

Oes gen i hawl i gael iawndal?

Byddwn yn cynnig iawndal os cafodd eich taith gyda ni ei gohirio am 15 munud neu fwy.

Rhaid i ni gael ceisiadau am iawndal cyn pen 28 diwrnod ar ôl i chi gyrraedd pen eich taith.

Os ydych chi'n gwneud cais am iawndal, rhaid i chi fod wedi teithio ar y trên a oedd wedi'i gohirio ac mae'n rhaid i chi gael tocyn dilys ar gyfer y daith honno.

Nid yw'r uchod yn effeithio ar unrhyw rwymedïau na hawliau cyfreithiol a fyddai gennych chi fel arall o dan Ddeddf Hawliau Defnyddwyr 2015.

Mae manylion llawn ein hymrwymadau i'n cwsmeriaid wedi'u nodi yn ein Siarter Teithwyr. Mae modd i chi gael copi ar-lein yn trc.cymru, o unrhyw orsaf Trafnidiaeth Cymru sydd â staff ynddi, neu drwyffonio Cysylltiadau Cwsmeriaid ar 0333 3211 202.

Os ydych chi am gael ad-daliad am docyn nad ydych chi wedi'i ddefnyddio eto, dylech ddychwelyd y tocyn yn ôl i'r fan lle y cafodd ei brynu (er enghraifft swyddfa docynnau, asiantaeth teithio neu dim telewerthu/gwe).

Am I entitled to compensation?

We will offer you compensation if your journey with us was delayed by 15 minutes or more.

Claims for compensation must be received by us within 28 days of completion of your journey. You must have travelled on board the train that was delayed and hold a valid ticket for that journey if you are claiming compensation.

The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

Full details to our commitments to our customers are set out in our Passenger's Charter. You can get a copy on line at tfw.wales, from any Transport for Wales staffed station or by calling Customer Relations on 0333 3211 202.

If you want a refund of a ticket you have not used, please return it to where you bought it from (for example ticket office, travel agent or web/telesales team).

Freeport TFW RAIL CUSTOMER RELATIONS



Hawlio iawndal Compensation Claim



Gallwch arbed amser a rhoi adborth ar lein.
Dilynwch y cyfarwyddiadau ar trc.cymru.
Save yourself some time and feedback online.
Simply follow the instructions at tfw.wales.

Ffurflen hawlio iawndal Llenwch y ffurflen hon i hawlio iawndal am daith y bu oedi arni.

Compensation Claim Form Please fill in this form to claim compensation for a delayed journey.

Eich manylion chi Your details

Teitl (Mr, Mrs, Ms, Arall): Title (Mr, Mrs, Ms, Other):	Enw cyntaf: First name:	Cyfenw: Surname:
Cyfeiriad a chod post: Address and postcode:	POSTCODE CHOD POST	
Rhif cyswllt: Contact number:	E-bost: Email:	

Manylion y daith Gallwch ddefnyddio'r ffurflen hon i hawlio iawndal am oedi ar hyd at dau daith.

Journey details You can use this form to claim for up to two delayed journeys.

Taith 1 Journey 1

Ydyddiad y daith: Date of journey:	D D M M Y Y	Amser gadael: Timetabled departure:	ORIAU HOURS	MUNUDAU MINUTES	Hyd yr oedi: Length of delay:	ORIAU HOURS	MUNUDAU MINUTES
Teithioo: Travelling from:	Teithio i: Travelling to:						

Taith 2 (os yw'n berthnasol) Journey 2 (if applicable)

Ydyddiad y daith: Date of journey:	D D M M Y Y	Amser gadael: Timetabled departure:	ORIAU HOURS	MUNUDAU MINUTES	Hyd yr oedi: Length of delay:	ORIAU HOURS	MUNUDAU MINUTES
Teithioo: Travelling from:	Teithio i: Travelling to:						

Sylwadau ychwanegol Additional comments

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Sut Hoffech inni dalu'ch iawndal? How would you like us to pay your compensation?

Taleb teithio'r Rheilfyrdd Cenedlaethol / National Rail travel voucher

Trosgwylddiad Banc (BACS) Bank Transfer (BACS)

Rhoddwch i elusen / Donate to charity

PayPal

Os dewiswch BACS neu PayPal roi rhif ffon neu gyfeiriad e-bost inni. If you select BACS or PayPal, please provide us with a phone number or email address.

Beth fydd yn digwydd nesaf?

What happens next?

Gwnewch yn siwr eich bod wedi rhoi'r hall fanylion angenrheidiol er mwyn sicrhau na fydd oedi gyda'ch hawliad. Nod ein tim cysylltiadau yw ymateb i'ch hawliad cyn pen 10 diwrnod gwaith ar ol cael y ffurflen hon. Os ydych chi'n rhoi'ch cyfeiriad e-bost inni byddwn yn anfon atoch gydnabyddiaeth sy'n nodi rhif cyfeirnod eich achos.

Please check carefully that you've provided all the details requested to prevent delays to your claim. Our Customer Relations team aim to respond to your claim within 10 working days of receiving this form. If you provide us with your email address we will send you an acknowledgement detailing your case reference number.

Ydych chi wedi cynnwys y canlynol?

Have you included the following?

- Enw, cyfeiriad a chod post / Name, address and postcode
- Rhif Ffôn / Phone number
- Ebost / Email
- Manylion y taith / Journey details
- Tocyn / Ticket
- Cyfeirnod bwcio / Booking reference number
- Rhif y tocyn / Ticket number

Eich tocynnau Your tickets

Amgawch eich tocyn am y daith y bu oedi arni yma. Os oes gennych docyn tymor amgawch gopi neu lun o'r tocyn. Os oes gennych docyn ap ffôn symudol ysgrifennwch eich cyfeirnod bwcio a rhif y tocyn isod / Attach your ticket for the delayed journey here. If you have a season ticket attach a copy or photo of the ticket. If you have a mobile app ticket write your booking reference and ticket number below.

Cyfeirnod bwcio a rhif y tocyn:

Booking reference and ticket number: _____

Edfallai y bydd rhaid i ni rannu manylion eich hawliad â gweithredwyr trenau eraill os yw eich hawliad neu eich sylwadau'n ymwneud â chwmrt arall. Os byddai'n well gennych i ni beidio â rannu'r manylion, ticwch y bocsa yma. Ni fydd hynny'n effeithio ar eich hawl i wneud hawliad a rhoi sylwadau ond edfallai y bydd yn anoddach i ni ddatrys eich achos yn gyflym. Ni fyddwn yn rhanu eich gwybodaeth â ddibenion marchnata. Drwy lenwi'r ffurflen hon rydych chi'n cadarnhau bod yr wybodaeth sydd wedi darparu'n gywir hyd y gwyddoch chi. Mae Trainidaeth Cymru yn cadw'r hawl i rannu eich manylion personol â gweithredwyr trenau eraill a thrydydd partion perthnasol i atal twyll i gallwng erlyn unrhyw unigolyn am wneud hawliadau twyllodrus.

We may need to share details of your claim with other train operators if your claim or comments relate to another company. If you prefer that we do not share the details please tick this box. It will not affect your right to make a claim and give comments but may make it more difficult for us to resolve your case quickly. We will not share your information for marketing purposes. Completion of this form confirms that the information provided is correct to the best of your knowledge. Transport for Wales reserves the right to share your personal details with other train operators and relevant third parties to prevent fraud and we may prosecute any individual making fraudulent claims.