

# Consumer Rights Act 2015 (“CRA”) FAQs

## 1. When does the CRA apply?

- If you are travelling as a consumer, the CRA provides you with certain rights and remedies where a train company is at fault, including the right to a price reduction where a service has not been carried out with reasonable care and skill. The relevant part of the CRA has applied to rail passenger services since 1 October 2016.
- The CRA does not apply if delays or problems are caused by external events that are not within the train company’s control, or were caused by a third party. Examples of events outside the train company’s control include where animals stray onto the line, and where the delay is caused by signalling problems which are the responsibility of a different company unrelated to the train company (eg Network Rail).

## 2. What other remedies are there for a customer?

- The train companies have rail industry refund processes that work in parallel with the CRA, details of which are set out in the [National Rail Conditions of Travel](#).
- Under those rail industry processes, you can claim compensation for delays and cancellations whether or not it was within a train company’s control: you do not have to show that the train company was at fault. If your train is delayed or cancelled, and you do not travel, you can claim for a full refund. If your train is delayed and you do travel, you are entitled to a refund, and the amount of refund depends on the length of the delay.

## 3. How do I get my refund or compensation?

- If you wish to make a claim under the rail industry refund processes, you must write to the relevant train company within 28 days of completing the relevant journey unless informed otherwise by the train company. Your claim will be considered without undue delay and any compensation due will be paid within 14 days of your claim being agreed by the train company. Train companies aim to process all claims through this process within one month of receipt, including issuing payment.
- Whether you are claiming under the CRA or under the rail industry refund process, you will receive your compensation or refund by the same method that you used to pay for the ticket, unless you agree to a different method of repayment. The train company will pay the refund amount without deducting any administration fee.

## 4. What about short delays?

- Train companies will not normally offer compensation for delays shorter than the limits set out in each train company’s [Passenger’s Charter](#). These limits vary, and some train companies offer compensation for delays of 30 minutes and even 15 minutes, but you will always be entitled to claim if there is a delay of 60 minutes or more.
- You can always get a full refund if your train is delayed and you choose not to travel.

## 5. Can I claim if the timetable changes?

- You can claim compensation for delays to the timetable advertised for the day you intended to travel by following the processes described above.

- 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 Wi-Fi or food?**

- If you have paid for an additional service that you did not receive, then you will be entitled to a refund of the fee paid and you should contact the train company's customer services department. Where you did not pay anything for the service, you may be entitled to claim for a loss depending on the circumstances and you should write to the train company setting out the details of your claim.

#### **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 (or where a First Class carriage was advertised but not available), then you will be able to claim through the train company for the difference in fare between your fare and a walk-up standard class fare.

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

- For claims under the rail industry refund processes, save in exceptional circumstances, a train company will only consider claims for up to the price of your ticket.
- If you have a claim under the CRA, you can claim for more than the price of your ticket.
- Please note that you cannot recover compensation for the same loss twice. If you recover money under the no-fault industry refund processes, you cannot claim the same amount under the CRA. But you can still make a claim under the CRA for any loss not recovered through the industry fund process.

#### **9. What if I'm still not happy?**

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