

Disabled Persons Railcard

Love 1/3 off train fares for you
and a friend

Love your Railcard



I love saving on days
out with friends...

PHILIPPA GRIFFITHS

Rail Travel Made Easy



National Rail

Britain's train companies working together

Making rail travel easier

We work hard to meet the needs of all our customers. This leaflet explains the facilities and services available at stations and on trains, and what we are doing to make rail travel easier for everyone including disabled people and older people.

Assistance

We can provide you with help when you use our services. If you need assistance, we recommend that you book it at least 24 hours in advance of travel. This enables us to check the accessibility of the stations you will be using, help you plan the journey best suited to your needs, and if necessary, arrange alternative transport to or from the nearest accessible station. It also gives us time, where possible, to relocate staff to assist you. This is important if you are going to travel at a time when a station is usually unstaffed.

We give priority to people who have booked assistance in advance and we cannot guarantee to provide assistance if you turn up without a booking.

To plan your journey and arrange assistance with the train company with whom you will be travelling please contact National Rail Enquiries on:

Phone: **08457 48 49 50***

Textphone: **0845 60 50 600**

* Calls to this number from landlines are charged at the local rate and may be recorded.

Online Journey Planning

Information on the accessibility of stations and trains can be found at www.nationalrail.co.uk.

'Stations Made Easy', a new interactive tool on www.nationalrail.co.uk, gives you the ability to plan your route through a station avoiding features (such as stairs) that might be difficult to use.

The contact details of train companies' assisted travel services are also available in 'Travelling by Rail' on www.disabledpersons-railcard.co.uk.



This year is the 30th Anniversary of the Disabled Persons Railcard and we are delighted to feature in this publication Railcard holders who love their Railcard.

Visit www.disabledpersons-railcard.co.uk to read more about their stories.

Help us to help you

Do make your needs known to us. Rail staff are trained to give you assistance so please tell them if you are likely to require help getting on and off trains or receiving information. This will enable us to help you if disruption affects your journey.

There are limits to the amount of assistance we can provide. We **cannot** escort customers throughout the whole of their journey, provide personal care (for example, help with eating and drinking, taking medication or using the toilet) or carry heavy luggage.

Improvements

Many trains and stations have been refurbished to make them more accessible and there are ongoing initiatives across the country. The Department for Transport and Network Rail are now six years into the 10-year Access for All scheme which aims to put step-free routes to train services in over 200 stations.

For information about improvements in your area and progress to date see:

www.dft.gov.uk

www.networkrail.co.uk.

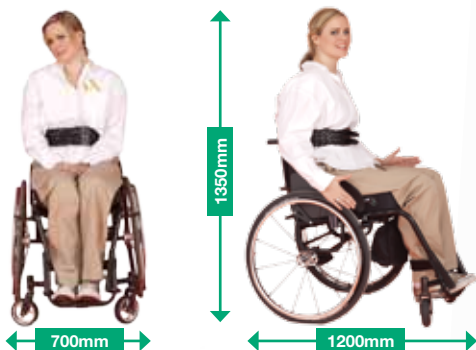
Information

If you require the information in this guide in an alternative format such as Large Print or Easy Read, it can be downloaded from our website.

These formats - as well as Braille and Audio - can also be ordered from the Disabled Persons Railcard office (contact details on page 6).

Wheelchairs

Most trains can accommodate wheelchairs that are within the dimensions given in government public transport regulations (700mm wide, 1200mm long). There are a small number of older trains that can only currently carry wheelchairs that have a maximum width of 670mm.



The maximum combined weight of a person and their wheelchair that can be conveyed is limited by two things: the capabilities of the individual member of staff assisting the passenger and the stated maximum safe working load of the ramp (between 230kg and 300kg).

There are a limited number of spaces available to wheelchair users on each train so, where reservations apply, we recommend you book your space in advance.

Powered scooters

Because scooters come in a wide variety of shapes and sizes, many have problems on trains, including: tipping backwards on ramps; being heavier than the ramp's safe working load; or being the wrong shape to manoeuvre safely inside a carriage.

These problems mean that some companies have trains that cannot carry scooters. So if you are a scooter user who wants to travel by rail, you should contact the train company you want to travel with or check their scooter policy on www.nationalrail.co.uk.



I love going to
the theatre...

LANA SENCHAL

Disabled Persons Railcard

If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard. The Railcard allows you - and one adult travelling with you - to **get 1/3 off most rail fares** throughout Great Britain.

A one-year card is **£20**. Use it for a journey that costs £60 and you will save £20, meaning that the card has paid for itself! A three-year Railcard is also available for **£54**.

You must provide proof that you are eligible for a Railcard. You might qualify if you have: a visual impairment, a hearing impairment, epilepsy, or are in receipt of a disability-related benefit. The form at the back of this leaflet gives details of the evidence you must send in.

You can use your Railcard at any time of the day. Some tickets are subject to availability and may have time restrictions, so to avoid any confusion please check before booking.

Children and teenagers

Five to 15-year-olds who have a disability listed on the form at the back of this leaflet also qualify for a Railcard. This enables them to pay the usual child fare but also gives 1/3 off most fares to one adult travelling with them.

What discounts do I get?

You can use your Disabled Persons Railcard to get **1/3 off** ALL Standard and First Class Anytime, Off-Peak and Advance fares across the National Rail network.

You can also get 1/3 off London Zones 1-6 Off-Peak Day Travelcards, Anytime Day Travelcards (when bought as part of your ticket from outside London Zones 1 – 9) and some Oyster Off-Peak pay as you go fares.

See **www.disabledpersons-railcard.co.uk** for further details.

What else do I get?

We've teamed up with some great partners to offer you more fantastic discounts with your Railcard. Check out the latest offers on our website, **www.disabledpersons-railcard.co.uk**, or contact our office for more details.



These offers are not controlled by the train companies or their associations. The companies making these offers may withdraw or change the offers without giving notice.



I love getting out
and about...

STUART ROSS

Applying for your Railcard

To apply for a Disabled Persons Railcard, complete the application form at the back of this leaflet and send it with payment and the required proof of disability to:



Rail Travel Made Easy

PO Box 11631, Laurencekirk AB30 9AA

Please allow 10 working days for your Railcard to reach you.

For more information about the Railcard please see:



web: **www.disabledpersons-railcard.co.uk**



phone: **0845 605 0525**



email: **disability@atoc.org**



textphone/minicom: **0845 601 0132**

Renewing your Railcard

You can renew your Railcard up to one month in advance of its expiry date, providing there is no break in continuity. You can do this online, by phone or by post (see details above).

Don't forget that a three-year Railcard for £54 will save you £6 compared to buying three one-year Railcards!



*I love the freedom to
explore new places...*

JAYNE KNIGHT

Terms and conditions

Conditions of issue and use of the Disabled Persons Railcard and reduced priced tickets ('discounted tickets') bought with a Disabled Persons Railcard.

1. ATOC Ltd enters into the contract for the issue and use of Disabled Persons Railcard on behalf of the Train Companies. Reference to a 'Train Company' or the 'Train Companies' means those Train Companies which, pursuant to a franchise agreement, operate Passenger Railway Services in Great Britain. Any other licensed passenger train operators that may join the arrangement will accept the Disabled Persons Railcard for travel on their services.
2. Your Railcard must be signed on the back as soon as you receive it to show that you agree to these conditions. You can then use your Railcard.
3. Your Railcard is owned by the Train Companies and, if you are asked, you must hand it to a representative of any Train Company.
4. The Railcard and tickets bought with it are not transferable and must not be given, loaned, or resold to anyone else. Only the named cardholder can use the Railcard.
5. The conditions of issue and use, and the Railcard prices shown, apply at 4 September 2011 and are subject to change. However, we will endeavour to give you three months' notice of any changes to the conditions of issue and use before they come into effect. For the most up-to-date information, please check www.disabledpersons-railcard.co.uk before you travel.
6. You must show your valid Railcard when you buy your tickets. Only you and, where appropriate, the adult travelling with you, can use these tickets.

7. Tickets for your journey should be purchased before boarding the train.
8. You must carry your Railcard with you on your journey and when asked by rail staff, you must show a valid ticket and a valid Railcard. If you fail to do so, you will be required to pay the full price single fare for your journey as if no tickets were purchased before starting the journey and in some cases a Penalty Fare. This does not apply if there was no ticket office at the station at which you began your journey or if the ticket office was closed and there was no ticket machine from which you could buy discounted tickets.
9. The Railcard and all tickets issued at a Railcard discount are issued subject to the National Rail Conditions of Carriage and the Conditions listed in this leaflet. Copies of the National Rail Conditions of Carriage are available online at www.nationalrail.co.uk/nrcc.
10. Disabled Persons Railcard discounts cannot be used in conjunction with any other discount.
11. The Train Companies do not undertake to replace damaged, lost, or stolen Railcards, to issue refunds on unused/unwanted Railcards, or to extend their validity.
12. The Railcard will not be valid if it is damaged or defaced. You should not laminate your Railcard as this is deemed as defacing it.
13. If your Railcard is stolen, you can apply in writing to the Disabled Persons Railcard Office for a replacement quoting a police crime reference number. When we receive this, we will consider issuing a free replacement.
14. If your Railcard is lost or damaged, you should write to the Disabled Persons Railcard Office for a replacement enclosing a cheque or postal order for £5 for a one-year Railcard or £10 for a three-year Railcard (administration fee) made payable to: "Disabled Persons Railcard". We reserve the right to refuse to issue a replacement Railcard.
15. When you renew your Railcard we may ask you for current evidence of your entitlement to it – if we do, your renewal might take longer to process.

This leaflet is valid up to and including 19 May 2012.

Tickets that you can't get a Railcard discount on:

- Season tickets including Travelcard Season tickets
- Eurostar tickets
- Some Train Company specific promotional offers, tickets for special excursions or Charter trains and some coach/bus links, including Railair services
- Tickets for journeys solely on London Underground or Docklands Light Railway.

See www.disabledpersons-railcard.co.uk for further details.

Other discounted fares for disabled people who do not have a Railcard

Blind or visually-impaired customers travelling with a companion

If you are registered as blind or visually-impaired and you are travelling with another person, the concessionary discounts below apply for both you and your companion. You cannot get a discount if you are travelling on your own. You must show a document confirming your disability when you buy your ticket and when travelling. It must be from a recognised institution, for example, Social Services, your Local Authority, The Royal National Institute for the Blind (RNIB) or St Dunstan's. Tickets can be purchased from staffed National Rail station ticket offices.

People who stay in their own wheelchair for a rail journey

If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below.

The discounts below apply if you are travelling alone. They are also available to one adult travelling with you. Tickets can be purchased from staffed National Rail station ticket offices.

First Class/Standard Anytime Singles or Returns	34% off
First Class/Standard Anytime Day Single	34% off
First Class/Standard Anytime Day Return	50% off

Season tickets

If you are blind or visually-impaired you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment (as described in 'Blind or visually-impaired customers travelling with a companion' above) with you to prove your eligibility. These tickets can be purchased from staffed National Rail station ticket offices.