

HEIDI ALLEN MP
SOUTH CAMBRIDGESHIRE



HOUSE OF COMMONS
LONDON SW1A 0AA

Ms Stephanie Tobyn and Mr John Larkinson
Deputy Director of Consumers and Director of Railway Markets
The Office of Rail and Road

13th June 2018

Dear Ms Tobyn and Mr Larkinson,

I write to you, as the MP of a constituency badly affected by GTR's recent timetable chaos. I have been contacted by several constituents who have attempted to submit claims for compensation due as a result of losses incurred by GTR train delays and cancellations.

It is my understanding that the National Rail Conditions of Travel were recently changed to ensure that passengers would not be misled about their right for compensation relating to costs incurred as a result of train delays or cancellations that are the fault of the train operating company.

Section 32.1 of the Conditions states:

"If you are delayed in reaching your destination as a result of a delay or cancellation of a train service, you may be entitled to claim money back. You can make a claim in one or more of the following ways:

32.1.1. through the industry arrangements provided for:

32.1.1.1. in these Conditions; and/or

32.1.1.2. in the Passenger's Charter of the relevant Train Company and/or

32.1.2. by relying on your statutory rights, e.g. under the Consumer Rights Act 2015

Does this mean that rail passengers are able to claim compensation for problems arising that are beyond a delay and that passengers have the option to claim a monetary refund in place of delay repay vouchers? If this is the case, I should be grateful for your clarification so that I can share this with GTR. I have been advised by constituents this week that additional compensation requests are being refused under the 'industry arrangements' 'exceptional circumstances' reasoning. This of course, denies passengers the opportunity to exercise their legal rights in preference to the rights granted under the Train Company's Passenger Charter. I would be grateful for your clarification on this matter.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Heidi Allen'.

Heidi Allen
MP for South Cambridgeshire