

Enhanced compensation

Claim form for
Season Ticket
holders

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What am I entitled to?

If your Southeastern train is delayed by more than 30 minutes we'll compensate you under our Delay Repay scheme. Find out more or claim at southeasternrailway.co.uk/delayrepay. We also offer 'enhanced compensation' to our Season Ticket holders.

Enhanced compensation may be payable if in a business reporting period you experience delays to your journey of 30 minutes or longer on 12 days. Your compensation will be either 2 day return journeys anywhere on the Southeastern route (valid for 12 months from the date of issue) or rail travel vouchers to the value of a single journey between the stations for which your Season Ticket is valid. You can choose which option you would prefer on the other side of this form.

| Business period | Period dates |
|-----------------|-------------------------|
| Period 4 | 23/06/2024 - 20/07/2024 |
| Period 5 | 21/07/2024 - 17/08/2024 |
| Period 6 | 18/08/2024 - 14/09/2024 |
| Period 7 | 15/09/2024 - 12/10/2024 |
| Period 8 | 13/10/2024 - 09/11/2024 |
| Period 9 | 10/11/2024 - 07/12/2024 |
| Period 10 | 08/12/2024 - 04/01/2025 |
| Period 11 | 05/01/2025 - 01/02/2025 |
| Period 12 | 02/02/2025 - 01/03/2025 |
| Period 13 | 02/03/2025 - 31/03/2025 |

To claim, please fill in the details we need overleaf. In all cases we will need copies of your photocard and the Season Ticket(s) that cover the journeys you are claiming for. All claims must be received within 28 days of the end of the reporting period your journeys occur within. If you are an Oyster travelcard user we'll need a copy of your Transport for London statement.

Completed forms

Please check you have completed each section of this form with all the information needed.

Please send your completed form to:

Southeastern Delay Repay
Freepost RUEL-KBZS-YRAU
Swadlinecote
DE11 1HZ

Further comments

If you would like to comment on any aspect of our service, please contact us online, by phone or by writing to us.

Our contact details are:

Telephone **0345 322 7021**
(calls are charged at local rate and may be recorded)

Text Relay
number **18001 0345 322 7021**

Twitter **@Se_Railway**

Website **southeasternrailway.co.uk**

App **Southeastern On Track**, download free from the App Store and Google Play

We reserve the right to check the validity of all claims we receive and we treat seriously any applications we believe may be fraudulent and will take further action if appropriate. Claims will be processed within 10 working days.

