

From: [REDACTED]
Sent: 12 July 2018 15:11
To: [REDACTED]
Cc: Fiona Walshe ; [REDACTED] ; [REDACTED] ; [REDACTED] ; Tim Rees
Subject: URGENT: SPECIAL COMPENSATION

[REDACTED]

Just to confirm the conversation [REDACTED] and Fiona had with [REDACTED] earlier, we are content for GTR to proceed with the plan as per the attached.

With regard to the [REDACTED] separate email on the Deed of Amendment, Fiona will be picking this up separately.

Regards,

[REDACTED]

From: [REDACTED] [\[REDACTED\]@gtrailway.com](mailto:[REDACTED]@gtrailway.com)
Sent: 12 July 2018 07:05
To: [REDACTED] [\[REDACTED\]@gtrailway.com](mailto:[REDACTED]@gtrailway.com)>; [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>
Cc: [REDACTED] [\[REDACTED\]@gtrailway.com](mailto:[REDACTED]@gtrailway.com)>; [REDACTED] [\[REDACTED\]@gtrailway.com](mailto:[REDACTED]@gtrailway.com)>; Fiona Walshe ; [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>; Tim Rees
Subject: RE: Update request GTR special compensation

Good morning [REDACTED],

Please find attached the amended document, change highlighted in blue.

Kind regards,

[REDACTED]

FINAL DRAFT – 12th July (following direction from the DfT)

Thameslink/Great Northern Season Ticket Compensation Scheme June 2018

Background

A new timetable was introduced across the GTR network on 20th May 2018, primarily driven by the reopening of the Thameslink route through London Bridge. Thameslink operates on one of the busiest parts of the rail network. Passenger journeys in London and the south east have more than doubled in the last two decades, increasing from 547 million in 1995-96 to 1.1 billion in 2016-17.

The Programme has been designed to deliver:

- new infrastructure
- better stations
- new technology
- and new trains

All these changes are happening on an expanded Thameslink network to deliver significant improvements that respond to the growth in passenger demand now and into the future.

As part of these changes, some services previously operating by Great Northern, Southern and Southeastern have moved to Thameslink.

We anticipated some degree of disruption to services while we made the huge changes in operational processes that the new timetable required and had planned for it with the gradual introduction of services on some routes. However, the impact of the late delivery of the timetable and engineering work plan by Network Rail has been much more disruptive than we expected. Since the 20th May, this has therefore left customers on Thameslink and Great Northern routes inconvenienced and frustrated, with a reduced service and regular short notice cancellations of service. The introduction of an interim timetable on the 15th July aims to deliver a more reliable service that customers can plan around, with a focus on services in the peaks.

In summary

In recognition of the substandard level of service currently being provided to customers an additional industry compensation scheme has been agreed with the Department for Transport (DfT) and will be delivered by GTR, on behalf of the industry. This will be in addition to Delay Repay (since the 20th May – paid against the planned May timetables or the service on the day) and enhanced compensation.

In summary, season ticket holders travelling from the most impacted stations will qualify for refunds in two tiers.

Tier one stations

Those season ticket holders travelling from the most severely impacted stations towards London will qualify for up to 4 weeks of compensation under the following criteria;

- Where a season ticket (weekly, monthly or annual) has been held for 1 week or more over the 10 week qualifying period (from 20th May to 28th July 2018). Only one claim per season ticket holder.

The compensation is payable on a sliding scale with the maximum of 4 weeks compensation for 4 weeks of travel over the qualifying period. For example, if a qualifying season ticket

holder has travelled for 1 week over the qualifying period they can claim 1 weeks compensation, for two weeks of travel – 2 weeks compensation, for 3 weeks – 3 weeks compensation, up to a maximum of 4 weeks compensation for 4 weeks travel.

A list of 'in scheme' stations is provided below. Stations in zone 1 and 2 are excluded as are a number of season ticket options (including for tier one stations) due to the fact that wider journey alternatives are available either via the tube or with other transport operators following ticket acceptance being arranged with local buses or other train operators.

The stations listed below must show as an origin/destination on the customer's ticket to be considered. If the customer uses one of these stations to interchange, this does not qualify.

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 1 STATIONS	
Station	Any ticketing exclusions
BEDFORD MIDLAND	
FLITWICK	
LEAGRAVE	
HARLINGTON	
CAMBRIDGE	Greater Anglia Only tickets are excluded
CAMBRIDGE NORTH	Greater Anglia Only tickets are excluded
ELY	Greater Anglia Only tickets are excluded
LETCHWORTH	
ROYSTON HERTS	
BALDOCK	
ASHWELL & MORDEN	
MELDRETH	
FOXTON	
SHEPRETH	
HITCHIN	
STEVENAGE	
WELWYN GARDEN CITY	
POTTERS BAR	
HATFIELD	
WELWYN NORTH	
KNEBWORTH	
ST ALBANS CITY	
HARPENDEN	
LUTON	
RADLETT	
ELSTREE & BOREHAMWOOD	
LUTON AIRPORT PARKWAY	
MILL HILL BROADWAY	
HENDON	
CRICKLEWOOD	
PETERBOROUGH (Great Northern/Thameslink only tickets)	Any permitted excluded
HUNTINGDON	
ST NEOTS	
BIGGLESWADE	
ARLESEY	
SANDY	
EAST GRINSTEAD	
SANDERSTEAD	
UPPER WARLINGHAM	
WOLDINGHAM	
LINGFIELD	

RIDDLEDOWN DORMANS THREE BRIDGES GATWICK AIRPORT REDHILL COULSDON SOUTH MERSTHAM HORLEY EARLSWOOD SALFORDS BRIGHTON HASSOCKS WIVELSFIELD HAYWARDS HEATH BURGESS HILL BALCOMBE PRESTON PARK IFIELD LITTLEHAVEN FAYGATE TOOTING WEST SUTTON SUTTON COMMON WIMBLEDON CHASE MORDEN SOUTH SOUTH MERTON HAYDONS ROAD ST HELIER STREATHAM BELLINGHAM CATFORD BECKENHAM HILL CROFTON PARK RAVENSBOURNE WATTON-AT-STONE HERTFORD NORTH CUFFLEY GORDON HILL WINCHMORE HILL BOWES PARK ENFIELD CHASE PALMERS GREEN GRANGE PARK BAYFORD CREWS HILL DOWNHAM MARKET WATERBEACH KING'S LYNN LITTLEPORT WATLINGTON BROOKMANS PARK NEW BARNET OAKLEIGH PARK WELHAM GREEN NEW SOUTHGATE HADLEY WOOD HORNSEY ALEXANDRA PALACE HARRINGAY SHORTLANDS BICKLEY CATFORD BR HIGHAM EYNSFORD SWANSCOMBE BAT & BALL NORTHFLEET SHOREHAM (KENT)	
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Tier two stations

In addition to those stations where the majority of the service was planned to be Thameslink or Great Northern, further compensation of 1 week will also be payable to those season ticket holders travelling from stations where the impact has been less severe but a significant proportion of services were operated by Great Northern or Thameslink. Customer's journeys must have substantively been on Thameslink or Great Northern services to qualify. The following criteria will apply;

- Where a season ticket (weekly, monthly or annual) has been held for 1 week or more over the 10 week qualifying period (from 20th May to 28th July 2018). Only one claim per season ticket holder.

Changing trains:

The stations listed below must show as an origin/destination on the customer's ticket to be considered. If the customer uses one of these stations to interchange, this does not qualify. Tier two stations and any ticketing exclusions are summarised in the below table:

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 2 STATIONS	
Station	Any ticketing exclusions
HURST GREEN	
OXTED	
PURLEY	
HOVE	
HORSHAM	
CRAWLEY	
CARSHALTON	
HACKBRIDGE	
MITCHAM EASTFIELDS	
MITCHAM JUNCTION	
SUTTON (SURREY)	
TULSE HILL	
EAST CROYDON	
SOUTH CROYDON	
PORTSLADE	
WORTHING	
SHOREHAM-BY-SEA (WEST SUSSEX)	
LITTLEHAMPTON	
WEST WORTHING	
ANGMERING	
LANCING	
DURRINGTON-ON-SEA	
GORING-BY-SEA	
BROMLEY SOUTH	
GRAVESEND CENTRAL	Route plus high speed is not eligible
GREENHITHE	
MAZE HILL	
OTFORD	
RAINHAM KT	
ST MARY CRAY	Route plus high speed is not eligible
STONE CROSSING	
STROOD	Route plus high speed is not eligible
SWANLEY	
WESTCOMBE PARK	
NORWOOD JUNCTION	

It is fully appreciated that many customers travelling from stations outside of those included within the scheme have had their journeys impacted since May 20th and we continue to promote that customer claim the compensation they may already be due through the delay repay and enhanced compensation scheme. The delay repay scheme includes compensation for journey delays from 15 minutes against either the planned May timetable or the service in operation on the day.

This is an industry compensation scheme which, in recognition of the industry failures which led to the current poor service provision for customers, has been agreed with the DfT but will be funded by the industry.

The approach to claiming compensation

The detail of timings as to when the scheme 'opens' for claims will be defined in due course, with the qualifying period ending on the 28th July. It is proposed that the scheme is run in two phases, in the same way as the 2017 Southern Season Ticket compensation scheme. The **first phase** will see customers who can be identified as meeting the qualifying criteria and are known to us (e.g. email contact details and ticket information held and customers 'opting in' for contact) automatically contacted and offered the appropriate level of compensation. GTR have already started work to identify customers who qualify based upon season tickets held from 20th May to end June.

The **second phase** will be where customers who have not been contacted however believe they are entitled to compensation will be able to then apply for compensation via a dedicated online compensation form on the Thameslink and Great Northern websites. Nb. Dependent upon the volumes of customers identified and contact via phase 1, to ensure resilience of web site and timely handling of claims the scheme may be opened for claims in phase 2 by station line of route rather than open to 'all'.

An initial list of FAQs will be made available online to support customers following any imminent announcement of the scheme, with more detail added as this is defined and available. The intent is that customers are able to find relevant information online

What are we offering customers?

Qualifying customers will be offered the following equating up to 4 weeks' worth of travel which will be calculated as follows:

Ticket type	Compensation amount			
	1 week Tier 1 & Tier 2 stations	2 weeks Tier 1 only	3 weeks Tier 1 only	4 weeks Tier 1 only
Annual season	Annual cost / 12 then divided by 4	Annual cost / 12 then divided by 4 x 2	Annual cost / 12 then divided by 4 x 3	Annual cost /12
Monthly season	Monthly / 4	Monthly / 4 x 2	Monthly / 4 x 3	The value of 1 monthly
Weekly	Cost of weekly	Cost of weekly x 2	Cost of weekly x 3	Cost of weekly x 4
Period season tick	Calculated based on the cost of the monthly season ticket rate / 4	Calculated based on the cost of the monthly season ticket rate / 4 x 2	Calculated based on the cost of the monthly season ticket rate / 4 x 3	Calculated based on the cost of the monthly season ticket rate
Season ticket(s) to/from various destination/origin during the qualifying period	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis

Compensation will be offered to customers regardless of the type of product (paper ticket, Smartcard, Oyster season travelcard including Capped CPAY) or where the season ticket was originally purchased from. The customer will need to meet the minimum qualifying criteria – as above, certain eligible origin stations and the tenure of a season ticket (or tickets) between two date ranges.

Method of payment options available to the customers will be Electronic bank transfer (BACs), Visa debit/credit or e-vouchers. Cheque payments will be made to customers communicating by post as customer bank/card details will not be available. It may not be possible to offer e-voucher for customers who live on the South Eastern network.

How do customers claim compensation?

Phase 1 - Whitelisted customers will be proactively prompted by email or letter advising them that they are entitled to compensation. The email/letter will include the amount the customer is entitled to and guidance regarding next steps. This made 60% of all claims with the Southern scheme in 2017 and is a much simpler experience for customers.

Phase 2 - To take into account customers who may not have been captured via the phase 1 process but still believe they are entitled to compensation (anticipated to be around 40%), a dedicated compensation claim form will be available via the Great Northern and Thameslink websites. This will only be made available once phase 1 is complete. Customers will be prompted to upload information relating to their tickets to enable their claim to be assessed and where appropriate payment made.

DfT have confirmed GTR will have discretion in calculating the compensation payment described above in circumstances where additional evidence is provided to support a customer's claim. There is no discretion with regard to stations outside of scope.

How will customers be told about the compensation scheme?

We are very keen to ensure all customers who are eligible for compensation get it. Where we can identify eligible customers we will proactively contact them (phase 1). In addition to this we will be publicising the scheme via our website, social media (Twitter) and putting posters up at our stations.

A cut-off date for applications will apply but is yet to be determined.

From: [REDACTED]

Sent: 12 July 2018 14:35

To: [REDACTED]

Cc: Fiona Walshe

Simon Smith

; Hannant-Payne

Jane Cornthwaite

Peter Wilkinson

[REDACTED] Fiona White

[REDACTED] Tim Rees

Subject: RE: GTR special compensation scheme for season ticket holders

[REDACTED] and [REDACTED],

To confirm Ministers are content for you to proceed.

Many thanks,

[REDACTED]

[REDACTED] | Private Secretary to the Secretary of State for Transport, Department for Transport
5/13 | [REDACTED] | [REDACTED]

From: [REDACTED]

Sent: 11 July 2018 16:57

To: [REDACTED]

Cc: Fiona Walshe ; [REDACTED] ; [REDACTED] ; Simon Smith ; [REDACTED]
[REDACTED] ; Hannant-Payne ; [REDACTED] ; Jane
Cornthwaite ; [REDACTED] ; Peter Wilkinson ; [REDACTED]
[REDACTED] ; Fiona White ; Tim Rees

Subject: RE: GTR special compensation scheme for season ticket holders

Hi folks,

Presuming DfT give the green light for GTR to make their follow-up announcement on special compensation tomorrow – 12 July (see Simon's email below), the comms plan will be:

What happened re GTR Special Compo on 4 July

- GTR put out a press notice saying further eligibility criteria would be announced w/c 9 July
- DfT had a reactive line, Q&A and a Dear Colleague letter (everything you need on the 4 July announcement is in the ATTACHED email)

What will happen re GTR Special Compo on 12 July (due for midday press release) – this is a GTR lead

- GTR will issue the below press notice (*I've already made a tweak below and happy to relay other edits to GTR*)
- The Thameslink and Great Northern websites will be updated with eligibility criteria including dates of the scheme (20 May – 28 July) and a list of included stations
- GTR staff and customer call centres will be issued with the Q&A, factsheet, list of eligible stations ATTACHED
- Top 15 stakeholders will get a call and stakeholder comms will follow
- Social feeds, infographic, customer email, passenger text message and passenger station/train screens updated
- DfT will have reactive Q&A

FOR INFO:

- The broad terms of the cash back scheme are similar to Northern i.e. between 1 week and 4 weeks compensation
- The GTR scheme will go live in August in two waves, identical to what they did for Southern special compo – which was well received. First, passengers who have registered their details will get a prompt (pre-populated claim form) suggesting they are eligible and should fill in the extra details needed, then a web portal will open for people who think they may be eligible to make a claim from scratch.
- There has been some debate on when the scheme should go live, the August date was chosen to allow for the eligibility period to close (28 July) and for GTR to make their approach to customers who are registered and eligible for compo (it takes a few weeks to crunch this data)

DRAFT PRESS RELEASE – INDUSTRY COMPENSATION 12 JULY

Private & Confidential

Govia Thameslink Railway announces details of compensation for Great Northern and Thameslink passengers

GTR has today announced details of an industry compensation package for season ticket holders on Great Northern and Thameslink who have been most significantly affected by issues relating to the introduction of the May timetable.

Refunds on fares are being offered to passengers in agreement with the Department for Transport and in recognition of the recent disruption.

Passengers holding season tickets will receive money back to the equivalent cost of one to four weeks' rail travel.

The scheme will be funded by the rail industry, including GTR, and the amount of compensation to be paid is calculated ~~on a sliding scale~~ according to the level of disruption since the start of the new May timetable.

Qualifying passengers holding season tickets for travel between 20th May and 28th July will receive money back. GTR will start to contact qualifying passengers by the end of August.

Passengers can read full details of this additional industry compensation package, including a list of stations in the scheme, here **XXX**.

Nick Brown, GTR Chief Operating Officer, said: *"We apologise to passengers for the poor service performance caused by issues relating to the introduction of the May timetable. In recognition of this we will be refunding fares according the level of disruption on Great Northern and Thameslink. This compensation is offered in addition to our usual Delay Repay scheme for journey delays of 15 minutes or more and enhanced compensation for season tickets holders."*

Cheers, [REDACTED]

[REDACTED], Passenger Services, Department for Transport

From: [REDACTED]
Sent: 11 July 2018 17:55
To: [REDACTED]
Cc: [REDACTED]; Fiona Walshe; [REDACTED]; Tim Rees
Subject: RE: Update request GTR special compensation

Perfectly happy with that [REDACTED] and your approval confirmation email to GTR tomorrow could perhaps simply provide approval subject to that amend.

Thanks for the update.

[REDACTED]

Sent from my Windows Phone

From: [REDACTED]
Sent: 11/07/2018 17:11
To: [REDACTED]
Cc: [REDACTED]; [Fiona Walshe](#); [REDACTED]; [Tim Rees](#)
Subject: RE: Update request GTR special compensation

Hi [REDACTED]

I have spoken to SoS' office and sent them the latest iteration of the scheme and the map, and am awaiting a response. Obviously Ministers are busy people so his office will pick this up as soon as they can. You may be aware that the Northern & TPE schemes are being announced this afternoon which has been dealt with as a priority.

I've had one suggestion (not from SoS) that the new wording on discretion could be improved perhaps to say:

"DfT have confirmed GTR will have discretion in calculating the compensation payment described above in circumstances where additional evidence is provided to support a customer's claim. There is no discretion with regard to stations outside of scope."

I will revert back once I've heard from Ministers. Thanks

[REDACTED]

[REDACTED] | **Head of Passenger Service Excellence, Passenger Services, Department for Transport**
4/21 GMH | [REDACTED] |

From: [REDACTED]@gtrailway.com]

Sent: 11 July 2018 16:54

To: [REDACTED]@dft.gov.uk>

Cc:

Fiona Walshe

Subject: Update request

Importance: High

Hi [REDACTED],

It would be helpful if you could provide an update and a steer as to when DfT will be able to provide this final written approval to the scheme scope.

Many thanks,

[REDACTED]

[REDACTED]

Head of Customer Experience & Engagement

[REDACTED]

From: [REDACTED]

Sent: 11 July 2018 15:28

To:

Cc: Fiona Walshe

Simon Smith

Hannant-Payne

Jane Cornthwaite

Peter Wilkinson

Fiona White

Subject: FW: GTR special compensation scheme for season ticket holders

Importance: High

Hi [REDACTED], we spoke.

We have now received a final draft of the GTR special compensation proposal for season ticket holders which GTR plan to announce tomorrow. GTR have asked for confirmation that DfT have agreed this package so that they can finalise their press & staff briefing, Q&A, FAQs etc. We propose one further tweak to the wording on GTR discretion but are otherwise content with the attached.

I also attach an updated map of in scope tier 1 and 2 stations. As a reminder tier 1 is generally 50% plus services at the station provided by GN or Thameslink, and tier 2 is 25-49% of services at the station provided by TL or GN.

Before reverting to GTR to confirm we are content, could I ask that you please confirm whether Ministers are content with the season ticket package as per the attached? Obviously we are still awaiting Ministers feedback on any extension of this scheme beyond season tickets which will not be announced tomorrow, but if applicable at a later date. We have flagged to GTR that it is a real possibility that we will seek an extension of this scheme to cover non season ticket workers.

GTR have in respect of the non season ticket proposals highlighted the following; "a claims process is by its nature not customer friendly and would have to purely rely on customers being aware and making a claim for daily tickets, the industry costs to administer a claims process for this would be significant (all having to be manually processed), alongside a high and impossible to quantify fraud risk etc. We have discussed and suggest alternative options outside of another scheme based on individuals claiming, which could include future ticket discounts or a period of 'free' travel".

These ideas mirror what Transport for the North are considering for their further scheme for non-season ticket holders on Northern and TPE as flagged in my box note yesterday.

Happy to discuss.

[REDACTED] | Head of Passenger Service Excellence, Passenger Services, Department for Transport
4/21 GMH | [REDACTED] |

DRAFT – 2nd July 2018, amended 3rd July, amended 6th July and 10th July (following further direction from the DfT)

Changing trains:

The stations listed below must show as an origin/destination on the customer's ticket to be considered. If the customer uses one of these stations to interchange, this does not qualify. Tier one stations and any ticketing exclusions are summarised in the below table:

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 1 STATIONS	
Station	Any ticketing exclusions
BEDFORD MIDLAND FLITWICK LEAGRAVE HARLINGTON CAMBRIDGE CAMBRIDGE NORTH ELY LETCWORTH ROYSTON HERTS BALDOCK	Greater Anglia Only tickets are excluded Greater Anglia Only tickets are excluded Greater Anglia Only tickets are excluded

ASHWELL & MORDEN	
MELDRETH	
FOXTON	
SHEPRETH	
HITCHIN	
STEVENAGE	
WELWYN GARDEN CITY	
POTTERS BAR	
HATFIELD	
WELWYN NORTH	
KNEBWORTH	
ST ALBANS CITY	
HARPENDEN	
LUTON	
RADLETT	
ELSTREE & BOREHAMWOOD	
LUTON AIRPORT PARKWAY	
MILL HILL BROADWAY	
HENDON	
CRICKLEWOOD	
PETERBOROUGH (Great Northern/Thameslink only tickets)	Any permitted excluded
HUNTINGDON	
ST NEOTS	
BIGGLESWADE	
ARLESEY	
SANDY	
EAST GRINSTEAD	
SANDERSTEAD	
UPPER WARLINGHAM	
WOLDINGHAM	
LINGFIELD	
RIDDLESDOWN	
DORMANS	
THREE BRIDGES	
GATWICK AIRPORT	
REDHILL	
COULSDON SOUTH	
MERSTHAM	
HORLEY	
EARLSWOOD	
SALFORDS	
BRIGHTON	
HASSOCKS	
WIVELSFIELD	
HAYWARDS HEATH	
BURGESS HILL	
BALCOMBE	
PRESTON PARK	
IFIELD	
LITTLEHAVEN	
FAYGATE	
TOOTING	
WEST SUTTON	
SUTTON COMMON	
WIMBLEDON CHASE	
MORDEN SOUTH	
SOUTH MERTON	
HAYDONS ROAD	
ST HELIER	
STREATHAM	
BELLINGHAM	
CATFORD	
BECKENHAM HILL	
CROFTON PARK	
RAVENSBOURNE	
WATTON-AT-STONE	
HERTFORD NORTH	
CUFFLEY	
GORDON HILL	
WINCHMORE HILL	

BOWES PARK ENFIELD CHASE PALMERS GREEN GRANGE PARK BAYFORD CREWS HILL DOWNHAM MARKET WATERBEACH KING'S LYNN LITTLEPORT WATLINGTON BROOKMANS PARK NEW BARNET OAKLEIGH PARK WELHAM GREEN NEW SOUTHGATE HADLEY WOOD HORNSEY ALEXANDRA PALACE HARRINGAY SHORTLANDS BICKLEY CATFORD BR HIGHAM EYNSFORD SWANSCOMBE BAT & BALL NORTHFLEET SHOREHAM (KENT)	
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Tier two stations

In addition to those stations where the majority of the service was planned to be Thameslink or Great Northern, further compensation of 1 week will also be payable to those season ticket holders travelling from stations where the impact has been less severe but a significant proportion of services were operated by Great Northern or Thameslink. Customer's journeys must have substantively been on Thameslink or Great Northern services to qualify. The following criteria will apply;

- Where a season ticket (weekly, monthly or annual) has been held for 1 week or more over the 10 week qualifying period (from 20th May to 28th July 2018). Only one claim per season ticket holder.

Changing trains:

The stations listed below must show as an origin/destination on the customer's ticket to be considered. If the customer uses one of these stations to interchange, this does not qualify. Tier two stations and any ticketing exclusions are summarised in the below table:

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 2 STATIONS	
Station	Any ticketing exclusions
HURST GREEN OXTED PURLEY HOVE HORSHAM CRAWLEY CARSHALTON HACKBRIDGE MITCHAM EASTFIELDS MITCHAM JUNCTION SUTTON (SURREY) TULSE HILL EAST CROYDON	

SOUTH CROYDON PORTSLADE WORTHING SHOREHAM-BY-SEA (WEST SUSSEX) LITTLEHAMPTON WEST WORTHING ANGMERING LANCING DURRINGTON-ON-SEA GORING-BY-SEA BROMLEY SOUTH GRAVESEND CENTRAL GREENHITHE MAZE HILL OTFORD RAINHAM KT ST MARY CRAY STONE CROSSING STROOD SWANLEY WESTCOMBE PARK NORWOOD JUNCTION	 Route plus high speed is not eligible Route plus high speed is not eligible Route plus high speed is not eligible
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It is fully appreciated that many customers travelling from stations outside of those included within the scheme have had their journeys impacted since May 20th and we continue to promote that customer claim the compensation they may already be due through the delay repay and enhanced compensation scheme. The delay repay scheme includes compensation for journey delays from 15 minutes against either the planned May timetable or the service in operation on the day.

This is an industry compensation scheme which, in recognition of the industry failures which led to the current poor service provision for customers, has been defined agreed with by the DfT but will be funded by the industry.

The approach to claiming compensation

The detail of timings as to when the scheme 'opens' for claims will be defined in due course, with the qualifying period ending on the 28th July. It is proposed that the scheme is run in two phases, in the same way as the 2017 Southern Season Ticket compensation scheme. The **first phase** will see customers who can be identified as meeting the qualifying criteria and are known to us (e.g. email contact details and ticket information held and customers 'opting in' for contact) automatically contacted and offered the appropriate level of compensation. GTR have already started work to identify customers who qualify based upon season tickets held from 20th May to end June.

The **second phase** will be where customers who have not been contacted however believe they are entitled to compensation will be able to then apply for compensation via a dedicated online compensation form on the Thameslink and Great Northern websites. Nb. Dependent upon the volumes of customers identified and contact via phase 1, to ensure resilience of web site and timely handling of claims the scheme may be opened for claims in phase 2 by station line of route rather than open to 'all'.

An initial list of FAQs will be made available online to support customers following any imminent announcement of the scheme, with more detail added as this is defined and available. The intent is that customers are able to find relevant information online

What are we offering customers?

Qualifying customers will be offered the following equating up to 4 weeks' worth of travel which will be calculated as follows:

Ticket type	Compensation amount			
	1 week Tier 1 & Tier 2 stations	2 weeks Tier 1 only	3 weeks Tier 1 only	4 weeks Tier 1 only
Annual season	Annual cost / 12 then divided by 4	Annual cost / 12 then divided by 4 x 2	Annual cost / 12 then divided by 4 x 3	Annual cost / 12
Monthly season	Monthly / 4	Monthly / 4 x 2	Monthly / 4 x 3	The value of 1 monthly
Weekly	Cost of weekly	Cost of weekly x 2	Cost of weekly x 3	Cost of weekly x 4
Period season tick	Calculated based on the cost of the monthly season ticket rate / 4	Calculated based on the cost of the monthly season ticket rate / 4 x 2	Calculated based on the cost of the monthly season ticket rate / 4 x 3	Calculated based on the cost of the monthly season ticket rate
Season ticket(s) to/from various destination/origin during the qualifying period	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis

Compensation will be offered to customers regardless of the type of product (paper ticket, Smartcard, Oyster season travelcard including Capped CPAY) or where the season ticket was originally purchased from. The customer will need to meet the minimum qualifying criteria – as above, certain eligible origin stations and the tenure of a season ticket (or tickets) between two date ranges.

Method of payment options available to the customers will be Electronic bank transfer (BACs), Visa debit/credit or e-vouchers. Cheque payments will be made to customers communicating by post as customer bank/card details will not be available. It may not be possible to offer e-voucher for customers who live on the South Eastern network.

How do customers claim compensation?

Phase 1 - Whitelisted customers will be proactively prompted by email or letter advising them that they are entitled to compensation. The email/letter will include the amount the customer is entitled to and guidance regarding next steps. This made 60% of all claims with the Southern scheme in 2017 and is a much simpler experience for customers.

Phase 2 - To take into account customers who may not have been captured via the phase 1 process but still believe they are entitled to compensation (anticipated to be around 40%), a dedicated compensation claim form will be available via the Great Northern and Thameslink websites. This will only be made available once phase 1 is complete. Customers will be prompted to upload information relating to their tickets to enable their claim to be assessed and where appropriate payment made.

DfT have confirmed GTR will have discretion in calculating the compensation payment described above in circumstances where additional evidence is provided to support a customer's claim. However, DfT have stated GTR has no discretion which stations are within scope.

How will customers be told about the compensation scheme?

We are very keen to ensure all customers who are eligible for compensation get it. Where we can identify eligible customers we will proactively contact them (phase 1). In addition to this we will be publicising the scheme via our website, social media (Twitter) and putting posters up at our stations.

A cut-off date for applications will apply but is yet to be determined.

SERVICES AND FACILITIES

This is a general guide to the basic daily services.
Not all trains stop at all stations on each coloured line, so please check the timetable.

Gatwick Express  **REGULAR SERVICE**
Great Northern  **LIMITED SERVICE**
Southern  **LIMITED SERVICE**
Thameslink  **LIMITED SERVICE**

Other train operators may provide additional services along some of our routes.

- Other train operators' routes
- Bus links
- Faygate* Limited service stations on our network
- Interchange stations
- Interchange with London Underground
- Interchange with London Overground
- Interchange with London Tramlink
- Interchange with Eurostar
- Interchange with other operators' train services
- Interchange with Airports
- Ferry service routes
- Hovercraft service routes

Tier 1 stations

Tier 2 Stations

Oyster and contactless payment can be used in the yellow shaded area

On Mondays to Saturdays from December 2018 until further notice, buses will replace trains between Stevenage and Hertford North and between Stevenage and Watton-at-Stone.
For more information visit: greatnorthernrail.com/railreplacement

From: [REDACTED]@gtrailway.com]

Sent: 11 July 2018 13:16

To: [REDACTED]@dft.gov.uk>

Cc:

[REDACTED] Fiona Walshe [REDACTED]

Subject:

Hi [REDACTED],

Thank you for your time this morning.

As discussed, based on the call this morning, I have made the final requested tweaks to the internal scheme outline document (attached), this covers;

- addition of line re. GTR flexibility with claims without referral to DfT (highlighted in blue)

I understand that you need to secure ministerial approval to the scheme outline and you're aware that we urgently need DfT sign-off to this to ensure that all final documentation (internal and external) is correct and key teams can be briefed in advance of a press release which provides details of the scheme.

You have confirmed that whilst regular daily ticket holders remains an open discussion, that the industry scheme GTR will announce details of is a season ticket scheme (in line with the attached scheme outline doc) and discussion regarding 'regular dailys' would be a further and future discussion between the DfT and GTR.

We have previously provided thoughts to the DfT on the inclusion of 'regular dailys' - including in our original document requesting clarity as to whether DfT were simply looking at only a season ticket holders scheme and the fact that the disruption since the 20th May has material impacted regular daily travellers (including carnet holders). We would highlight the following; a claims process is by it's nature not customer friendly and would have to purely rely on customers being aware and making a claim for dailys, the industry costs to administer a claims process for this would be significant (all having to be manually processed), alongside a high and impossible to quantify fraud risk etc. We have discussed and suggest alternative options outside of another scheme based on individuals claiming, which could include future ticket discounts or a period of 'free' travel.

The DfTs urgent approval today of the agreed season ticket scheme outline document (attached) enabling GTR to finalise all communications and brief teams would be appreciated.

Kind regards,

[REDACTED]

[REDACTED]

Head of Customer Experience & Engagement

[REDACTED]

Govia Thameslink Railway Limited

Registered in England and Wales No. 07934306.

Registered office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE

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DRAFT – 2nd July 2018, amended 3rd July, amended 6th July and 10th July (following further direction from the DfT)

Thameslink/Great Northern Season Ticket Compensation Scheme June 2018

Background

A new timetable was introduced across the GTR network on 20th May 2018, primarily driven by the reopening of the Thameslink route through London Bridge. Thameslink operates on one of the busiest parts of the rail network. Passenger journeys in London and the south east have more than doubled in the last two decades, increasing from 547 million in 1995-96 to 1.1 billion in 2016-17.

The Programme has been designed to deliver:

- new infrastructure
- better stations
- new technology
- and new trains

All these changes are happening on an expanded Thameslink network to deliver significant improvements that respond to the growth in passenger demand now and into the future.

As part of these changes, some services previously operating by Great Northern, Southern and Southeastern have moved to Thameslink.

We anticipated some degree of disruption to services while we made the huge changes in operational processes that the new timetable required and had planned for it with the gradual introduction of services on some routes. However, the impact of the late delivery of the timetable and engineering work plan by Network Rail has been much more disruptive than we expected. Since the 20th May, this has therefore left customers on Thameslink and Great Northern routes inconvenienced and frustrated, with a reduced service and regular short notice cancellations of service. The introduction of an interim timetable on the 15th July aims to deliver a more reliable service that customers can plan around, with a focus on services in the peaks.

In summary

In recognition of the substandard level of service currently being provided to customers an additional industry compensation scheme has been defined agreed with by the Department for Transport (DfT) and will be delivered by GTR, on behalf of the industry. This will be in addition to Delay Repay (since the 20th May – paid against the planned May timetables or the service on the day) and enhanced compensation.

In summary, season ticket holders travelling from the most impacted stations will qualify for refunds in two tiers.

Tier one stations

Those season ticket holders travelling from the most severely impacted stations towards London will qualify for up to 4 weeks of compensation under the following criteria;

- Where a season ticket (weekly, monthly or annual) has been held for 1 week or more over the 10 week qualifying period (from 20th May to 28th July 2018). Only one claim per season ticket holder.

The most severely impacted customers are defined as those customers travelling from stations where the majority of the planned service from that station into London for the May timetable was planned to be Thameslink and / or Great Northern. Customers travelling from these stations have had more limited alternative journey options. Customer's journeys must have substantively been on Thameslink or Great Northern services to qualify.

Changing trains:

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 1 STATIONS	
Station	Any ticketing exclusions
BEDFORD MIDLAND	
FLITWICK	
LEAGRAVE	
HARLINGTON	
CAMBRIDGE	Greater Anglia Only tickets are excluded
CAMBRIDGE NORTH	Greater Anglia Only tickets are excluded
ELY	Greater Anglia Only tickets are excluded
LETCHWORTH	
ROYSTON HERTS	
BALDOCK	
ASHWELL & MORDEN	
MELDRETH	
FOXTON	
SHEPRETH	
HITCHIN	
STEVENAGE	
WELWYN GARDEN CITY	
POTTERS BAR	
HATFIELD	
WELWYN NORTH	
KNEBWORTH	
ST ALBANS CITY	
HARPENDEN	
LUTON	
RADLETT	
ELSTREE & BOREHAMWOOD	
LUTON AIRPORT PARKWAY	
MILL HILL BROADWAY	
HENDON	
CRICKLEWOOD	
PETERBOROUGH (Great Northern/Thameslink only tickets)	Any permitted excluded
HUNTINGDON	
ST NEOTS	
BIGGLESWADE	
ARLESEY	
SANDY	
EAST GRINSTEAD	
SANDERSTEAD	

UPPER WARLINGHAM WOLDINGHAM LINGFIELD RIDDLEDOWN DORMANS THREE BRIDGES GATWICK AIRPORT REDHILL COULSDON SOUTH MERSTHAM HORLEY EARLSWOOD SALFORDS BRIGHTON HASSOCKS WIVELSFIELD HAYWARDS HEATH BURGESS HILL BALCOMBE PRESTON PARK IFIELD LITTLEHAVEN FAYGATE TOOTING WEST SUTTON SUTTON COMMON WIMBLEDON CHASE MORDEN SOUTH SOUTH MERTON HAYDONS ROAD ST HELIER STREATHAM BELLINGHAM CATFORD BECKENHAM HILL CROFTON PARK RAVENSBOURNE WATTON-AT-STONE HERTFORD NORTH CUFFLEY GORDON HILL WINCHMORE HILL BOWES PARK ENFIELD CHASE PALMERS GREEN GRANGE PARK BAYFORD CREWS HILL DOWNHAM MARKET WATERBEACH KING'S LYNN LITTLEPORT WATLINGTON BROOKMANS PARK NEW BARNET OAKLEIGH PARK WELHAM GREEN NEW SOUTHGATE HADLEY WOOD HORNSEY ALEXANDRA PALACE HARRINGAY SHORTLANDS BICKLEY CATFORD BR HIGHAM EYNSFORD SWANSCOMBE BAT & BALL NORTHFLEET SHOREHAM (KENT)	
---	--

Tier two stations

In addition to those stations where the majority of the service was planned to be Thameslink or Great Northern, further compensation of 1 week will also be payable to those season ticket holders travelling from stations where the impact has been less severe but a significant proportion of services were operated by Great Northern or Thameslink. Customer's journeys must have substantively been on Thameslink or Great Northern services to qualify. The following criteria will apply;

- Where a season ticket (weekly, monthly or annual) has been held for 1 week or more over the 10 week qualifying period (from 20th May to 28th July 2018). Only one claim per season ticket holder.

Changing trains:

The stations listed below must show as an origin/destination on the customer's ticket to be considered. If the customer uses one of these stations to interchange, this does not qualify. Tier two stations and any ticketing exclusions are summarised in the below table:

ADDITIONAL INDUSTRY COMPENSATION SCHEME – TIER 2 STATIONS	
Station	Any ticketing exclusions
HURST GREEN	
OXTED	
PURLEY	
HOVE	
HORSHAM	
CRAWLEY	
CARSHALTON	
HACKBRIDGE	
MITCHAM EASTFIELDS	
MITCHAM JUNCTION	
SUTTON (SURREY)	
TULSE HILL	
EAST CROYDON	
SOUTH CROYDON	
PORTSLADE	
WORTHING	
SHOREHAM-BY-SEA (WEST SUSSEX)	
LITTLEHAMPTON	
WEST WORTHING	
ANGMERING	
LANCING	
DURRINGTON-ON-SEA	
GORING-BY-SEA	
BROMLEY SOUTH	
GRAVESEND CENTRAL	Route plus high speed is not eligible
GREENHITHE	
MAZE HILL	
OTFORD	
RAINHAM KT	Route plus high speed is not eligible
ST MARY CRAY	
STONE CROSSING	
STROOD	Route plus high speed is not eligible
SWANLEY	
WESTCOMBE PARK	
NORWOOD JUNCTION	

It is fully appreciated that many customers travelling from stations outside of those included within the scheme have had their journeys impacted since May 20th and we continue to promote that customer claim the compensation they may already be due through the delay repay and enhanced compensation scheme. The delay repay scheme includes compensation

for journey delays from 15 minutes against either the planned May timetable or the service in operation on the day.

This is an industry compensation scheme which, in recognition of the industry failures which led to the current poor service provision for customers, has been defined agreed with by the DfT but will be funded by the industry.

The approach to claiming compensation

The detail of timings as to when the scheme 'opens' for claims will be defined in due course, with the qualifying period ending on the 28th July. It is proposed that the scheme is run in two phases, in the same way as the 2017 Southern Season Ticket compensation scheme. The first phase will see customers who can be identified as meeting the qualifying criteria and are known to us (e.g. email contact details and ticket information held and customers 'opting in' for contact) automatically contacted and offered the appropriate level of compensation. GTR have already started work to identify customers who qualify based upon season tickets held from 20th May to end June.

The second phase will be where customers who have not been contacted however believe they are entitled to compensation will be able to then apply for compensation via a dedicated online compensation form on the Thameslink and Great Northern websites. Nb. Dependent upon the volumes of customers identified and contact via phase 1, to ensure resilience of web site and timely handling of claims the scheme may be opened for claims in phase 2 by station line of route rather than open to 'all'.

An initial list of FAQs will be made available online to support customers following any imminent announcement of the scheme, with more detail added as this is defined and available. The intent is that customers are able to find relevant information online

What are we offering customers?

Qualifying customers will be offered the following equating up to 4 weeks' worth of travel which will be calculated as follows:

Ticket type	Compensation amount			
	1 week Tier 1 & Tier 2 stations	2 weeks Tier 1 only	3 weeks Tier 1 only	4 weeks Tier 1 only
Annual season	Annual cost / 12 then divided by 4	Annual cost / 12 then divided by 4 x 2	Annual cost / 12 then divided by 4 x 3	Annual cost /12
Monthly season	Monthly / 4	Monthly / 4 x 2	Monthly / 4 x 3	The value of 1 monthly
Weekly	Cost of weekly	Cost of weekly x 2	Cost of weekly x 3	Cost of weekly x 4
Period season tick	Calculated based on the cost of the monthly season ticket rate / 4	Calculated based on the cost of the monthly season ticket rate / 4 x 2	Calculated based on the cost of the monthly season ticket rate / 4 x 3	Calculated based on the cost of the monthly season ticket rate
Season ticket(s) to/from various destination/origin during the qualifying period	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis	Evaluated on a case by case basis

Compensation will be offered to customers regardless of the type of product (paper ticket, Smartcard, Oyster season travelcard including Capped CPAY) or where the season ticket was originally purchased from. The customer will need to meet the minimum qualifying criteria – as above, certain eligible origin stations and the tenure of a season ticket (or tickets) between two date ranges.

Method of payment options available to the customers will be Electronic bank transfer (BACs), Visa debit/credit or e-vouchers. Cheque payments will be made to customers communicating by post as customer bank/card details will not be available. It may not be possible to offer e-voucher for customers who live on the South Eastern network.

How do customers claim compensation?

Phase 1 - Whitelisted customers will be proactively prompted by email or letter advising them that they are entitled to compensation. The email/letter will include the amount the customer is entitled to and guidance regarding next steps. This made 60% of all claims with the Southern scheme in 2017 and is a much simpler experience for customers.

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A cut-off date for applications will apply but is yet to be determined.

From: [REDACTED]

Sent: 05 July 2018 11:45

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: GTR announces additional compensation for Thameslink and Great Northern passengers

Copying to the wider team for info so you know where we are with the GTR special compensation scheme, and why things were rather manic yesterday!

I am now working with GTR on the details which as it says below will be confirmed sometime next week.

[REDACTED]

[REDACTED] | Head of Passenger Service Excellence, Passenger Services, Department for Transport
4/21 GMH | [REDACTED] |

From: [REDACTED]

Sent: 05 July 2018 11:35

To: Tim Rees ; [REDACTED]

Cc: [REDACTED] ; Fiona Walshe ; [REDACTED]

Subject: GTR announces additional compensation for Thameslink and Great Northern passengers

Folks,

So you have all the information in one place.

GTR's high-level announcement on special compensation for TT disruption went out late Wed 4 July. Their press notice is below. They now have a week to get the eligibility terms and conditions for passengers/ stations up on their website/ other announcement – although my advice would be to keep this low key and targeted at passengers and stakeholders, not media.

DfT's Dear Colleague letter followed the announcement and is attached.

DfT's reactive press line is:

A DfT spokesperson said:

"The disruption that Thameslink and Great Northern passengers have suffered is unacceptable, and the Transport Secretary and Rail Minister have been clear that services must improve as a priority.

"The compensation package is an important step forward and we encourage all eligible customers to claim once GTR have set out full details.

“We also continue to investigate whether GTR has breached its contract, alongside the independent inquiry to determine what went wrong. We won’t hesitate to take tough action if the operator is found to have been negligent.”

Background

- Passengers on GTR will be compensated, **by industry**, over and above the compensation they can already claim for delays of 15 minutes or more.
- The ORR will now oversee an independent inquiry into what went wrong to make sure this does not happen again. The findings will be shared at as early a stage as possible with the Secretary of state and the rail industry so that lessons can be learned in advance of future major timetable changes. The final report will be published by ORR by the end of the year but the Transport Secretary has been clear he wants initial responses much sooner than that.
- The ORR has published the terms of reference for the independent inquiry into disruption caused by the May rail timetable change:
http://orr.gov.uk/_data/assets/pdf_file/0019/28009/terms-of-reference-may-2018-network-change-inquiry.pdf
- The Transport Secretary has commissioned a separate formal review of the GTR franchise to establish whether it has met and continues to meet its contractual obligations in the planning and delivery of the May timetable, including by ensuring sufficient capability and competence inside the group, and—importantly—to ensure that the owning groups invest sufficiently to minimise further disruption. This investigation will examine whether GTR has breached its contract, and if there are grounds to strip them of the franchise.
- On 15 July GTR will implement an interim timetable which will allow GTR to slowly build up services to the originally planned May timetable.
- The Transport Secretary clearly outlined his position on the timetabling issues in this letter to MPs: <https://www.gov.uk/government/publications/gtr-performance> on Tuesday 29 May.
- The Transport Secretary and Rail Minister immediately met with more than 50 MPs to hear their views following the Transport Secretary’s statement to the House on Monday 4 June.
- The Government-sponsored Thameslink Programme is an ambitious 10 year programme of extensive infrastructure improvements on one of the busiest and most congested parts of the rail network.
- There will be space into London for an extra 50,000 passengers in the morning peak. 80 more stations will have direct services to central London stations such as Farringdon, City Thameslink and Blackfriars by next year. When the full service is operating, 24 Thameslink trains will run through central London every hour on new trains and new carriages.

██████████ | Passenger Services, Department for Transport

4/13 | ██████████

From: ██████████

Sent: 04 July 2018 20:34

To: [REDACTED]

Subject: GTR announces additional compensation for Thameslink and Great Northern passengers

Govia Thameslink Railway



GTR announces additional compensation for Thameslink and Great Northern passengers

Govia Thameslink Railway - Jul 04, 2018 20:23 BST

Govia Thameslink Railway has announced a special compensation scheme in agreement with the Department for Transport for Thameslink and Great Northern passengers most severely affected by disruption following May's timetable change.

Compensation will be paid to qualifying season ticket holders according to the level of disruption on Thameslink and Great Northern services.

Refunds will be the equivalent to the cost of one week or four weeks' rail travel depending on the disruption to services for passengers and subject to qualifying criteria.

The scheme will be funded by the rail industry, including GTR, in recognition of the disruption caused by the failure of the new May timetable.

GTR is working with the DfT to make available full details of the scheme within a week. This will include a full list of qualifying stations, eligibility details and claims advice.

GTR Chief Operating Officer Nick Brown said:

"I am deeply sorry for the disruption which the rail industry is working very hard to fix. This compensation is offered in addition to our usual Delay Repay compensation for journey delays of 15 minutes or more and enhanced compensation for season tickets holders. We will shortly provide full details of the industry compensation scheme including eligibility criteria and claims advice."

Ends

Govia Thameslink Railway

Govia Thameslink Railway (GTR) operates Thameslink, Great Northern, Southern and Gatwick Express services as follows:

- Thameslink – services between Bedford and Brighton, Luton/St Albans and Sutton, Wimbledon and Sevenoaks
- Great Northern – services between London and Welwyn, Hertford, Peterborough, Cambridge and King's Lynn
- Southern – services between London and the Sussex coast (Brighton, Worthing, Eastbourne, Bognor Regis, Hastings) and parts of Surrey, Kent and Hampshire (Ashford International, Southampton, Portsmouth)
- Gatwick Express – fast, non-stop direct services between Gatwick Airport and London Victoria

www.southernrailway.com, www.thameslinkrailway.com, www.gatwickexpress.com,
www.greatnorthernrail.com

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Department
for Transport

From the Secretary of State
The Rt. Hon. Chris Grayling

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: chris.grayling@dft.gsi.gov.uk

Web site: www.gov.uk/dft

4th July 2018

Dear Colleague,

Performance on GTR's Thameslink and Great Northern lines has been unacceptable since the timetable change on 20 May.

This is immensely frustrating for passengers and I would like to reassure you that my Department is holding the industry to account and monitoring progress on service improvements on a daily basis. However at the same time, I feel that the situation for passengers has not improved quickly enough on Thameslink and Great Northern lines and would like to apologise for the continuing disruption.

The rail industry accepts that the service passengers have experienced over recent weeks is not good enough. Today I am pleased to confirm that a compensation scheme for Thameslink and Great Northern passengers has been announced by GTR.

The compensation will be designed to refund season ticket holders up to one month where they have suffered severe disruption and up to one week where disruption to services has been moderate.

Further details of the scheme, the passenger categories and stations eligible for compensation will be set out by GTR next week. We expect the scheme to open for claims in the coming weeks for timetable disruption suffered between 20 May 2018 and 28 July 2018.

The scheme will work in a similar fashion to last year's Southern compensation scheme, and GTR will be implementing administrative processes that worked well for customers and helped make claiming a refund as easy as possible.

When the details of the compensation scheme are public, I have asked GTR to clearly communicate with passengers how they can make their claim and ensure the process is straightforward.

On 15 July, GTR will implement their interim timetable – which is the next step in improving reliability and performance for passengers. It will allow GTR to slowly build up services to the originally planned May timetable.

Please be assured that my Department and I are doing everything possible to ensure passengers get the service they rightly expect from our railway.

I realise that compensation is simply a step in the right direction and that what passengers want is the reliable, efficient services they were promised. That is why we are keeping a firm rein and oversight as the industry work to right the failures of the timetable implementation.



Rt Hon Chris Grayling MP

SECRETARY OF STATE FOR TRANSPORT