

Our Delay Repay guarantee



If you travel on one of our trains and the train is late or delayed by **30 minutes or more**, you can get compensation.



Compensation means you can get money back.



If you also miss another train because of a Scotrail delay you can claim compensation.



You have 28 days to claim your compensation.



If you had to pay for extra transport to finish your journey because of the delay, you can claim for that too.

HOW MUCH WILL YOU RECEIVE ?



How much money you get depends on:
How much your ticket cost
How long you were delayed for



You will receive vouchers to spend on rail journeys across Britain.



If you would prefer cash then you can exchange the vouchers at any Scotrail ticket office within 28 days.

HOW CAN YOU CLAIM YOUR COMPENSATION?



You can claim compensation online or by post.



If you have a Smartcard, you will need to give your smartcard number.



If you don't have a smartcard, you will need a copy of your paper ticket or a ticket receipt.



To claim online visit :

www.scotrail.delayrepaycompensation.com



To claim by post:

Ask for a claim form from Scotrail staff at a station.



You can also download a Delay Repay claim form online.



Send your printed claim form and ticket to:

ScotRail Customer Relations

PO Box 27129

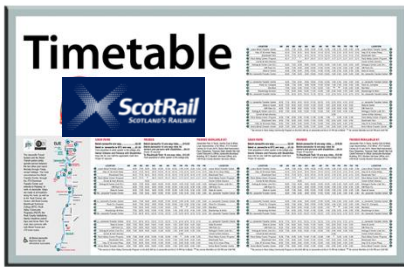
GLASGOW

G2 9LH

ARE THERE ANY CONDITIONS?



You will not be able to claim compensation if you were told about the delay before you bought your ticket.



If we have introduced a temporary timetable, the guarantee for the compensation will be based on that temporary timetable.



This document was made by Scotrail and People First (Scotland).



**People First
(Scotland)**