

COMPENSATION SCALE

The compensation that you will receive will be in the form of a **discount voucher on your next trip** (paper or e-Voucher), a **bank transfer** or a **number of Miles** credited to your My Thalys World loyalty programme account.

The **amount of compensation varies according to the nature and duration of the delay**. Two types of delay are identified: where the delay is attributable to Thalys and a delay which cannot be attributed to Thalys.

The compensation scales are as follows:

Compensation Scale for Delays attributable to Thalys

Method of compensation	Thalys* discount voucher	Bank transfer*	Miles		
Status	All clients		Explorer	Club	Club +
0 to 29 minutes	-	-	-	-	-
30 to 59 minutes	20%	-	-	500 Miles	1,000 Miles
60 to 119 minutes	50%	25%	500 Miles	1,000 Miles	2,000 Miles
> 119 minutes	100%	50%	1,000 Miles	2,000 Miles	4,000 Miles

*Amount of compensation expressed as a percentage of the purchase price of the ticket.

Compensation scale for Delays not attributable to Thalys

Method of compensation	Thalys* discount voucher	Bank transfer*	Miles		
Status	All clients		Explorer	Club	Club +
0 to 29 minutes	-	-	-	-	-
30 to 59 minutes	-	-	-	-	-
60 to 119 minutes	25%	25%	-	500 Miles	1,000 Miles
> 119 minutes	50%	50%	-	1,000 Miles	2,000 Miles

*Amount of compensation expressed as a percentage of the purchase price of the ticket.