

Application Form for Compensation/Refund for Delay

Dear Passenger,

You are entitled to compensation for delay if a train is more than 30 minutes late, subject to the terms set out in the *Railway Regulations (Rail Travel Terms and Conditions) 5760—2000* and those laid down by the Director-General of Israel Railways (IR) Ltd. and approved by the competent authorities.

A passenger wishing to apply for compensation is required to fill in the details below in clear, legible writing including address and phone number.

Please attach the ticket used for the journey (original only) and ask the stationmaster to countersign the form.

Particulars of Journey:

Date: _____ Train No: _____

Station of Origin: _____ Time of Departure: _____

Destination: _____ Time of Arrival: _____

Ticket Serial Number (printed at bottom right): _____

Particulars of Passenger:

First Name: _____ Surname: _____

Address: _____ Tel. No: _____

Signature: _____

For Official Use:

Approved/Not Approved (reason): _____

Reason for Delay: _____

No. of Substitute Ticket: _____

Please attach original ticket