

Enhanced compensation



Great Northern

GX

GATWICK EXPRESS

SOUTHERN

ThamesLink/

Your details

First name(s)	<input type="text"/>
Last name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
Town/city	<input type="text"/>
Postcode	<input type="text"/>
Telephone	<input type="text"/>
	<input type="text"/>
Email	<input type="text"/>

Your journey details

Please give details of the delayed Gatwick Express, Great Northern, Southern or Thameslink journeys that you are claiming for.

What date did you travel?	At which station did you start your journey?	At which station did you finish your journey?	Scheduled departure time	Length of delay
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:
DD / MM / YY			HH : MM	:

Attach ticket here
Please do not staple tickets
to this form.

Your ticket

If your ticket is a weekly ticket(s), please don't forget to enclose the used ticket(s) with this form. If your ticket is a longer validity Season ticket, please enclose a copy of the ticket and your photocard. For Oyster travelcards, please enclose an Oyster statement. Please do not staple tickets to this form.

Key card
number

If applicable

Which enhanced compensation would you prefer to receive?

Rail travel voucher

Complimentary ticket

Please sign to confirm that the information is correct and your journey was delayed. We reserve the right to check the validity of all claims we receive. We treat seriously any applications we believe may be fraudulent and will take further action if appropriate.

Signed

Date

DD / MM / YY

Privacy policy

The information provided will be used in accordance with our privacy policy. For more information, visit:

[gatwickexpress.com/terms/privacy-policy](https://www.gatwickexpress.com/terms/privacy-policy)
[greatnorthernrail.com/terms-of-use/privacy-policy](https://www.greatnorthernrail.com/terms-of-use/privacy-policy)
[southernrailway.com/terms/privacy-policy](https://www.southernrailway.com/terms/privacy-policy)
[thameslinkrailway.com/terms-of-use/privacy-policy](https://www.thameslinkrailway.com/terms-of-use/privacy-policy)

What am I entitled to?

There are times when some of our services are delayed over a short period of time, in recognition of the inconvenience you experience we offer Enhanced Compensation for season ticket holders.

You can choose between two day return journeys anywhere on our networks, or rail travel vouchers to the value of a single journey between the stations on your season ticket.

To qualify

- In a business reporting period you have experienced a delay of 30 minutes or longer on 12 unique days (12 days – not 12 journeys)
- These delays were experienced on a Gatwick Express, Great Northern, Southern or Thameslink service

To claim

- Complete the form overleaf
- Provide a copy of your photocard
- Provide evidence of a valid ticket(s) to cover the period of delays
- All claims must be received within 28 days of the reporting period your journeys occurred in

If you're an **Oyster travelcard** user we'll need a copy of your Transport for London statement.

If you're a **Key Smartcard** holder please provide your key card number.





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