

How are we doing?

Tell us what you think, we're all ears:

customer.resolutions@avantiwestcoast.co.uk

[avantiwestcoast.co.uk/contact](https://www.avantiwestcoast.co.uk/contact)

Post: Freepost AVANTI WEST COAST

Telephone: 0345 528 0253

Been delayed on your journey?

Claim for compensation with Delay Repay.

It's our way of saying sorry when things go wrong. The amount you can claim depends upon how long your delay was.

[avantiwestcoast.co.uk/delayrepay](https://www.avantiwestcoast.co.uk/delayrepay)

If you have contacted us and you're unhappy with our final response to your complaint (sometimes called a 'deadlock letter'), or if we haven't resolved your complaint within 40 working days of receiving it you can contact the Rail Ombudsman.

Rail Ombudsman contact details:

Website: (including online chat):

www.railombudsman.org

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: Freepost RAIL OMBUDSMAN



A **B** **F** Pendolino & Super Voyager trains

D **E** Pendolino trains

C Super Voyager trains