



20250213-725262

From:Thameslink Customer Relations (customerservices@thameslinkrailway.com)

To:re_wired@ymail.com

Date:Tuesday 18 February 2025 at 11:58 GMT

Dear Simon

Thank you for getting in touch regarding our journey on the 12th of January.

I have looked into your claim and since it is outside the 28 days we require customers to make a claim we are unable to offer delay repay compensation for this.

In regard to your additional costs that were incurred due to the 12:02 Gatwick service to London Bridge not running, compensation is not available if a service has been removed or changed as a result of planned engineering work. I'm sorry. This is because the journey claimed for is not valid if it is not scheduled. The valid journey would be the one involving the rail replacement, and as that ran as scheduled and was published in advance for customers to see, hence why we cannot offer you anything at this time. I know this isn't what you wanted to hear.

To keep our services running as smoothly as possible, maintenance work is required regularly. So we can reduce the impact on passengers, works are usually scheduled during times where rail services are quieter, like weekends or overnight.

We make sure online journey planners are updated to show any changes as soon as possible. And we advise passengers to check in advance, before they travel. This includes information on buses replacing trains. In future, you can check using a journey planner like the one at National Rail Enquiries – www.nationalrail.co.uk. We also list any changes on our website at www.thameslinkrailway.com/travel-information/plan-your-journey/planned-engineering-work.

For all future travel, I recommend checking for planned works as they may affect your travel.

Thank you again for getting in touch, and I hope you have a wonderful day.

Kind regards

Izaak

Customer Relations Advisor