



Re: 20250224-730595

From: Ahmed Jama (ahmed.jama@gtrailway.com)

To: re_wired@ymail.com

Date: Thursday 6 March 2025 at 14:26 GMT

Dear Simon

Thank you for your email and the additional information. I have had a look through the services scheduled to run on 12 January 2025. On this date engineering work was taking place between Gatwick Airport and East Croydon which had resulted in line closures.

Engineering work is an important part of running a reliable rail network. Where engineering work is scheduled, we make arrangements for alternative services to be available for customers to continue travelling. Arrangements can also include replacement bus services. Online journey planners are updated in advance so that customers can plan their journeys using the alternatives.

We do not operate a train service between Gatwick Airport and East Grinstead. There are services between Gatwick Airport and London Bridge and also from East Grinstead to London Bridge. Due to the engineering work taking place, some replacement bus services were in operation. This included replacement bus services between Gatwick Airport and East Grinstead to enable customers travelling to London to connect to the trains from East Grinstead.

The 12pm service you mention was a replacement bus service and your planned journey included this bus service. I can confirm there were no train cancellations as trains do not operate between Gatwick Airport and East Grinstead.

As your train itinerary included the 12pm service from Gatwick Airport to East Grinstead, the information about bus replacements was fully updated when you had purchased your ticket. As this service was always scheduled to be a replacement bus service and was part of the itinerary you were provided with. We are unable to provide any compensation as this was the planned route on the day. Please let me know if you have any questions.

Kind Regards,

Ahmed Jama

Customer Relations Advisor

Govia Thameslink Railway (GTR)

Email: ahmed.jama@gtrailway.com



Govia Thameslink Railway Limited

Registered in England and Wales No. 07934306.

Registered office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE

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From: Rewired Rewired <re_wired@ymail.com>

Sent: 03 March 2025 16:29

To: Ahmed Jama <ahmed.jama@gtrailway.com>

Subject: Re: 20250224-730595

This Message Is From an External Sender

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This message came from outside your organization. **Subject:** Follow-Up on Compensation Claim for Journey on **12 January 2025.**

Dear Ahmed Jama,

Thank you for your response and for looking into my claim further.

To clarify, the delay was due to the **"12:00 PM Southern Rail Train from Gatwick Airport to East Grinstead Not Running."** This situation was initially acknowledged and explained by Izaak from your Customer Service Relations team. As Izaak mentioned:

- **"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. 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, we cannot offer you anything at this time."

To my understanding we both arrived at **"Gatwick Airport"** expecting to take the train to **"London Bridge,"** which had one scheduled stop along the route as reflected in the receipt for my: **"TFL Train Travel Tickets."** However, a replacement coach service was provided for the first part of the route. We took this coach from Gatwick Airport and arrived at another train station along the same route, most likely **"East Grinstead,"** where we were intended by train staff to quickly board the train waiting to leave that station to London Bridge and this is the train I took a picture of the delayed re pay scheme as prior evidenced.

Unfortunately, as we are both unfamiliar with the local area **"Being from North London,"** we cannot 100% confirm the exact train station or service details beyond this point, without contacting yourselves!

I hope this additional information assists in verifying the details of our journey. Please do let me know if further clarification is needed.

Kind regards,

Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: Re_Wired@Ymail.com

Tel: +447864217519.

On Monday 3 March 2025 at 15:21:21 GMT, Ahmed Jama <ahmed.jama@gtrailway.com> wrote:

Dear Simon

Thank you for your email, you mention that delays held you back can you please clarify was this a delay to the 12:32pm train service from East Grinstead? As of yet i haven't been able to verify the route you were delayed on for over an hour and need confirmation on the part of the journey you had taken which was delayed.

Was it a coach to East Grinstead follow by the 12:32pm train that you had taken?

Kind Regards,

Ahmed Jama

Customer Relations Advisor
Govia Thameslink Railway (GTR)

Email:ahmed.jama@gtrailway.com



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From: Rewired Rewired <re_wired@ymail.com>

Sent: 01 March 2025 11:27

To: Ahmed Jama <ahmed.jama@gtrailway.com>

Subject: Re: 20250224-730595

Subject: Follow-Up on Compensation Claim for Journey on **12 January 2025**

Dear Ahmed Jama,

Thank you for your detailed response to my email and for your willingness to review my compensation claim despite all the exceptional circumstances that delayed my submission.

I appreciate the clarification regarding the 28-day submission limit for the Delay Repay scheme and the distinction between this and other reimbursement claims. Based on your explanation, I understand that my compensation request for train tickets, bus fares, cab fare, missed cab fare, dinner bill, and loss of downtime can still be considered, even though my Delay Repay claim was not submitted within the 28-day window. Your email implies that Thameslink is willing to review and potentially compensate me for the various costs I incurred under your broader **Customer Service and Goodwill Policies**, and/or the specific **Delay Repay Scheme**.

To assist you in your investigation, please find the following details of my journey and the additional expenses incurred:

1. **Train Tickets:** As prior Invoiced!
2. **Bus Fares:** As prior Invoiced!
3. **Cab Fares:** As prior Invoiced!
4. **Missed Cab Fare:** As prior Invoiced!
5. **Dinner Bill:** Misplaced!
6. **Loss of Downtime:** As prior Invoiced!

Regarding the Subject Access Request for insurance documents, I appreciate your explanation that such documents are not recorded against my personal records. However, I kindly request information on Thameslink's compensation and liability policies, including the Delay Repay Scheme Insurance Documents and Public Liability Insurance. This information will greatly help in understanding the extent of coverage and support available for passenger's experiencing disruptions. Although I understand that Thameslink is a private company and not subject to the Freedom of Information Act (FOIA), I believe that transparency in these matters is important for passengers seeking compensation. I would greatly appreciate your cooperation in providing this information or guiding me on how I might access these documents through formal channels.

Additionally, in response to your query, I confirm that after taking a coach from Gatwick Airport station, I traveled to **East Grinstead** and was to take the train departing at **12:32 PM Southern train from East Grinstead to London Bridge**, until the delays held us back.

Thank you for your continued assistance in this matter. I look forward to your prompt response and resolution of my compensation claim. Please feel free to contact me if you require any further information or clarification.

Kind regards,

Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: Re_Wired@Ymail.com

Tel: +447864217519

On Friday 28 February 2025 at 16:41:37 GMT, Ahmed Jama <ahmed.jama@gtrailway.com> wrote:

Dear Simon,

I am writing in response to your recent email in relation to your journey on 12 January 2025. I am sorry to hear that you experienced issues with your journey and are unhappy with the response received. I

understand that you would like your claim to be reviewed outside of the 28 day timescale due to exceptional circumstances.

The 28 day time limit provided is for Delay Repay claims and any other requests are not subject to a 28 day timescale to submit a claim. I understand that you have requested reimbursement of train tickets, bus fares, cab fare, missed cab fare, dinner bill and loss of downtime. We are able to look into your request at any point and it is only the Delay Repay compensation scheme you need to submit an application for within 28 days.

Although a claim was not submitted within 28 days for the train tickets through Delay Repay, I'll be happy to look into your claims for all costs. At this stage, I will investigate each aspect of your claim further and may need some additional information to ensure I have understood each part of your journey correctly.

Before I go further, I can see that you are making a Subject Access Request for insurance documents. Requests through a Subject Access Requests are provided for information we hold about individual customers. However, as we don't have any insurance documents recorded against your personal records, there isn't any information to supply.

You stated that you took a coach from Gatwick Airport station which had taken 45 minutes to reach an alternative station. Can you please confirm the train station you travelled to and the departure time of the train taken?

Kind Regards,

Ahmed Jama

Customer Relations Advisor
Govia Thameslink Railway (GTR)

Email: ahmed.jama@gtrailway.com



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