



Date issued: 11 March 2019

TfW compensation payments

I am writing in response to your Freedom of Information request on 12 February 2019, on compensation paid to commuters due to delayed Transport for Wales services.

You asked:

- **Are you able to confirm whether this information is available broken down into compensation paid for cancelled services and compensation paid for delayed services?**
- **Also, is there a way to access the figures for dates prior to October 14, when Arriva Trains Wales were operating?**

Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy.

I can confirm that we do not hold the information you require. We are not able to break down further the information on compensation payments.

We also do not hold information relating to dates prior to October 14, when Arriva Trains Wales were operating. I would suggest that if you wish to obtain this information, you contact Arriva UK:

Arriva plc
Admiral Way
Doxford International Business Park
Sunderland
SR3 3XP
UK

Tel: +44 (0)191 520 4000

E-mail: enquiries@arriva.co.uk

If you have any queries, or questions about our handling of your request, please do not hesitate to contact us.

Kind regards

Transport for Wales