

c2c Useful Contacts

Customer Relations


We are continually looking to improve the service we provide and your feedback is important to us. Whether it is a problem or praise that you want to talk to us about we are here to help you.

For more information and FAQ's please see our dedicated pages on our website or contact us at the contact details below.

FREEPOST c2c CUSTOMER RELATIONS

Email: contact@c2crail.co.uk

Phone: 0345 744 4422
(0800-2000 Mon to Fri)
(0900-1600 Sat, Sun and Bank Holidays)

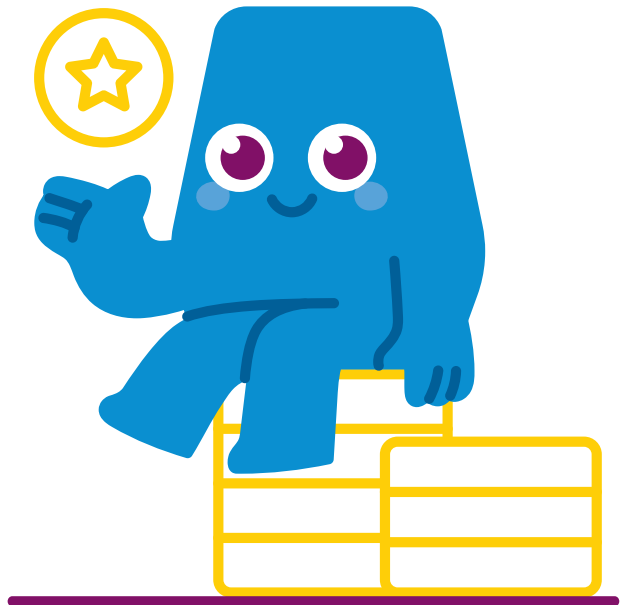
 c2c Rail

 @c2c_Rail

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Delay Repay

Claim Form



The easiest and fastest way to apply for a Delay Repay is using the online form at c2c-online.co.uk/delay-repay

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FREEPOST c2c CUSTOMER RELATIONS

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We always try to get you where you're going on time, and know how frustrating it can be when there are delays. That's why we offer a Delay Repay scheme to compensate you if you have been delayed on your journey with c2c. The table below gives an overview of the compensation you could receive through the Delay Repay scheme.

Please see our Passenger's Charter for more information.

Length of delay	Delay repay compensation
15 to 29 mins	25% of the cost of a single journey (or the appropriate percentage for season tickets and returns)
30 to 59 mins	50% of the cost of a single journey (or the appropriate percentage for season tickets and returns)
60 to 119 mins	100% of the cost of a single journey (or the appropriate percentage for season tickets and returns)
120 mins or longer	100% of the cost of a return journey if you have a return ticket (or the appropriate percentage for season tickets)

If you submit a claim online, you will be able to check the status of the claim and appeal any decision made. If you prefer you can fill out the form in this leaflet and return it to us at the pre-printed freepost address. In accordance with your legal rights, under the Consumer Rights Act 2015, as a consumer you may be eligible to a different level of compensation where c2c is at fault and nothing set out above is intended to limit or exclude your legal rights in these circumstances. If you believe this applies to your journey, please call 03457 444 422 (option 6).

Automatic Delay Repay

We also offer automatic compensation for delays if you've bought your tickets on a c2c Smartcard. Not only does it make getting your refund easier, it also compensates you for any delay over two minutes. Log on to [c2c-online.co.uk](https://www.c2c-online.co.uk) to apply for your free c2c Smartcard and find out more.

Your application will be processed without undue delay and any refund due will be paid within 14 days of your claim being agreed by us. Our target is to process all claims within one month of receipt.

Personal details

We require the following information to validate your claim

Name

**House Number/
Name**

Postcode

Email Address

(by providing us your email address we can provide you with a quicker response)

Telephone

Date of application (DD/MM/YY)

 / /

Compensation method

You can apply for compensation to be paid to a credit/debit card. However, to keep your card details secure, you can only do this using the online application form at [c2c-online.co.uk/delay-repay](https://www.c2c-online.co.uk/delay-repay)

The method is quick and easy and you can store your details for future convenience. If you prefer to use this form, please select from the options below:

- National Rail Travel Voucher (to buy train tickets, or exchange for cash at a c2c ticket office)
- Cheque (Please note cheques take 10 days to process once your claim has been approved)

You might have a statutory right to receive compensation via the method you paid. Should an acceptable method not be listed then please call 03457 444 422 (option 6).

Privacy Notice

We take your privacy seriously, if you want to find out how we treat your personal information, please visit our website at:

www.c2c-online.co.uk/about-c2c/our-policies/privacy-cookies-notice/

Your ticket details

We require the following information to validate your claim

Paper ticket (please attach your ticket or a copy of your ticket or other proof of purchase)

Ticket on c2c Smartcard

- please enter the last 8 digits of your c2c Smartcard Number

Oyster/Contactless/PAYG

- please attach a copy of your TFL journey history printout*

* Available from a TFL ticket machine or your TFL online account if you have registered.

Date of your journey (DD/MM/YY)

 / /

Your scheduled departure time (in 24 hour clock format)

 :

Origin Station

Destination Station

Length of delay to your journey

 Minutes

Attach ticket here