

# Fastline

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## Discount and refund scheme for Thameslink route season ticket customers affected by the recent disruption

Today we are announcing a **discount and refund scheme** for Thameslink route season ticket customers who have been affected by the disruption to services between November 2009 and 15 January 2010. This offer is in addition to our Delay Repay compensation, which all customers can claim if they have been delayed by 30 minutes or more.

### 1. The offer

From **Wednesday 3 February\*** until **Sunday 31 March 2010**, eligible Thameslink route season ticket customers will be able to apply for discounts, free tickets and refunds under the scheme – **the table on page 3 of this fastline gives full details of the offer.**

### 2. Overview of process

1. **Application:** customer completes online application form and provides proof of purchase (see section 3 below for details). This will be available from Monday 8 February 2010.
2. **Administration:** application is checked, confirmed and processed within 28 days.
3. **Confirmation:** see section 4 below for details.

### 3. How customers apply

We will be advising customers to apply via an **ONLINE FORM** on our website, which will go live on **Monday 8 February**. Customers will have to provide proof of ticket purchase in the form of tickets, receipts or bank/credit card statements.

If customers are unable to apply online, they will be able to fill in a paper application form and post it, along with proof of their tickets, to a special freepost address. Stocks of the postal forms will be delivered to stations ahead of Monday 8 February.

\*A pdf version of this form will also be available for customers to download from our website at [www.firstcapitalconnect.co.uk/discount](http://www.firstcapitalconnect.co.uk/discount) from Wednesday 3 February.

### 4. What customers will receive

Successful customers will receive one of the following:

- **A discount voucher** to redeem next time they renew their ticket either at an FCC booking office or via the FCC website
- **Free tickets** which will be posted to them
- **A refund** against the cost of their First Class ticket, in recognition that First Class was declassified for several weeks

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## 5. Preparation and training

We are currently **setting up IT and ticket office systems** and **a dedicated office** to process applications.

We are preparing the website, leaflets, postal application forms and other customer communications. Leaflets and postal application forms will be sent to stations in preparation for Monday 8 February.

The training team is organising **training for booking office colleagues** on how to administer the discount. **Revenue protection colleagues** will also be fully briefed on the free tickets which will be issued.

**A staff brief with full details including terms and conditions, will be issued to relevant colleagues in the next few days**

## 6. How to help customers if they ask you about the scheme

If you receive queries from customers about the offer, please let them know:

- Our discount and refund scheme for Thameslink route season ticket customers affected by the recent disruption goes live on **Wednesday 3 February**.
- You will be able to **apply** via an online form on our website from Monday 8 February or print a postal form from the website from Wednesday 3 February.
- If you do not have internet access, you will be able to pick up an application form and information leaflet from FCC station ticket offices from Monday 8 February.
- You must submit your application by 31 March 2010.
- Further details, plus answers to frequently asked questions and terms and conditions will be available on our website ahead of Wednesday 3 February at: **[www.firstcapitalconnect.co.uk/discount](http://www.firstcapitalconnect.co.uk/discount)**
- Holders of inter-available season tickets, Oyster Travelcards, scholar/child season tickets, who fit the criteria outlined in the scheme's terms and conditions, are also eligible.
- Please ensure you retain proof of your ticket purchase in the form of your ticket, receipt or bank/credit card statement – you will need this to apply under the scheme.

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## 7. What the scheme offers

Season ticket type	Can claim	Discount/refund offer	Eligibility
Weekly	either	5 tickets** appropriate to customer's class of travel valid for day return journeys on FCC services at any time	If customer had at least four weeks of weekly season tickets between 27/10/09 and 15/01/10. These do not need to be consecutive.
	or	10 tickets** appropriate to customer's class of travel valid for day return journeys on FCC services at any time	If customer had eight or more weekly season tickets between 27/10/09 and 15/01/10. These do not need to be consecutive.
Monthly	either	50% discount^^ on renewal of customer's next monthly season ticket	If customer had one or more monthly season tickets that were valid between 27/10/09 and 15/01/10
	or	10 tickets** appropriate to customer's class of travel valid for day return journeys on FCC services at any time	If customer had one or more monthly season tickets valid between 27/10/09 and 15/01/10
Season ticket (of duration greater than a month but less than seven months)	either	10% discount^^ on renewal of customer's next season ticket valid for more than a month but less than seven months	If customer had a season ticket of this duration valid between 27/10/09 and 15/01/10
	or	10 tickets** appropriate to customer's class of travel valid for day return journeys on FCC services at any time	If customer had a season ticket of this duration valid between 27/10/09 and 15/01/10
Annual or season ticket (of seven months duration or more)	either	5% discount^^ on renewal of season tickets valid for seven months or more	If customer had an annual season ticket that is valid between 27/10/09 and 15/01/10
	or	10 tickets** appropriate to customer's class of travel valid for day return journeys on FCC services at any time	If customer had an annual season ticket that was valid between 27/10/09 and 15/01/10
First Class		Refund of the difference in cost between First Class and Standard Class fare. This is <b>in addition</b> to any discount on renewal/free ticket entitlement as outlined above.	If customer had a First Class season ticket that was valid at any time between 12/11/09 and 23/01/10 January 2010 they will be entitled to claim a refund (less any First Class claims already made).

**NB: Full terms and conditions will be outlined in the staff brief, which will be issued in the next few days.**

- \*\*Free tickets can be used by the customer to fill the gap between season tickets, for weekend travel or they can give them to friends and family to use. Tickets must be used by 31 December 2011.
- ^^Discount can only be used by the customer redeeming it.