**Date issued:** 10th of October 2024

**Freedom of Information Request 246/24**

**You asked us…**

**Under the Freedom of Information Act 2000, I request the following information:**

**The total amount of money Transport for Wales has spent on refunding tickets due to train delays in 2023, 2022 and as far into 2024 as you have. I would like these figures to be broken down month by month.**

**RESPONSE**

Please see attached ‘delay repay’ data for the requested period.

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 Cadwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto: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".