

# Non-Season Ticket Holder Additional Compensation Scheme



FAQs

# Non-Season Ticket Holder Additional Compensation Scheme

## Frequently asked questions

### How do I qualify?

To qualify for Level 1 compensation, you will need to have held at least 12 days' worth of tickets within a consecutive 28 day period from 1 April to 30 June 2018 on the most significantly affected Northern routes. The eligible routes have been determined based on the number of cancellations and severe delays during the eligibility period.

To qualify for Level 2 compensation, you will need to have held at least three days' worth of tickets, within a consecutive 7 day period from 20 May to 30 June 2018 on the most severely affected Northern routes. The eligible routes have been determined based on the number of cancellations and severe delays during the eligibility period.

### What compensation will I get?

For Level 1 compensation, if you have faced prolonged disruption on eligible routes as a result of the overrunning Blackpool engineering work in the North West, combined with disruption due to the May timetable change, we are offering a refund, the equivalent of up to 20 days' worth of travel, depending on how often you travelled and the evidence you can provide.

For Level 2 compensation, if you have faced significant disruption on eligible routes as a result of the timetable change on 20 May we are offering a refund, the equivalent of up to 5 days' worth of travel, depending on how often you travelled and the evidence you can provide.

Eligible ticket types for Level 1 and Level 2 compensation include:

- Anytime and Off-Peak Day Singles
- Anytime and Off Peak Day Returns
- Advance Purchase Singles
- Advance Purchase Returns
- Railcard discounted tickets
- Multi-modal tickets on all applicable routes

### How will I get paid?

You can choose from a number of payment options such as debit/credit card, bank transfer (BACS) or rail travel vouchers.

### How do I claim

If you travelled regularly (at least 3 days per week) on one of the specified route and want to make a claim then please click on the button below

[Claim now](#)

## When will I receive my compensation?

Qualifying customers will receive their payment within 20 working days from when the claim is submitted.

## What support is available for customers?

A dedicated customer support team has been set up in our Customer Experience Centre. They can be contacted between 08:00 and 20:00 Monday to Friday to answer any customer queries or to submit a claim if a customer does not have internet access.

**Email: [compmay18@northernrailway.co.uk](mailto:compmay18@northernrailway.co.uk)**

**Call: 03332 220 126**

**Post: Free Post (Compensation Scheme) Northern**

## Other Questions

### **Why has the compensation been set at this level and why are you not offering more compensation?**

We believe the compensation is appropriate and is over and above Delay Repay compensation, and this package has been developed between Department for Transport and Transport for the North.

### **Can I make a claim on this scheme if I have already claimed on the Season Ticket scheme?**

No, customers are only eligible for one scheme.

### **Can I make two claims – one for the disruption before the new timetable and one for after?**

If you are eligible you are permitted to make one claim only, depending on which disrupted route you travelled on. Customers on those routes disrupted for a longer period can claim the higher level of compensation. Level 1 covers the period pre and post May timetable change and on specific routes. Level 2 is purely for routes affected by the 20 May timetable change.

### **If I don't have my old tickets/documentation then how can I claim?**

You will need to be able to produce documentation to claim – this can include credit card or bank statement details showing tickets purchased. If you don't have these details, or copies of your tickets, then you will need to contact our dedicated customer support team on **03332 220 126** Mon to Fri 08:00 to 20:00 to discuss this.

### **Can I get compensation from a ticket office?**

No, you can apply online via the Northern website or you can contact our dedicated customer support team who will help you with your application on **03332 220 126**.

### **Can customers apply via social media?**

No, customers need to apply via the [Northern website](#).

### **If I have claimed Delay Repay can I still claim for this compensation scheme?**

Yes you can – Delay Repay is there to provide compensation for individual incidences of disruption whereas this additional scheme is to compensate for prolonged disruption experienced by regular customers travelling on specific routes.

### **My trains have been short formed almost every day because of the changes and disruption - can I claim?**

No but you can claim Delay Repay if your journey has been disrupted and you arrive at your destination late. See Delay Repay information for full details of eligibility.

### **Can I claim if the train was on time, but was too full for me to board as that made me late?**

You can claim Delay Repay if your journey was delayed and you arrived late at your destination. If you had a ticket booked for a train and were unable to board as a result of overcrowding then you can apply for Delay Repay. The additional compensation scheme can only be claimed for disruption on specific routes during the eligibility periods. Full details are available on the [Northern website](#).

### **Services on my line have been problematic/not running for months. Why are you only compensating for a small period of time?**

We are offering additional compensation where the service has been significantly disrupted since April or following the additional introduction of the new timetable on 20 May. Significantly disrupted means that more than 5% of trains on the line have either been cancelled or delayed by more than 30 mins during the eligibility period. This is the measure which has been developed between the Department for Transport and Transport for the North.

### **I travelled on different routes on different days, which one should I claim for?**

The online form will ask you for your 'predominant route'-so the route you travel on most regularly. If you don't travel on one route more than another, then choose the route which falls within level 1. There will be an opportunity to input costs for all days travelled, even if they aren't on the predominant route. If all your routes fall within the same level please call our customer support team on **03332 220 126**.

### **How can I appeal against a compensation decision?**

You can contact our dedicated customer support team at [compappeals@northernrailway.co.uk](mailto:compappeals@northernrailway.co.uk) or call **03332 220 126**

### **Will there be a separate package for Cumbria where there have been more problems than elsewhere and no trains for four weeks?**

Cumbria is included in the scheme (see details of individual routes). This is in addition to Delay Repay which can be claimed for individual instances of disruption. Whilst we did not run trains for a number of weeks in Cumbria on the Lakes Line, we did offer high quality replacement coaches to ensure people could complete their journeys.

### **Will there be extra compensation for Blackpool customers to reflect their time without trains?**

Blackpool is included in the Level 1 compensation scheme whereby customers can receive up to 20 days' worth of the cost of travel as compensation. High quality rail replacement buses were provided throughout the time that Blackpool North was closed for engineering works.

### **I thought Bolton corridor customers were going to get more as the service has been so poor?**

Bolton is included in the Level 1 scheme whereby eligible customers can reclaim up to the equivalent of 20 days' worth of travel. This is in addition to Delay Repay which can be claimed for individual delayed or cancelled journeys.

### **Who makes the decision whether a claim is successful or not?**

We have made the eligibility criteria straightforward and easy to understand and these determine whether a claim will be successful or not. The decision is driven by the criteria which has been developed between Department for Transport and Transport for the North.

### **I had to use taxis instead of trains can I claim for these?**

Please contact our Customer Experience team on **0800 2006060** and we will consider each case on an individual basis.

### **I had to stay in a hotel as my trains were cancelled – can I claim for this?**

Please contact our Customer Experience team on **0800 2006060** and we will consider each case on an individual basis.

### **My ticket allows me to travel on other modes of transport, can I still claim?**

Providing the eligibility criteria is met then 'multi-modal' tickets will be accepted and compensation paid in line with the scheme rules. You will need to provide proof of purchase or supporting evidence to verify prices paid.

### **I travel on one of the highlighted routes but don't use a Northern train, can I still claim?**

Providing the journey being claimed for can be made using a Northern service and the tickets purchased valid, and the other eligibility criteria are met, then this will be accepted.

### **My ticket says TransPennine Express (TPE) only but Northern trains run on the same route, can I claim?**

These tickets are not valid on Northern services so are not eligible for compensation. TPE are also running a compensation scheme and further details can be found on their website.

### **I travel on both Northern and TPE trains as part of my journey, can I claim under both schemes?**

No, only one claim can be made across the two schemes.

