

Detailed Compensation Claim for Simon Paul Cordell

Name: Simon Paul Cordell **Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ **Email:** Re_wired@ymail.com **Tel:** +447864217519 **Date:** 09 February 2025.

Recipient's Name: Southern Railway Customer Service

- <https://www.thetrainline.com/trains/great-britain/delay-repay>
- <https://www.thameslinkrailway.com/help-and-support/delay-repay>
- https://www.thameslinkrailway.com/-/media/goahead/gtr-all-shared-pdfs-and-documents/delay_repay_post_form.pdf

Subject: Claim for Compensation Due to Train Delays and Associated Issues

Dear Southern Railway Customer Service,

I am writing to formally file a claim for compensation due to significant disruptions to my travel on January 12, 2025. My planned journey from Gatwick to London Bridge was severely impacted by the cancellation of train services, which resulted in additional expenses and a loss of productivity.

Journey Details:

- **Date:** January 12, 2025
- **Route:** Train from Gatwick to London Bridge
- **Scheduled Trains:**
 - 12:00 PM Southern train from Gatwick to East Grinstead
 - 12:32 PM Southern train from East Grinstead to London Bridge
- **Ticket Price:** £11.90 each x 2 = £23.80

Caption for Receipt: *Purchase of Train Travel Tickets.*

Upon arrival at Gatwick, I learned that the scheduled train services were cancelled, and a coach service was provided instead. The coach journey took approximately 45 minutes to reach an alternate train station before we could continue our journey, and I took a picture while on the train as below:

Caption for Receipt: *Late Train Service Provided as An Alternative to Travel.*

Alternative Transport:

- **Coach Service:** Provided as an alternative to train travel.
- **Arrival Issues:** Once at London Bridge, my attempts to contact the cab driver were unsuccessful, as the timing of our arrival did not allow for proper communication. I enlisted the assistance of my uncle, who was able to attempt to reach the cab company on our behalf. Unfortunately, we were informed that we could not recover our booking or fees for the taxi we missed.
- **Missed Cab Booking:** Cab price £51.50.

Caption for Receipt: *Cab Booking Booked at The Same Time with Train Tickets.*

Consequently, we took the Route 149 bus to Edmonton Green while managing multiple suitcases.

- **Bus Fees:** £1.75 x 2 = £3.50.

Caption for Receipt: *TFL travel charge for bus fare on January 13, 2025.*

Upon arriving in Edmonton Green, I opted for a cab as it was more affordable than attempting to recover the missed booking.

- **Cab Fare:** £13.00.

Caption for Receipt: *Cab from Edmonton Green.*

Impact: The delays not only caused distress but also led to fatigue, making it impossible for me to prepare dinner upon arriving home. As a result, I was forced to order food, an expense I wouldn't have incurred had I arrived on time.

- **Dinner Bill:** £25.00.

Caption for Receipt: *Dinner Receipt.*

More significantly, I lost an entire day of work that I had planned to dedicate to developing my business. This lack of productivity stems from unexpected delays caused by the train service's operational failures and were not a result of any fault on our part as customers. Based on my potential earnings from business development activities, I estimate the value of my lost time to be £80.

Caption for Receipt: *Lost Downtime.*

Compensation Request: It is crucial to note that the failure to board was not due to our actions as passengers, but rather the result of train cancellations and delays. Therefore, I am requesting

compensation under the delay repay scheme, which compensates passengers for inconvenience and financial losses incurred due to service disruptions.

Specific Amounts Claimed:

1. Train Tickets: £11.90 Each X2 £23.80 Each
2. Missed Cab Booking: £51.50
3. Bus Fees X2: £3.50
4. Cab Fare: £13.00
5. Dinner Bill: £25.00
6. Lost Downtime: £80.00

- **Total Amount Claimed:** £196.80P

Justification for Full Recovery of Additional Costs and Tickets

I am writing to request a review and reversal of the decision regarding my compensation claim for the delay experienced with my day ticket on January 12, 2025. Given the significant disruption and the associated financial and emotional impact, I firmly believe that my case warrants full recovery of my ticket costs and additional expenses incurred.

Relevant Regulations and Standards

According to the Thameslink Delay Repay scheme and the National Rail Conditions of Travel, passengers holding day tickets are entitled to compensation if they experience delays. Specifically, the compensation guidelines for day ticket holders are as follows:

- **15-29 minutes**: Entitled to at least 25% of the single fare paid, or if a return ticket was bought, at least 25% of the fare paid for the affected portion.
- **30-59 minutes**: Entitled to at least 50% of the single fare paid, or if a return ticket was bought, at least 50% of the fare paid for the affected portion.
- **60-119 minutes**: Entitled to 100% of the single fare paid, or if a return ticket was bought, at least 50% of the fare paid.
- **120+ minutes**: Entitled to 100% of the cost of the fare paid, whether it was for a single or return ticket.

Given the above guidelines and the details of my journey, I firmly believe that my claim falls within the parameters of the compensation scheme. However, my situation involves exceptional circumstances that necessitate a departure from the standard compensation policy.

Exceptional Circumstances and Financial Impact

1. **Prolonged Delay and Missed Appointments:**
 - The **[E-Ticket Return]** journey was purchased for [12:02 Gatwick Airport to London Bridge] and caused us a delay of time that was of over **[1 hour to 1 hour 59 minutes]** as the **[Train was Cancelled]** and this resulted in missed appointments and disrupted plans. This necessitated rescheduling and incurred

additional costs, which would have been avoided had the train services operated as scheduled.

2. **Incurred Additional Costs:**

- I had to book alternative transport a Bus and Cab and manage additional transfers, leading to unexpected expenses. The extended travel time and inconvenience directly contributed to additional costs for food and alternative travel arrangements.

3. **Impact on Work and Productivity:**

- The delays caused me to lose an entire day of work that I had planned for business development. This lack of productivity has a significant financial impact, estimated at £80, which is crucial for my business operations.

4. **Compensation for Emotional Distress and Inconvenience:**

- The cumulative effect of the delays, missed appointments, and additional costs caused considerable distress and inconvenience. Compensation should reflect not only the financial losses but also the emotional impact of the disrupted journey.

Consumer Rights and Fair Treatment

According to the Consumer Rights Act 2015, services must be provided with reasonable care and skill. When service providers fail to meet this standard, consumers are entitled to remedies, including compensation for consequential losses. Furthermore, the Railways Act 1993 mandate's that train operators must adhere to principles of fairness and transparency in their dealings with passengers.

Given these points, I kindly request a full recovery of my tickets and reimbursement for the additional costs incurred. The compensation should reflect the totality of the financial impact and inconvenience experienced, beyond the standard delay repay guidelines. This consideration is crucial for a fair resolution to the significant disruptions caused by the train service cancellations.

I have included all relevant documentation and imagery to support my claim. Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely, Simon Paul Cordell 109 Burncroft Avenue, Enfield, London, EN3 7JQ
Re_wired@ymail.com +447864217519

Enclosures:

- **Receipt:** Purchase of TFL Train Travel Tickets:



AAF2RZHLETT



12 Jan 2025

GTW - THK

GATWICK AIRPORT

LONDON THAMESLINK

GTW



THK

TICKET TYPE

Super Off-Peak Single

ROUTE

NOT UNDERGROUND

ADULT

-

VALID UNTIL

12 Jan 2025

Itinerary - Suggested 12 January:

12:00 Southern
From Gatwick Airport
To East Grinstead

12:32 Southern
From East Grinstead
To London Bridge

Ticket Details:

This ticket can only be used at certain times, for details ask staff or go to nre.co.uk/FB

Information relating to compensation in the event of disruption can be found [here](#)

Issued subject to the [National Rail Conditions of Travel](#) and CIV

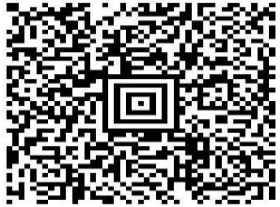
For refund information contact the retailer of your ticket

Ticket Number AAF2RZHLETT

Price £11.90

Purchased on 21 December 2024

Thank you for booking with Omio.
For help with your booking
please visit our [Help Centre](#).
Alternatively, contact Omio Customer Service and
quote your Order ID WEB002683384



AAF2RZHLETV



12 Jan 2025

GTW - THK

GATWICK AIRPORT

LONDON THAMESLINK

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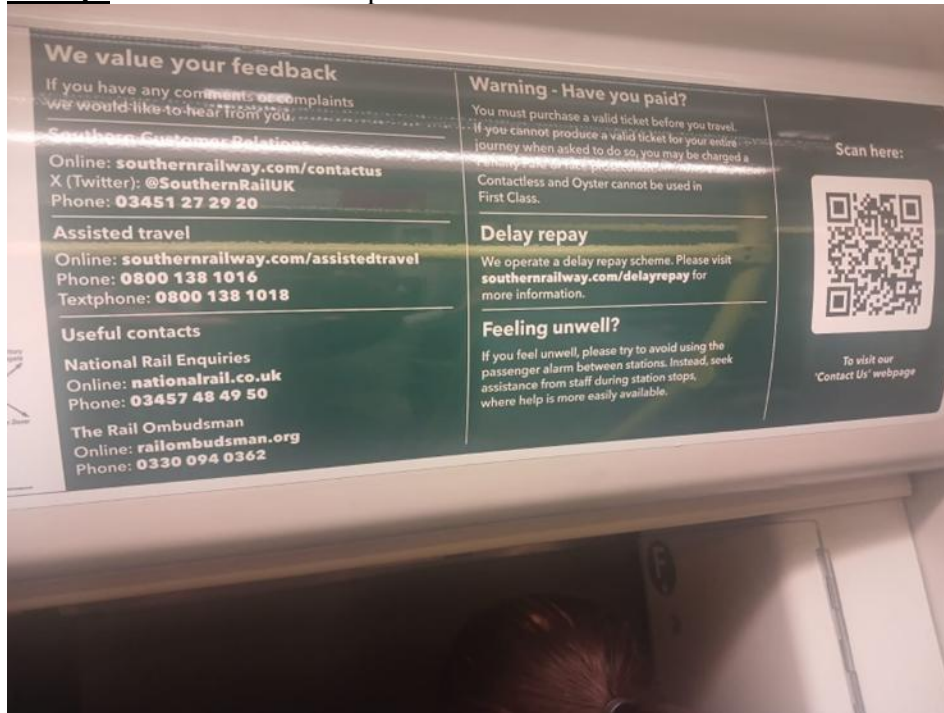
Price £11.90

Purchased on 21 December 2024

Thank you for booking with Omio.
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Alternatively, contact Omio Customer Service and
quote your Order ID WEB002683384



- **Receipt:** Late Train service provided as an alternative to travel:



- **Receipt:** Cab Booking Booked at The Same Time with Train Tickets:

Booking Details (#TC2088B98AEF1 - Simon Cordell)

From: Trip (no-reply@web3r.co.uk)
To: re_wired@ymail.com
Date: Saturday 21 December 2024 at 20:28 GMT

Booking Details
(#TC2088B98AEF1 - Simon Cordell)

Need a transfer at your destination?
For international transfers: taxifares.com.

A1 Taxis

Your chosen provider is now booking your job in and allocating you one of their very best drivers. Rest assured you're in good hands. Once your driver has been allocated we will send you a secondary email. Please note that drivers are typically allocated 24 hours before the journey time. If you miss this email, please be sure to check your spam folder.

If your chosen provider were unable to allocate you a driver, we will automatically pass your booking to another company at the same price. You don't need to do anything. If this happens we will send you the contact details of the new transport company. If we can't cover the job for you at the same price we will try and find you an alternative and email you with the option to re-book with just one click.

Your vehicle(s) allows for up to 3 passengers and up to 2 medium sized suitcases. If you have a large amount of luggage please reply to this email before travelling to ensure the appropriate vehicle is provided. If you have more luggage than the vehicle you have requested on the day you may be charged extra. [More info](#)

To amend or cancel your booking please call **0333 772 9737**

Your booking is for 26 miles. If on the day of the journey you change your pickup / destination or take a detour you may be asked to pay more. Extra Pickups are charged at the driver's discretion.



[Open journey in Google Maps](#)

Note: Journey route is for illustration purposes only, your exact route may differ.

Journey: £103.00
Card Fee: £0.00
Total: £103.00

Payment Method: Debit Card 

Booking Details
Booking Ref: TC2088B98AEF1

Journey Details
recipient == "partner"; ?> -->

Customer Name:	Simon Cordell	Pickup:	109 Burncroft Avenue, enfield, EN37JQ
Customer Telephone:	+447864217519	Destination:	London Bridge Station, SE1 2SZ
Passenger Name:	Simon Cordell	Passengers:	2
Passenger Telephone:	+447864217519	Date:	Wednesday 8th January 2025 04:40:00
Passenger Email:	Re_wired@yahoo.com	Return:	Sunday 12th January 2025 01:30:00
Status:	Awaiting driver assignment	Vehicle:	Saloon - Sedan x 1
Notes:	No Journey Notes Provided		 STANDARD MINICAB More info...
		Distance:	26 miles
		Price Per Mile:	£ claim_price_formatted / \$this->distance , 2j7> per mile

To manage your bookings, please use the [Users Dashboard](#).

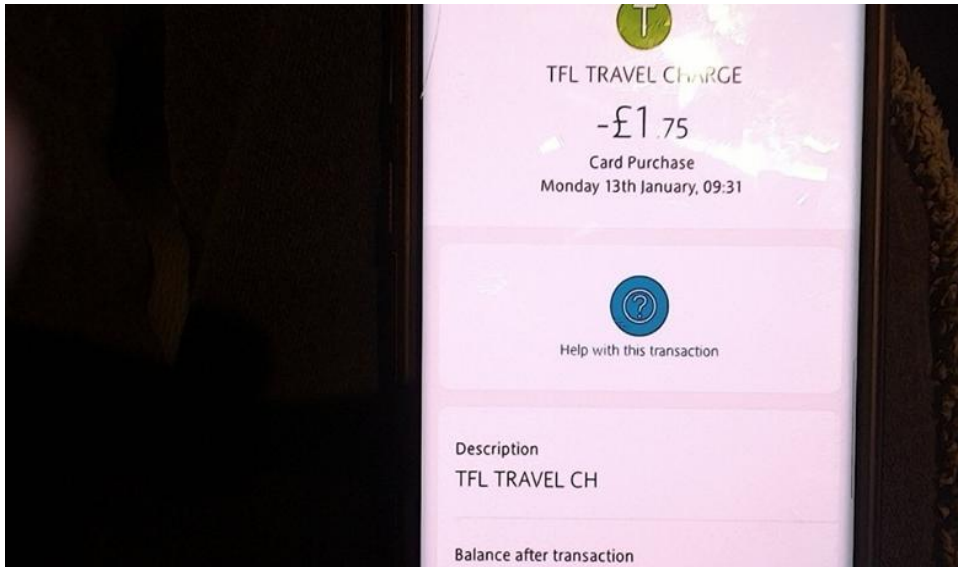
Download the new version of the App

Faster Booking - Amend Details - Real-time Updates

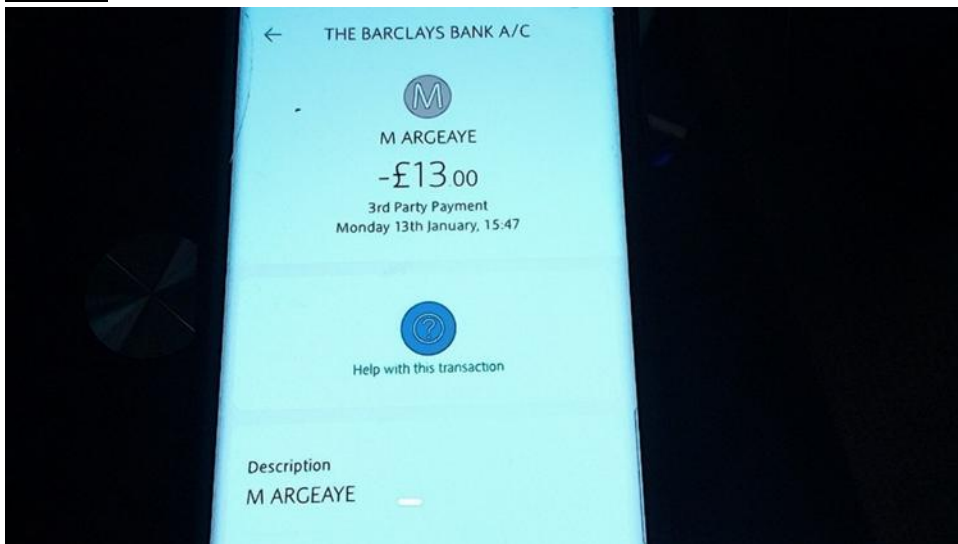




- **Receipt**: TFL travel charge for bus fare on January 13, 2025:



- **Receipt:** Cab from Edmonton Green:



- **Receipt:** Dinner Receipt:
To be obtained!
- **Receipt:** Lost Downtime:
Web linked as: [Horrific Corruption: Uncovering the Dark Truth's.](#)
- **Receipt:** All Additional Relevant Documents:
None to be added!

