

Västtrafik's Compensation for delay.

If you are delayed by over 20 minutes and it is our fault, you are entitled to compensation . You can also choose to travel by taxi or your own vehicle if you estimate that you will arrive at your destination at least 20 minutes late using Västtrafik. If you choose to travel by taxi, the maximum compensation is SEK 1,500 per person. If you choose to travel using your own vehicle, the maximum compensation is SEK 1,500 no matter how many people travel in the vehicle.

First name *		Surname *		Personal identity number *	
Address *		Postcode *	Town/City *	Date of journey: Year, month, day * 20 - -	
				Telephone daytime/mobile *	
				E-mail address *	

MY INTENDED JOURNEY:		MY ACTUAL JOURNEY:	
I wanted to travel from (name of stop)	Departure time **	I travelled from (name of stop)	Time
With line (line number/line name)		With line (line number/line name)	
I wanted to be at (final destination)	Arrival time **	I arrived at (final destination)	Time
If changing services: I wanted to change at (name of interchange stop)	Time	If changing services: I wanted to change at (name of interchange stop)	Time
To line (line number/line name)		To line (line number/line name)	

*Mandatory **Departure time and arrival time as stated on the timetable

How I would like to receive compensation:

If you choose Voucher code as the form of compensation for alternative transport (such as taxi or your own vehicle) you will receive 20 percent extra compensation. In that case, the maximum compensation will be raised to SEK 1,800.

As a Voucher code to use in the Västtrafik To Go app.
Deposited in my bank account. Payment is made to Swedish bank accounts using Swedbank's payment system (SUS).

I have a foreign bank account.	
Name of bank *
IBAN: * Swift code/BIC *

DESCRIBE WHY YOU THOUGHT YOU WOULD BE 20 MINUTES LATE.

I travelled using a Västtrafikkort.

Enter card number:

I travelled using a ticket in the Västtrafik To Go app.

Enter ticket number:

I travelled using a Resplus ticket.

Enter booking number here (e.g. AAA1111A):

I travelled using a different ticket.

Indicate ticket type:

I did not buy a ticket as I thought the journey would be delayed by more than 20 minutes.

IF YOU TRAVELLED BY TAXI OR OWN VEHICLE		Receipt must be the original. Handwritten receipts and payment card receipts are not accepted. Attach your receipt here but be careful not to cover the text of the receipt with tape. Enclose evidence of any expenses for congestion tax and parking charges if you travelled using your own vehicle.	
I travelled by private vehicle from (address or stop)	Time		
I arrived at (address or stop)	Time	Number of kilometres you drove, round trip	Vehicle reg. no *
Fellow passengers in the taxi:			
Fellow passenger 1		Fellow passenger 2	
First name	Postcode	First name	Postcode
Surname	Postal address	Surname	Postal address
Address	Telephone daytime	Address	Telephone daytime

I hereby verify that the information above is correct and approve that my personal data will be stored and processed in accordance with the General Data Protection Regulation (Dataskyddsförordningen). Västtrafiks privacy policy can be found at our website: https://www.vasttrafik.se/en/about-vasttrafik/privacy-policy/	
Place and date *	Signature *
.....

Tape here

VÄSTRA GÖTALANDSREGIONEN

En del av

Tape here

Täck dina uppgifter, så blir de inte synliga!

västtrafik

SVARSPOST
20467508
401 10 Göteborg

Tape here

Tape here

Tape here

Do not affix stamp. The recipient pays the postage.

Tape here

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20467508
401 10 Göteborg

Tape here