

Complaints & Refunds Dept.,
XC Trains Ltd.,
Admiral Way,
Doxford International Business Park,
SUNDERLAND
SR3 3XP

Tuesday 25th March 2008

Dear Sir/Madam,

CrossCountry train service XC2810 (Edinburgh to Bournemouth)

I wish to write to you about the "severe delay" to the above mentioned service. I boarded the train as the 1440 from Newcastle in order to go direct to Southampton Airport Parkway, assuming an arrival time of 2033, which you can see from my photocopy ticket. I finally arrived at my destination at 2255, which was 2 hours and 22 minutes after I was intending to.

I had booked this train specifically for it being a direct service. I have Asperger's Syndrome, and therefore find changes and amendments to preset schedules extremely hard to cope with. Thus, when I was informed that this train would terminate at Reading, I became quite anxious.

I would like to thank the train crew for their help in trying to find onward connections from Derby to Southampton Airport Parkway, and for providing as much information as they were given on to the passengers. I would also like to thank the crew for providing a small bottle of water.

Due to the delay, and subsequent anxiety, I would like to request that I receive full monetary compensation to the value which I paid for the entire ticket (both outward and return).

I request confirmation of receipt of this letter, and eagerly await your response which I trust will arrive within 10 working days of you confirming receipt.

Yours sincerely,

Matt

Enc: Photocopy ticket (STD SAVER OUTWARD)
Photocopy sales voucher (1117043)