



HOUSE OF COMMONS  
LONDON SW1A 0AA

12 October 2016

Dear Colleague,

I am writing to let you know that I will be announcing on Thursday 13 October that rail passengers will soon be able to claim compensation if their train is 15 minutes late or more, under an improved scheme. This was part of our manifesto and I am pleased to say that 'Delay Repay 15' will be introduced first on Govia Thameslink Railway services.

It will then be rolled out across the country as franchises are renewed. A great number of passengers have told me that they would prefer this improvement in compensation.

I am attaching an advance copy of our press release, which is under strict embargo until 00:01 Thursday 13 October. I am hoping this will be useful to you if you receive calls on this matter tomorrow, but grateful if you don't share more widely at this point.

I am very much aware that the fares increase from January 1<sup>st</sup> remains a concern to your constituents. I take those concerns seriously and hope the 'Delay Repay 15' announcement provides some reassurance to passengers.

*Will be sent to you*

**Rt Hon Chris Grayling MP**

**SECRETARY OF STATE FOR TRANSPORT**

**PRESS NOTICE – EMBARGOED UNTIL 00:01 Thursday 13 October**

**Government announces improved compensation scheme for rail passengers**

- Passengers to be able to claim compensation when trains are more than 15 minutes late
- 'Delay Repay 15' to be introduced within months for Southern rail passengers
- Further changes to be introduced in stages, starting with the new South Western, West Midlands and South Eastern franchises

Rail passengers will soon be able to claim compensation if their train is more than 15 minutes late under an improved compensation scheme announced today (13 October) by the Department for Transport.

'Delay Repay 15' will be introduced within months on Govia Thameslink Railway services, including Southern, and then rolled out across the country.

Passengers will be able to claim 25% of the cost of the single fare for delays between 15 and 29 minutes. The existing compensation thresholds will apply for delays from 30 minutes with passengers able to apply for compensation through the train operating company.

Transport Secretary Chris Grayling said:

"We recognise that, above all else, passengers want a reliable train service, but when things do go wrong it is vital that they are compensated fairly. Delay Repay 15 is a major improvement for passengers and we are working with train companies to make it as easy as possible for passengers to claim their rightful compensation.

"Together with the Consumer Rights Act, this policy shows we are putting passengers first and making sure they receive due compensation for poor service."

Following its introduction on GTR services, Delay Repay 15 will be rolled out across the network starting with the new South Western, West Midlands and South Eastern franchises.

All franchise competitions let by the Department will include requirements to introduce this policy and the Department will explore opportunities to roll this out for all DfT franchises this Parliament.

Delay Repay is currently operated by the majority of operators and a number of existing franchises, including Virgin Trains West Coast and c2c, have also taken steps to introduce automatic compensation for certain ticket types.

The existing Delay Repay thresholds are as follows:

- 50% of the single fare for delays of 30 to 59 minutes;
- 100% of the single fare for delays of 60 minutes or more;
- 100% of the return fare for delays of 2 hours or more.

As well as Delay Repay, the introduction of the Consumer Rights Act on 1<sup>st</sup> October strengthened the right of passengers to claim compensation for poor service.