

Making it up to you when things go wrong

*Our 'Delay Repay' and
'Seat Guarantee' schemes*

EAST COAST

fix
stamp
here

East Coast,
Delay Repay/Seat Guarantee,
PO Box 465,
Plymouth
PL1 9DD

How to claim

- Please complete this form ensuring you have filled in all the relevant sections for the scheme you are claiming under;
- Please enclose your validated ticket and your seat reservation coupon. Validated tickets for your journey must be enclosed with your Claim Form – please do not staple. In normal circumstances, a member of staff will stamp and validate your ticket/seat reservation voucher on board. If for any reason your ticket/seat reservation voucher has not been validated, please enclose a covering letter to explain the reasons for this, in support of your application;
- If you are a monthly or annual Season Ticket holder, please enclose a photocopy of your ticket. For holders of weekly Season Tickets, please submit your claim after your ticket expires and enclose your Season Ticket;
- Then please post this form within 28 days of your journey to:

Delay Repay/Seat Guarantee,
East Coast
PO Box 465
Plymouth PL1 9DD

Please note that claims posted after 28 days of your journey will not normally be considered.

Need to know information

- We will provide compensation in the form of National Rail Travel Vouchers.
- We will only pay compensation under one scheme per journey. If you wish to claim compensation under more than one scheme then the scheme giving you the highest level of compensation will take precedence.
- We do not normally accept claims for a refund under Delay Repay if trains are delayed or cancelled and you were advised of the delay before you purchased your ticket. However, we treat each claim on its merits and will never automatically rule out compensation.
- Completion of this form does not guarantee compensation, or create any new legal relationship with you as a result of what we say we will do, nor does it affect your legal rights.
- You should ensure that care is taken when completing the Claim Form. We have established monitoring systems for checking customer details, ticket types and other information customers provide, in order to validate claims.
- No other correspondence can be entered into using this form. If you have a query regarding these schemes or wish to comment on any other aspect of our service please contact our Customer Relations team at customers@eastcoast.co.uk

Full details of our commitments to our customers are set out in our Passenger's Charter, which you'll find on our website at www.eastcoast.co.uk or from our stations.

Season Tickets

If you hold a Season Ticket, you must claim in respect of each individual journey on which you are delayed. We strongly advise you to make your claim within 48 hours of the delay, to help us process your claim quickly.

In the event that we introduce an emergency timetable, 'Delay Repay' compensation arrangements will be measured against the emergency timetable.

Should a period of sustained poor 'peak' punctuality be experienced, we will consider compensating Season Ticket holders over and above the arrangements outlined above in consultation with Passenger Focus and London TravelWatch. Please note this compensation will only be considered for delays occurring during peak hours.

We define 'peak', as trains scheduled to arrive at London King's Cross between 07:00 and 09:59 and trains scheduled to depart from London King's Cross between 16:00 and 18:59 on Mondays to Fridays, excluding Bank Holidays.

If you have a weekly, monthly or annual Season Ticket (see the Season Ticket section towards the end of this leaflet), the minimum compensation will be calculated using the proportional daily cost of the ticket. If you have a weekly Season Ticket you will be required to provide a copy when submitting your claim.

This form should be completed for delays experienced on East Coast train services only. If you have experienced a delay on any other service, you will need to contact the train company responsible.

Our Seat Guarantee

If you have reserved a seat for your journey and the seat you have reserved is not available, please tell a member of staff who will try their best to find you an alternative seat. However, if we cannot find you an alternative seat we will make a refund on the following basis:

- If your ticket is a single, we'll give you of 100% of the value; and
- If your ticket is a return, we'll give you of 50% of the value.

If you reserved a seat in First Class, but the only seat we can find you is in Standard, we will refund the difference between the First Class ticket fare you paid and the equivalent Standard fare.