

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 1,350 per person. If you choose to travel using your own vehicle, the maximum compensation is SEK 1,350 no matter how many people travel in the vehicle.

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

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First name *	Surname *	Telephone daytime/mobile *
Address *	Postcode *	Town/City *
		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)	

How I would like to receive compensation:

If you choose promotional code or voucher 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 1,620.

- 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).

I have a foreign bank account.

Name of bank *

IBAN: * Swift code/BIC *

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

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	Number of kilometres you drove, round trip	Vehicle reg. no *
I arrived at (address or stop)	Time		
<i>Fellow passengers in the taxi:</i>			
Fellow passenger 1	Postcode	Fellow passenger 2	Postcode
First name	Postal address	First name	Postal address
Surname	Telephone daytime	Surname	Telephone daytime
Address		Address	

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

Do not affix stamp. The recipient pays the postage.

VÄSTTRAFIK
-EN DEL AV-
VÄSTRA
GÖTALANDSREGIONEN

Protect your details, fold and tape!



SVARSPOST
20467508
401 10 Göteborg



Tape here

Tape here

Tape here