



7th June 2017



Re: FOI Request Acknowledgement [IE_FOI_097]

Dear [REDACTED],

I refer to your request dated 10th May 2017 and received by this office on that date, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

Request –

- Information on, when and whom was involved in the making of the decision to change the way customers with an online ticket, who suffered a delay of over 1 hour to their train journey arrival time, had their compensation changed from a cash refund back to the card used to make their purchase, to Travel Vouchers of the same face value or a cash alternative of 50% of the Travel Voucher face value

I, Gwen Jones have now made a final decision to grant your request on 7th June 2017.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

In the event that you are not happy with this decision, you can made an appeal in relation to this matter, you can do so by writing to the Freedom of Information Unit, Corporate Communications, Iarnród Éireann, Connolly Station, Amiens Street, Dublin 1 or by email to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI officer by telephone on +353 1 7034293 or at foi@irishrail.ie

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Gwen Jones', with a long horizontal flourish extending to the right.

Gwen Jones

FOI Decision Maker, Commercial Department.

Freedom of Information Request: Schedule of Records for IE_FOI_097 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
A.01.06.17	12-May-17	Compensation due to delays on services	1	Grant	N/a	N/a

Signed

IE Decision Maker

Freedom of Information Request IEFOI097

File Reference no. A01.06.17

Information on, when and whom was involved in the making of the decision to change the way customers with an online ticket, who suffered a delay of over 1 hour to their train journey arrival time, had their compensation changed from a cash refund back to the card used to make their purchase, to travel vouchers of the same face value or a cash alternative of 50% of the travel voucher face value.

FOI_097 Response

In May, 2016 the Passenger Charter was amended to incorporate EC Regulation 1371 into our Passenger Charter and now offers our customers the choice of discount vouchers for future travel or a cash refund. This followed a consultation process with Commercial team, Senior Management team and National Transport Authority. Customers who are delayed are compensated as per the Passenger Charter which is as follows:

Delay

If you're delayed by 60 to 120 minutes

- 50% of the value of the **single journey** in Vouchers or 25% in cash.

If you're delayed by 120 minutes or more

- 100% of the value of the **single journey** in Vouchers or 50% in cash.

On application, customers are given the option to choose vouchers or cash. If the Customer chooses to be refunded in cash, this will be handled through a refund back to the credit card if booked online or by refund order if the ticket was purchased at a booking office. The refund order can be cashed at any Iarnród Éireann booking office.