

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 1,250 per person. If you choose to travel using your own vehicle, the maximum compensation is SEK 1,250 no matter how many people travel in the vehicle.

Personal identity number 12 digits*
Date of journey: Year, month, day * 20 - -
Telephone daytime/mobile *
E-mail address *

7610366-221

First name *	Surname *	
Address *	Postcode *	Town/City *

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 changed 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:

As a promotional code to use in the Västtrafik To Go app. As a voucher to buy a ticket from one of our points of sale.
Deposited in my bank account. Payment is made to Swedish bank accounts using Swedbank's payment system (SUS).

How I would like to receive compensation (if travelled by taxi or own vehicle):

As a promotional code to use in the Västtrafik To Go app. *If you choose this option, you will receive 20% extra compensation. Max. amount SEK 1,500.*
As a voucher to buy a ticket from one of our points of sale (cannot be redeemed on board our vehicles). *If you choose this option, you will receive 20% extra compensation. Max. amount SEK 1,500.*
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. Block capitals!

I travelled using a Västtrafik-kort. 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

(in accordance with compensation for delay)

I travelled by taxi/private vehicle from (address or stop)	Time
I arrived at (address or stop)	Time

Taxi receipt must be the original. Handwritten receipts and payment card receipts are not accepted. Attach your taxi 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.

Number of kilometres you drove, round trip	Vehicle reg. no *
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Fellow passengers in the taxi or private vehicle:

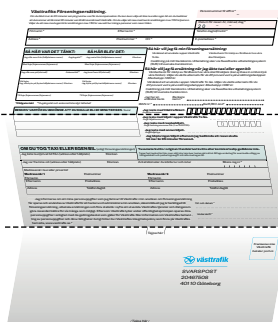
Fellow passenger 1		Fellow passenger 2	
First name	Postcode	First name	Postcode
Surname	Postal address	Surname	Postal address
Address	Telephone daytime	Address	Telephone daytime

I understand that the personal data I provide to Västtrafik in my application for compensation for delay may be stored and used by Västtrafik for the purposes of processing and administrating my application, checking that I am entitled to compensation for delay, paying compensation and for statistical monitoring in order to develop Västtrafik's services and so make transport better for as many people as possible. As Västtrafik is subject to the principle of public access, your personal data is stored in accordance with the erasure decisions that apply to Västtrafik. More information about Västtrafik's processing of personal data and your rights in general is contained in Västtrafik's privacy policy, which can be found on Västtrafik's website, www.vasttrafik.se *

Place and date *
.....
Signature *
.....

Tape here

Protect your details, fold and tape!



1 Fold in

2 Fold back

Do not affix stamp. The recipient pays the postage.



SVARSPOST
20467508
401 10 Göteborg

Tape here