

Consumer Rights Act – Customer FAQs

1. When does the CRA apply?

- The CRA applies where a problem is caused within the control of the Train Company. It does not apply if delays or problems are caused by external events (e.g. animals on the line).

2. What has changed under the CRA?

- The Train Companies already have existing processes that go beyond the CRA by offering compensation for delays and cancellations whether or not it was within their control, and these [existing processes](#) in most cases remain the best way for you to claim.
- There have been some changes to the way you are entitled to receive your money back; you are now entitled to receive repayment by the same method that you used to pay for the ticket, unless you agree to a different method of repayment. This will be the case whether you are claiming under our existing processes or under the CRA.

3. Can I claim for delays and cancellations?

- You can continue to claim for delayed or cancelled services by following the existing processes.

4. What about short delays?

- Compensation will be calculated based on the existing processes. This means that we will not normally offer compensation for delays shorter than the limits set out in each Train Company's Passenger's Charter.

5. Can I claim if the timetable changes?

- You can claim compensation for delays against the timetable advertised for the day you intended to travel by following the existing processes.
- If a timetable is changed after you have purchased a ticket and you decide not to travel, you can if you wish claim a full refund (without administration fee) as set out in the National Rail Conditions of Travel.

6. Can I claim for problems with other services like WiFi or Food?

- If you have paid for an additional service that you did not receive, then you will normally be entitled to a refund of this sum and you should contact the Train Company's customer services department.
- The CRA also allows for claims where a decision to purchase is based on information presented at the time of purchase, where, for example, the provision of that service is guaranteed. If you feel this is the case then you should contact the Train Company's customer services department.

7. Can I claim if I don't get a seat?

- Refunds are not normally offered where no seats are available, but claims may be considered where a reservation has been made.

- If you have paid for a First Class ticket and no First Class seats are available where these were advertised, then you will be able to claim through the Train Operator for the difference in fare between First and standard class accommodation as a minimum.

8. Can I claim for more than the price of the ticket?

- We do not normally consider any claims for more than the ticket price paid. However, in accordance with the National Rail Conditions of Travel such claims will be considered in exceptional circumstances.

9. What if I'm still not happy?

- If you are not happy with the response to your claim, you should contact to the Train Operator's customer services department, giving them the chance to review it.
- If you are still unhappy, you should contact [Transport Focus](#), the independent transport watchdog. For journeys within the Greater London area, the contact is London [TravelWatch](#).