

What compensation am I entitled to?

If your journey has been delayed by 15 minutes or more, we'll give you compensation under the Delay Repay scheme.

The amount of compensation you can get is as follows:

Delays of 15 – 29 minutes:	25% of the single ticket price 12.5% of the return ticket price
Delays of 30 – 59 minutes:	50% of the single ticket price 25% of the return ticket price
Delays of 1 hour or more:	100% of the single ticket price 50% of the return ticket price
Delays of 2 hours or more:	100% of the single ticket price 100% of the return ticket price

Also if you are delayed by 2 hours or more between London Victoria and Gatwick Airport in either direction and you had a daily ticket, we'll compensate you to the full cost of the ticket plus an extra 50%. This only applies to journeys on the Gatwick Express between London Victoria and Gatwick Airport.

Season ticket your compensation is calculated on the daily cost of your ticket. Further information on the Delay Repay scheme can be found in our Passengers' Charter, available at all staffed Great Northern, Southern and Thameslink stations or online at gatwickexpress.com/delayrepay

How to claim?

To make your claim you should fill in this form or the online version at gatwickexpress.com/delayrepay,

You need to make your claim within 28 days of your delay and include either:

- Your original ticket
- A ticket receipt (this is usually issued with your ticket)
- A copy of your season ticket
- If you are a registered Oyster Pay-As-You-Go user, a journey receipt
- For the key smartcard holders simply supply your full name, address and key card number so we can check your journey history

Please note: if you need to retain your ticket following completion of your journey, please show it to a member of gateline staff. They will open the gate for you.

GEX-1611-CEX-Delay Repay GX



Freeport Plus RTGL-ELXC-HAUU
Govia Thameslink Railway
Unit 16
Coalfield Way
Ashby - De - La - Zouch
LE65 1JT

GX
GATWICK EXPRESS

Delay Repay

Passenger claim form
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