

Compensation claim form

Ffurflen hawlio iawndal



Am I entitled to compensation?

Typically we will offer you compensation if your journey with us was delayed by 30 minutes or more and the cause of the delay was within the control of the rail industry. If your journey was delayed for less than 30 minutes and it was directly the fault of Arriva Trains Wales we will consider reasonable compensation.

We do not accept liability for compensation when the delay is caused by matters outside of the control of the rail industry by factors such as vandalism, terrorism, trespass or severe weather.

You need to provide the relevant ticket with your form. If you no longer have your ticket we may accept other proof of travel such as your booking confirmation.

Please tell us how you would like us to pay your compensation from the options listed on this form. If we offer you goodwill compensation we will usually provide this in the form of National Rail travel vouchers.

Claims for compensation must be received by us within 28 days of completion of your journey.

The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

Full details of our commitments to our customers are set out in our Passenger's Charter. You can get a copy online at www.arrivatrainswales.co.uk/PassengersCharter/, from any Arriva Trains Wales staffed station or by calling Customer Relations on 03333 211 202.

If you want a refund of a ticket you have not used, please return it to where you bought it from (for example ticket office, travel agent or web/telesales team).

How do I make a claim?

You can make a claim by printing this form and posting it to us in an envelope to our freepost address (no stamp required):

Customer Relations Manager
Arriva Trains Wales
FREEPOST RLTR-HBCR-LLTH
St Mary's House
47 Penarth Road
Cardiff
CF10 5DJ

Or, you can fill in our web form and attach a photo of your tickets at www.arrivatrainswales.co.uk/contactus

Oes gen i hawl i iawndal?

Fel arfer byddwn yn cynnig iawndal ichi os oedd oedi o 30 munud neu ragor ar eich taith gyda ni ac os oedd achos yr oedi o fewn rheolaeth y diwydiant rheilffyrdd. Os oedd oedi o lai na 30 munud ar eich taith ac mai Trenau Arriva Cymru oedd ar fai'n uniongyrchol, byddwn yn ystyried iawndal rhesymol.

Nid ydym yn derbyn cyfrifoldeb am iawndal pan fydd yr oedi'n cael ei achosi gan faterion y tu hwnt i reolaeth y diwydiant rheilffyrdd gan ffactorau megis fandaliaeth, terfysgaeth, tresmasu neu dywydd garw.

Mae angen ichi ddarparu'r tocyn perthnasol gyda'ch ffurflen. Os nad yw'r tocyn gennych mwyach mae'n bosibl y byddwn yn derbyn prawf arall o'ch taith fel eich cadarnhad bwcio.

Dywedwch wrthym sut yr hoffech inni dalu'ch iawndal o'r dewisiadau a restrir ar y ffurflen hon. Os cynigiwn iawndal ewyllys da ichi, fel arfer bydd hyn ar ffurf talebau teithio'r Rheilffyrdd Cenedlaethol.

Mae'n rhaid inni gael hawliadau am iawndal cyn pen 28 diwrnod ar ôl ichi gwblhau'ch taith.

Nid yw'r uchod yn effeithio ar unrhyw hawliau neu rwymedïau cyfreithiol a fyddai gennych fel arall o dan Ddeddf Hawliau Defnyddwyr 2015.

Rhoddir manylion llawn ein hymrwymadau i'n cwsmeriaid yn ein Siarter Teithwyr. Gallwch gael copi ar lein ar www.arrivatrainswales.co.uk/PassengersCharter/, o unrhyw un o orsafoedd Trenau Arriva Cymru sydd â staff neu drwy ffonio Cysylltiadau Cwsmeriaid ar 03333 211 202.

Os ydych eisiau ad-daliad am docyn yr ydych heb ei ddefnyddio, anfonwch ef yn ôl at y fan lle prynasoch ef (er enghraifft swyddfa docynnau, asiantaeth deithio neu'r tîm gwerthu dros y we / ffôn).

Sut allaf wneud hawliad?

Gallwch wneud hawliad trwy argraffu'r ffurflen hon a'i phostio mewn amlen i'n cyfeiriad rhadpost (nid oes angen stamp):

Pennaeth Cysylltiadau Cwsmeriaid
Trenau Arriva Cymru
FREEPOST RLTR-HBCR-LLTH
Tŷ'r Santes Fair
47 Ffordd Penarth
Caerdydd
CF10 5DJ

Neu gallwch lenwi ein ffurflen we ac atodi llun o'ch tocynnau. Ewch i www.arrivatrainswales.co.uk/cysylltwchani

Compensation claim form

Fill in this form to claim compensation for a delayed journey.
Ffurflen hawlio iawndal Llenwch y ffurflen hon i hawlio iawndal am daith y bu oedi arni.

Your details **Eich manylion chi**

Title (Mr, Mrs, Ms, Other) / Teitl (Mr, Mrs, Ms, Arall):	First name / Enw cyntaf:	Surname / Cyfenw:
Address and postcode / Cyfeiriad a chôd post:		POSTCODE CÔD POST
Contact number / Rhif cyswllt:	Email / E-bost:	

Journey details

You can use this form to claim for up to 2 delayed journeys.
Manylion y daith Gallwch ddefnyddio'r ffurflen hon i hawlio iawndal am oedi ar hyd at 2 daith.

Journey 1 **Taith 1**

Date of journey / Dyddiad y daith:	DDMMYY	Timetabled departure / Amser gadael yn ôl yr amserlen:	HOURS ORIAU	MINUTES MUNUDAU	Length of delay / Hyd yr oedi:	HOURS ORIAU	MINUTES MUNUDAU
Travelling from / Teithio o:		Travelling to / Teithio i:					

Journey 2 (if applicable) **Taith 2 (os yw'n berthnasol)**

Date of journey / Dyddiad y daith:	DDMMYY	Timetabled departure / Amser gadael yn ôl yr amserlen:	HOURS ORIAU	MINUTES MUNUDAU	Length of delay / Hyd yr oedi:	HOURS ORIAU	MINUTES MUNUDAU
Travelling from / Teithio o:		Travelling to / Teithio i:					

Additional comments **Sylwadau ychwanegol**

How would you like us to pay your compensation? **Sut hoffech inni dalu'ch iawndal?**

National rail travel voucher / **Taleb teithio'r Rheilffyrdd Cenedlaethol**
Cash voucher (Exchange for money at any Arriva Trains Wales ticket office) / **Taleb arian parod (l'w chyfnwid am arian yn unrhyw un o swyddfeydd tocynnau Trenau Arriva Cymru)**
Cheque / **Siec**

Bank Transfer (BACS) / **Trosglwyddiad Banc (BACS)**
Credit / Debit card (Money back to your payment card) / **Cerdyn Credyd / Debyd (Arian yn ôl i'ch cerdyn talu)**

If you select BACS or credit/debit card please provide us with a phone number or email address. / **Os dewiswch BACS neu gerdyn credyd/debyd dylech roi rhif ffôn neu gyfeiriad e-bost inni.**

Print name of person we should pay the cheque to /
Printiwch enw'r sawl y dylem dalu'r siec iddo

Your tickets **Eich tocynnau**

What happens next?

Our Customer Relations team aim to respond to your claim within 10 working days of receiving this form. If you provide us with your email address we will send you an acknowledgement detailing your case reference number.

Beth fydd yn digwydd nesaf?

Nod ein tîm Cysylltiadau Cwsmeriaid yw ymateb i'ch hawliad cyn pen 10 diwrnod gwaith ar ôl cael y ffurflen hon. Os ydych chi'n rhoi'ch cyfeiriad e-bost inni byddwn yn anfon atoch gydnabyddiaeth sy'n nodi rhif cyfeirnod eich achos.

Got a question? **Oes gennyh chi gwestiwn?**

03333 211 202

@ArrivaTW

www.arrivatrainswales.co.uk/contactus

We may need to share details of your claim with other parts of Arriva Group or other train operators if your claim or comments relate to another company. If you prefer that we do not share the details please tick this box. It will not affect your right to make a claim and give comments but may make it more difficult for us to resolve your case quickly. We will not share your information for marketing purposes. Completion of this form confirms that the information provided is correct to the best of your knowledge. Arriva Trains Wales reserves the right to share your personal details with other Train Operators and relevant third parties to prevent fraud and we may prosecute any individual making fraudulent claims.

Attach your ticket for the delayed journey here.
If you have a season ticket attach a copy or photo of the ticket. If you have a mobile app ticket write your booking reference and ticket number below.
Amgaechwch eich tocyn am y daith y bu oedi arni yma. Os oes gennyh docyn tymor amgaechwch gopi neu lun o'r tocyn. Os oes gennyh docyn ap ffôn symudol ysgrifennwch eich cyfeirnod bwcio a rhif y tocyn isod.

Booking reference and ticket number /
Cyfeirnod bwcio a rhif y tocyn

Mae'n bosibl y bydd angen inni rannu manylion eich hawliad gyda rhannau eraill o Grŵp Arriva neu gwmnïau trên eraill os yw'ch hawliad neu'ch sylwadau'n ymwneud â chwmni arall. Os yw'n well gennyh inni beidio â rannu'r manylion dylech dicio'r blwch hwn. Ni fydd yn effeithio ar eich hawl i wneud hawliad a chyflwyno sylwadau ond gall ei gwneud yn anos inni ddatrys eich achos yn gyflym. Ni fyddwn yn rannu'ch gwybodaeth at ddibenion marchnata. Wrth lenwi'r ffurflen rydych yn cadarnhau bod y wybodaeth a roddwch yn gywir hyd eithaf eich gwybodaeth. Mae Trenau Arriva Cymru'n cadw'r hawl i rannu'ch manylion personol gyda chwmnïau trên eraill a thrydydd partion perthnasol er mwyn atal twyll ac mae'n bosibl y byddwn yn erlyn unrhyw unigolyn sy'n cyflwyno hawliad twyllodrus.