

Chiltern launches its 'Delay Repay 15' scheme

May 11, 2022



A new Delay Repay scheme has been brought into effect on the Chiltern Railways website, making it easier and quicker for customers to claim refunds if their journey has been delayed.

This new scheme will allow customers to make claims for compensation whenever their journey is delayed by more than 15 minutes, regardless of the reason or delay.

Prior to the introduction of Delay Repay 15 this month, customers could only make a claim when they were delayed for more than 30 minutes when disruption was within our control, or delayed for more than 60 minutes for all types of disruption.

If customers are travelling with a Season Ticket, the value of the compensation is calculated on the cost of a single journey and the type of season ticket they have purchased.

Customers with a monthly or longer Season Ticket that started on, or before 30 April 2022, will still be eligible for a discount when they renew their season ticket if we have failed to meet our published targets for punctuality and/or reliability as per the previous compensation scheme. This applies on the first renewal only and remains in place until 29 April 2023.

As part of the Delay Repay 15 scheme, Chiltern have also launched a new, automated system which will calculate and process refund claims. This will reduce overall processing times significantly and will also allow customers to create an account to save copies of their Season Ticket, personal details and preferred payment methods.

You can visit the Delay Repay 15 page on the Chiltern Railways website at <https://www.chilternrailways.co.uk/delayrepay15>.

Eleni Jordan, Commercial & Customer Strategy Director for Chiltern Railways, said:

“As well as being committed to delivering a safe, punctual, efficient service, we want to ensure that quick and convenient refunds are issued to our customers in the event of service disruption.

“If our customers have been delayed on their journey, we do not want any further delay to the compensation they are owed.

“We are proud to introduce the Delay Repay 15 scheme alongside our new, automated refund system which allows customers to process their claim in just a few clicks.”