

TOC Passenger's Charter Compensation  
Single, Return Weekly Season Tickets April 2007

TOC	Delay	Compensation	Method
Arriva Trains Wales	30 minutes	20% of value of single tickets, 10% of value of returns	vouchers
	1 hour	100% of value of single tkts, 50% of value of returns	vouchers
	2 hours	Compensation may be higher	vouchers
c2c	1 hour	50% of cost of ticket	vouchers
Central: Centro servcies	20 mins	£1.00	vouchers
Central: other services	30 minutes	50% of fare for affected journey	vouchers
Chiltern	30 minutes	50% of fare per affected leg	vouchers
	1 hour	100% of fare per affected leg	vouchers
First Capital Connect	30 minutes	50% of fare for affected journey	vouchers
	1 hour	100% of fare for affected journey	vouchers
First Great Western (former First Great Western)	1 hour	100% of cost of affected part of journey	vouchers
	2 hours	100% of cost of entire journey	vouchers
First Great Western (former First Great Western Link)	1 hour where journey more than 1 hour	50% of fare for affected journey	vouchers
	30 minutes where journey less than 1 hour	50% of fare for affected journey	
First Great Western (former Wessex)	1 hour	50% of fare for affected journey	Vouchers (cheque on request)
	2 hours	100% of fare for affected journey	Vouchers (cheque on request)
First ScotRail	30 minutes	50% of fare for affected journey	vouchers
	1 hour	100% of fare for affected journey	vouchers
Gatwick Express	30 minutes	50% of fare for affected journey	vouchers
	1 hour	100% of fare for affected journey	vouchers
GNER	1 hour	50% of fare for affected journey	vouchers
	2 hours	100% of fare for affected journey	vouchers
	3 hours	100% of fare for affected journey	cash
Island Line		100% of fare for affected journey	not specified
Merseyrail Electrics	1hour	20% of fare for affected journey	vouchers
Midland Mainline	1 hour	100% of fare for affected journey	vouchers
Northern Rail	1 hour	50% of fare for affected journey	vouchers
One	30 minutes	50% of fare for affected journey	vouchers
	1 hour	100% of fare for affected journey	vouchers
Silverlink	1 hour	100% for Single/50% Return	Vouchers, cash if preferred
Southern	1 hour	50% of fare per affected leg	vouchers or cash
	2 hours	100% of fare per affected leg	vouchers or cash

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Southeastern	1 hour	50% of fare per affected leg	vouchers (cash above £30)
	2 hours	100% of fare per affected leg	vouchers (cash above £30)
South West Trains	1 hour	25% of price paid for the journey Changes to 100% for 60 minutes under new 2007 FA, date TBC	vouchers
TransPennine Express	30 minutes	100% for Single/50% Return	vouchers
	1 hour	100% of Return journey	vouchers
Virgin CrossCountry	1 hour	25% of fare for affected journey	vouchers
	2 hours	100% of fare for affected journey	
Virgin West Coast	1 hour*	25% of single fare	vouchers
	2 hours	100% of Single fare	

\* 45 minutes London-Birmingham