

Type of schemes:

The most popular delay compensation scheme is Delay Repay. Delay Repay is a national scheme TOCs use to compensate passengers for delays. All ticket types are covered by Delay Repay, and passengers can make a claim for delay compensation whatever the cause of disruption. There are two types of Delay Repay schemes available:

Delay Repay 30 (DR 30). Passengers can claim compensation if the train is delayed by 30 minutes or more. Passengers delayed between 30 and 59 minutes are entitled to 50% of the cost of a single ticket, and if the passenger is delayed by 60 minutes or more, the passenger is entitled to a 100% refund of a single ticket. If delayed 120 minutes or more the passenger can claim the cost of a return journey (if they have a return ticket).

Delay Repay 15 (DR 15). Passengers can additionally claim compensation if the train is delayed by 15 minutes or more. DR 15 allows a passenger to claim 25% of the cost of a single ticket if they are delayed between 15 and 29 minutes.

A limited number of TOCs currently operate DR 15. The TOCs include: c2c, GTR, South Western Railway and West Midlands Trains.

Other schemes (traditional schemes):

A small number of TOCs operate other delay compensation schemes which are different to Delay Repay. Often these schemes have different timeframes to be eligible, and compensation can vary between each schemes. Compensation may not be available if the delay is caused by an event outside the TOCs control. In addition, season ticket holders may not be entitled to claim compensation for individual delays, but instead may receive a discount if performance falls below a certain threshold.

Other sources:

- 1). ORR publish statistics on [rail passenger complaints](#). This release show between 7-8% of all complaints nationally were about delay compensation schemes during 2018-19 Q1 and Q2 (April to September 2018-19)
- 2). Department for Transport (DfT) publish [compensation amounts paid by train operating companies to passengers for delayed journeys](#) from 2009-10 up to 2017-18. The DfT figures are not comparable to ORR statistics shown here. This is due to the different time periods involved, changes to delay compensation schemes and franchises since last year and the DfT figures include discretionary compensation payments made following complaints of poor service.
- 3). DfT commissioned Transport Focus to carry out [research](#) which assessed the likelihood of passengers to claiming compensation when they were delayed. Key findings from the report are shown to the right.

Frequently asked questions

How are several claims on one form recorded?

If a passenger submitted several journeys on one delay compensation form, then each journey is counted as a claim.

How are enhanced or additional compensation claims recorded?

Some TOCs made enhanced or additional compensation available during periods of disruption. These claims are not included within these statistics.

Are discretionary compensation payments included?

These statistics include claims for delays only, and exclude discretionary compensation payments made following complaints of poor service (for example, compensation due to wifi not working).

Are Automatic Delay Repay (ADR) claims included?

ADR is when a passenger is automatically compensated when their journey is delayed within the timescales to be eligible for compensation. At the time of publication the following TOCs operate ADR: c2c, GTR, and Virgin Trains (Northern are due to introduce ADR from December 2018).

ADR for Virgin Trains West Coast (VTWC) and GTR are included within these statistics. VTWC offer ADR if the passenger has booked through their website or app, has an advanced ticket and the whole journey was on VTWC. GTR will automatically advise the passengers that they may be eligible to claim compensation for those passengers who use a smart card.

~~52%~~ c2c passengers with a smartcard are entitled to 3p back for every minute they are delayed over two minutes until DR 15 becomes available. These automated compensation volumes up to DR 15 are not included within these statistics.

Key findings from Rail Delays and Compensation research (March 2018)

Compensation claims: The research showed 39% of eligible passengers claimed for a 30 minute or longer delay. 18% of eligible passengers claimed for 15 minute delays.

Satisfaction with speed of payment: 69% of claimants were satisfied with the speed of payment.

Claim rate: The proportion of passengers claiming compensation is strongly correlated to the price of their ticket. 52% of passengers who paid over £40 claimed compensation, compared to 25% when the ticket was £5 or less. The research also found the longer the delay, the more likely the passenger is to claim compensation.