Identifying rail travel compensation and refund rights

Did you travel?

YES

Were you delayed reaching your final destination?

YES

You may be entitled to compensation – depending on the length and/or cause of the delay and the type of ticket you hold

NO

NO

You are not eligible for a refund or compensation for delay or cancellation

You are entitled to a refund on your ticket. Contact your train company or person from whom you bought your ticket (Note: this is for non-season tickets only – see the National Rail Conditions of Carriage for the rules on season ticket refunds)

Some train companies pay compensation after 30 minutes delays, some after 1 hour’s delay. Some also exclude liability for certain causes of delay. There may also be different rules for season and non-season tickets. Check your train company’s Passenger’s Charter to see what type of compensation scheme it operates. Alternatively, you can find information about the scope of many of the schemes at London TravelWatch and further information and advice on how to claim at Passenger Focus and Which?

You may be entitled to a refund but it may be subject to a £10 administrative fee (Note: this is for non-season tickets only – see the National Rail Conditions of Carriage for rules on season ticket refunds)