

Date issued: 21 December 2021

Freedom of Information Request

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

You asked for the following information:

'Please may you tell me what criteria has to be met for customers to apply for a refund/compensation? (eg cancelled train, delays etc etc). [Q1]

Please may you also tell me how much compensation has been paid to customers since 2018? It would be appreciated if you could break that down into financial year.' [Q2]

Your Questions Answered

Q1. What criteria has to be met for customers to apply for a refund/compensation? (eg cancelled train, delays etc etc).

This information is already in the public domain as follows:

We always try to ensure our trains run on time, but delays do occur sometimes and when this happens, we will offer fair and appropriate compensation. If one of our trains runs late or is cancelled for any reason, and as a result, a passenger reaches their destination station 15 minutes or more later than scheduled, 'Delay Repay' applies. Our Delay Repay compensation application form can be found [here](#). All claims for compensation must be received by us within 28 days of completion of the journey.

Further information about the way in which we respond to refund requests and compensation claims can already be found in the public domain, on pages 11-19 of our Passenger Charter - which can be found [here](#).

Q2. How much compensation has been paid to customers since 2018? It would be appreciated if you could break that down into financial year.

Financial Year	Total
2018 – 2019	321,515
2019 – 2020	1,468,398
2020 – 2021	194,891
2021 – 2022 P1-8	244,310

We hope this information is of use to you.

Yours sincerely,

Transport for Wales

Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".