



Compensation claim form

You should ensure that care is taken when completing the claim form. Grand Central has an established monitoring system for checking customer details, ticket types and other information that passengers provide to validate a claim. Please note that applications should reach us within 28 days of the date of the incident.

Your details (Please use a BLACK PEN and write in CAPITAL letters throughout this form).

Title	<input type="text"/>	First Name	<input type="text"/>
Surname	<input type="text"/>		
House number or name	<input type="text"/>		
1st line of address	<input type="text"/>		
2nd line of address	<input type="text"/>		
Town	<input type="text"/>	Postcode	<input type="text"/>
Telephone number	<input type="text"/>		
E-mail address	<input type="text"/>		
E-mail address (cont)	<input type="text"/>		

About your Grand Central journey

Please use one form per journey

Date of travel	<input type="text"/> D <input type="text"/> D <input type="text"/> M <input type="text"/> M <input type="text"/> Y <input type="text"/> Y	Scheduled departure time (24hr)	<input type="text"/>	:	<input type="text"/>
From	<input type="text"/>				
To	<input type="text"/>				
Number of Passengers	<input type="text"/>				

Details of the delay

	Delay to your journey	<input type="text"/>	hours	<input type="text"/>	minutes
Reason for delay	<input type="text"/>				
	<input type="text"/>				

Your ticket

Price paid for ticket/s (£)	<input type="text"/>	.	<input type="text"/>	Ticket type	<input type="text"/>
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For compensation purposes please enclose the following for the ticket type you travelled with (only attach the relevant ticket):

- 'Print your own' ticket (which you printed yourself), please attach the full ticket
- Any other printed ticket(s), please attach below using the space provided below

attach here • attached here • attach here • attached here

attach here • attached here • attach here • attached here



If you are delayed while travelling on a Grand Central train, our compensation policy is as follows:

- 50% of the cost of your single ticket or 50% of the relevant portion of your return ticket for delays of between 1 hour to 2 hours;
- 75% of the cost of your single ticket or 75% of the relevant portion of your return ticket for delays of 2 hours to 3 hours.
- 100% of the cost of your single ticket or 100% of the relevant portion of your return ticket for delays of 3 hours or more

Compensation for delayed journeys is offered in the form of PayPal, Cheque, complimentary Grand Central single journey or Rail Travel Vouchers.

The levels of compensation described above sets out our general policy regarding compensation but do not in any way limit or exclude your legal rights as a consumer under the Consumer Rights Act 2015 or otherwise.

Our Customer Relations Team will respond as soon as possible. We aim to reply within 10 working days.

Once completed, please send this form to:

Customer Relations Manager
Grand Central Rail
PO Box 5871
Sheffield
S1 9GP

Should you have any difficulty with completing this form please call us on: 0345 603 4852 (Mon-Fri 08:00-18:00).

All the above details provided are to the best of my knowledge correct and accurate.

Applicant's signature

Date

How do you wish to be paid?

Paypal Rail Travel Vouchers Cheque Grand Central Complimentary Journey Debit/Credit Card

Please provide us with a valid email address in order for us process your payment _____

In order to process payments to a Credit/Debit card we will need to contact the cardholder by telephone. Please can you provide a valid telephone number

To help us improve our services to you, it would be useful if you could tell us about your journey by answering the following questions. Please tick the box relevant to you.

1. What was the purpose of your journey? Business travel Regular commuting Leisure travel
Other
2. How often do you travel by train? Daily Weekly 2-3 times a month
2-3 times a year Once a year This was a one off journey
3. Where did you purchase your ticket? At the station The Grand Central website Another website
Over the phone On board the train Other

Our Passenger Charter sets out the minimum response you should receive. If you are not satisfied with our response, you can contact Transport Focus, at FREEPOST RTEH-XAGE-BYKZ Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ or call 08453 022 022. Registered Office: 1 Admiral Way, Doxford International Business Park, Sunderland SR3 3XP Registered in England No. 03979826

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