try to continually improve the way customer correspondence is handled and carry out our own research to monitor our progress. It would be a great help if you allowed your details to be used for this research, but if you'd prefer not to, tick here.

First Great Western will hold your personal data on file for purpose of customer services. It may be shared with other First Group companies, other Train Operating Companies, Transport for London, other transport operators on whose services your ticket is valid and also with agents of First Great Western and these other organisations.

First Great Western, its agents and other First Group companies may wish to contact you with information on service updates or special promotional offers.

Please tick this box if you do not wish to receive such information by post

Please tick the relevant boxes if you do wish to receive such information by: e-mail mobile