



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref ATISN 15038

Dear

21 May 2021

Request for Information – ATISN 15038

I wrote to you on 7 April regarding your request for information. Please accept my apologies for the delay in providing you with this response.

Information requested

1. How much money has Transport for Wales (TfW) received from the Welsh Government, each year, for the past 5 years?
2. What is the purpose of this money and is any of it intended to compensate TfW for loss of income due to Covid-19 restrictions?
3. When TfW was put into Emergency Measures due to Covid-19, specifically what amendments to all types of train tickets (including *carnet* or *multiflex* tickets) refund policies were approved by the Welsh Government and over what dates?

Our response

I can confirm we hold some information relating to your request. The information you have requested under your first question is exempt under Section 21 of the Freedom of Information Act, information otherwise available. Information regarding the funding provided by Welsh Government to Transport for Wales can be found on the Welsh Government website at https://gov.wales/welsh-government-budgets#id_2021to2022.

In relation to your second question, the funding was for the delivery of rail services and other transport related projects. An Emergency management agreement was entered into during 2020 and approximately £165m of additional funding was made available over the financial year as a result in the reduction in passenger revenue and the impact of Covid 19.

For your final question, whilst we do not hold on record the information you have requested, I can advise that the Welsh Government approved refund policies in line with the wider rail industry as advised by the Rail Delivery Group. Details of these



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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding .

refunds can be found on the TfW website at <https://tfwrail.wales/help-centre/ticket-refunds#covid>.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ
or Email: Freedom.ofinformation@gov.wales. Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely