

Disabled Persons Railcard

Rail travel made easy



Disabled Persons Railcard makes
travelling by train cheaper for you
and a friend

www.disabledpersons-railcard.co.uk



Easyread version



National Rail



Making travelling by train easier

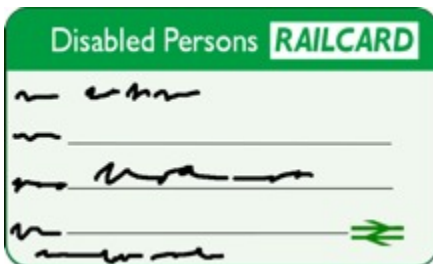
This leaflet tells you:



- how to get any help you need when you are travelling by train



- what we are doing to make travelling by train easier for everyone, including disabled people and older people



- about the Disabled Persons Railcard

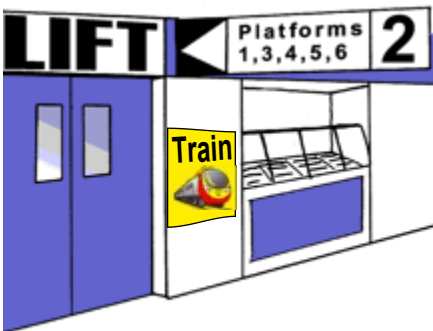


- how to get a Disabled Person's Railcard.



Help when you are travelling by train

We can give you help to use train services. If you need help, please telephone us at least 1 day before you want to travel.



This will give us time to:

- make sure the stations you want to use are accessible



- plan the journey that will be easiest for you



- make sure there will be staff at the stations to help you get on and off the train.



We help people who have booked with us first and may not be able to help you if you just turn up.



To book help with the train company you will be travelling with, please telephone National Rail Enquiries on:



Phone:

08457 48 49 50



Textphone:

0845 60 50 600



Using the internet to help you plan your journey



You can get more information about different stations and train times from National Rail Enquiries:



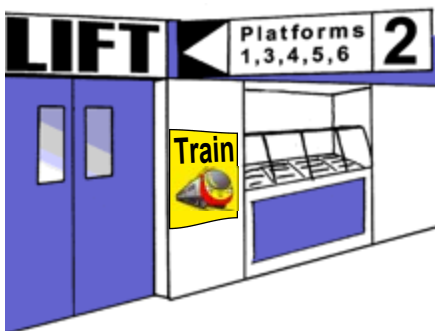
Phone: **08457 48 49 50**



Textphone: **0845 60 50 600**



Website: **www.nationalrail.co.uk**



If you have trouble walking or moving around a station, then **Stations Made Easy** can help you plan a path or route around the stations you will be using during your journey.

You can find **Stations Made Easy** on each station page at:



www.nationalrail.co.uk/stations



Help us to help you

Please tell us if you need help. Our staff have been trained to help you.



They can make sure you know about any changes or problems with your journey.

They can also help you get on and off the trains.



Some things we will not be able to help you with

We cannot stay with you for all of your journey.

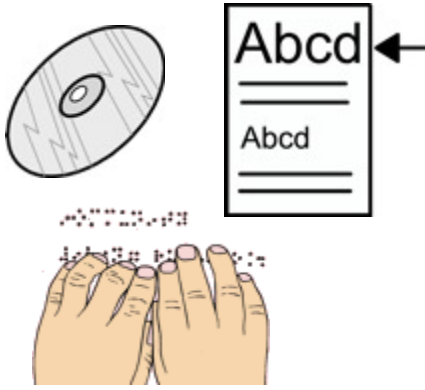


We cannot give personal care and help with things like eating or going to the toilet.



We cannot carry heavy bags.

How to get this information in different formats



You can also get this information in:

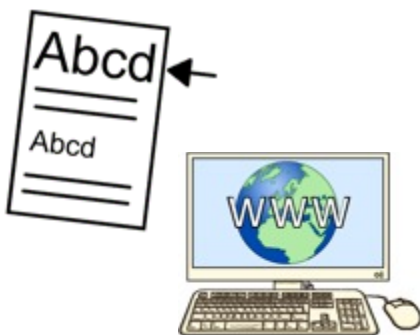
- Large print
- Braille
- Audio



You can order them from our Disabled Persons Railcard office.



Telephone: **0845 605 0525**



You can also download the large print leaflet from our website:

www.disabledpersons-railcard.co.uk

Using wheelchairs and powered scooters on trains

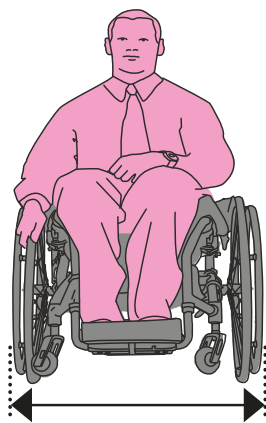


Wheelchairs

Most trains will be OK to use with a standard wheelchair.



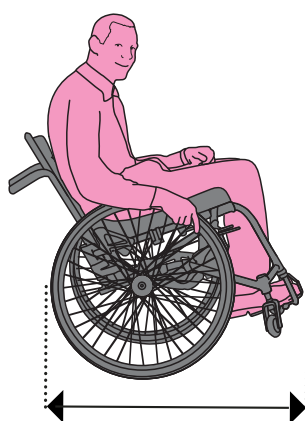
We only have a few spaces for wheelchairs on each train so please book your space before you travel.



700 mm

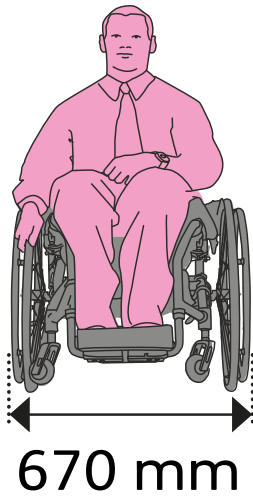
The government says we must be able to take wheelchairs that are this size:

700 mm wide (about 28 inches)



1200 mm

1200 mm long (about 47 inches)



A few older trains can only take wheelchairs that are less than 670 mm wide (about 26 inches).



We also have to think about how strong the member of staff is who is helping you.

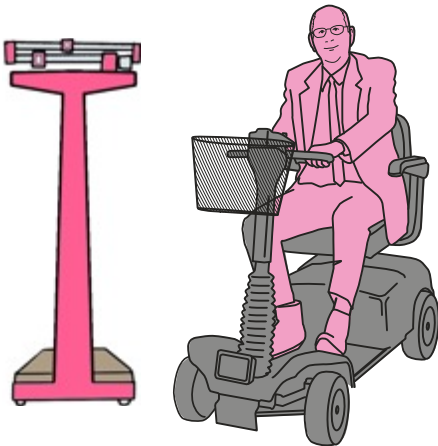


Sometimes the weight of the person and the wheelchair together are too heavy for the staff to push up the ramp and on to the train.



Powered scooters

Powered scooters can come in different shapes and sizes.



They often have problems on trains like falling backwards on ramps, being too heavy or the wrong shape to get inside the train safely.



Some trains cannot carry scooters at all.

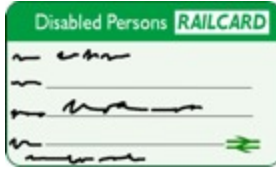
If you have a scooter and need to use the train, please call the train company first to check.



You can also check on the website:

www.nationalrail.co.uk

About the Disabled Persons Railcard



If your disability makes it hard for you to travel by train, you might be able to get a Disabled Persons Railcard.

This means you and 1 other person you are travelling with can get money off most train tickets.



What the card costs

A card that lasts 1 year costs £20



A card that lasts 3 years costs £54



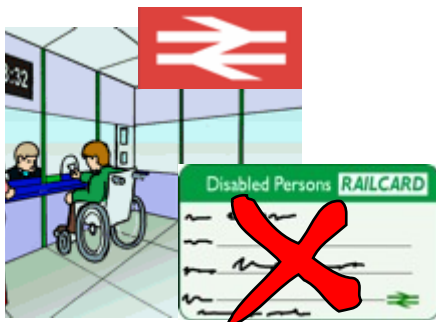
How to get the card

You can ask for a Railcard if you have a sight or hearing disability, if you have epilepsy or if you get a disability benefit.

You must send us proof that you have a disability.



The form that comes with this leaflet tells you more about the type of proof we need.



You cannot get a Disabled Persons Railcard at the station.

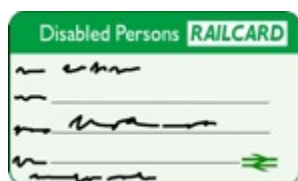


Please fill in the form that comes with this leaflet and send it with your payment and proof of your disability to:

Rail Travel Made Easy
PO Box 11631
Laurencekirk
AB30 9AA



It can take up to 10 working days before you get your Railcard.



Cheaper tickets you can get

Your card can get 1/3rd off most National Rail tickets, including:

- Anytime and Anytime Day singles and returns
- Off-Peak and Off-Peak Day singles and returns
- Advance tickets
- 1st Class tickets





You can also get discounts on London Off-Peak Travelcards and some Off-Peak Oyster Pay As You Go fares.



You cannot use your card to buy Season tickets, Eurostar tickets or tickets for some other journeys.



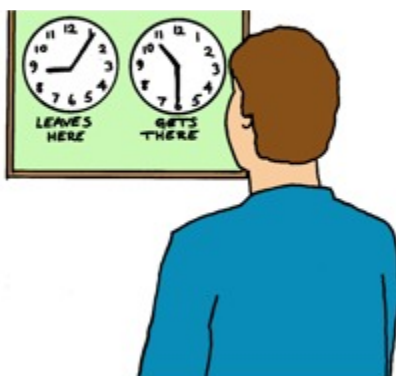
To see which tickets you can use your card for please look at our website:

www.disabledpersons-railcard.co.uk



When you can use the card

You can use the card at any time of day.



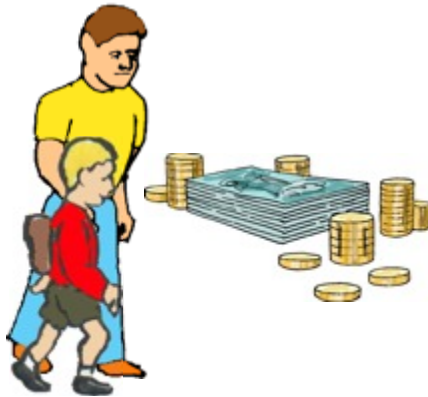
Some tickets are only for travel at certain times.

Please check when you buy your tickets.



Railcards for children and teenagers who have a disability

Children over 5 and up to 15 years old can get a Railcard if they have a disability listed on the form.



They pay the normal price for a child's ticket but the adult travelling with them gets money off their ticket.

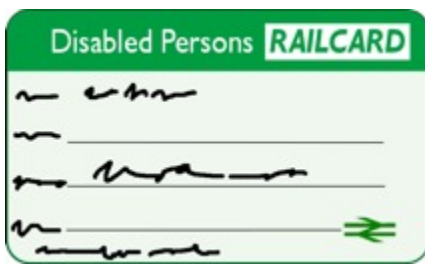
Saving money on other things

You can also use your Railcard to save money on holidays or treats. Here are some of the places you can get discounts:



Find out how you can get these discounts at our website:

www.disabledpersons-railcard.co.uk



More information

To get more information about the Railcard please:



Telephone: **0845 605 0525**



Email: **disability@atoc.org**



Textphone: **0845 601 0132**



Or go to our website:

www.disabledpersons-railcard.co.uk

Getting a new Disabled Persons Railcard when the old one runs out



We will send you a reminder and a renewal form before your Railcard runs out.

If your Railcard is about to run out you can get a new one:



- on our website:
www.disabledpersons-railcard.co.uk



- by telephone: **0845 605 0525**

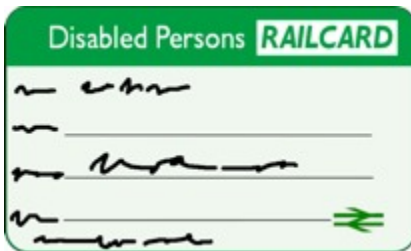


- or by sending us the completed form.

1 Month						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

You can do this up to 1 month before your old card is due to run out.

You should get your new railcard in 10 days.



Remember that a 3 year Railcard works out £6 cheaper than buying 3 cards for 1 year each.



We might need to ask you for proof of your disability again and it might take longer to get your card to you.



Rules about using the Disabled Person's Railcard (Terms and Conditions)

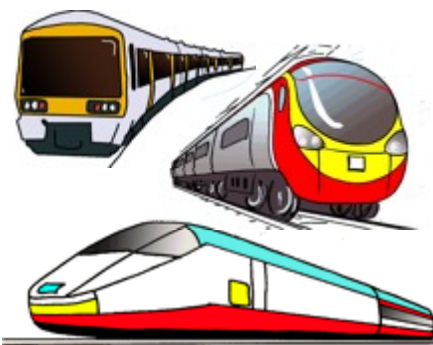
These are the rules about getting a Disabled Persons Railcard and using it to buy cheaper tickets.



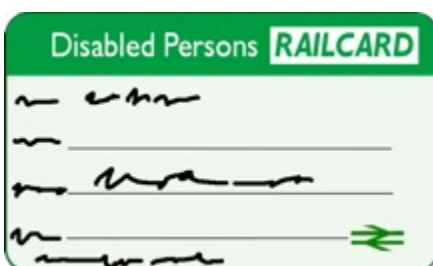
You must sign the form at the end of this leaflet to say you have read and understood the rules.



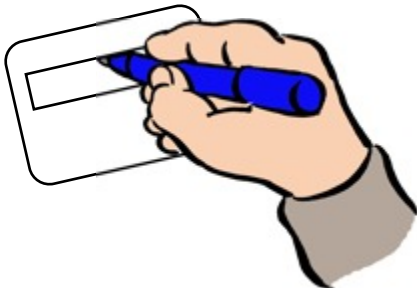
1. ATOC Ltd manages the issue and use of the Disabled Persons Railcard on behalf of the Train Companies.



When we talk about a **Train Company** or **Train Companies** we mean those companies that have an agreement to run passenger railway services in Great Britain.



Any other train operators that join the arrangement will accept the Disabled Persons Railcard for travel on their services.



2. Before you can use your Railcard, you must sign the back to show you agree to these rules.



3. The Train Companies own your Railcard and you must give it to people who work for them if they ask for it.



4. The Railcard and any tickets you buy are only for you and you cannot give, lend or sell them to anyone else.

Only the person whose name is on the Railcard can use it. Do not let another person use your Railcard.

January 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

5. The rules about using the card and the prices are from 2 January 2011 but can be changed.

3 Months

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

If there are any changes we will try to tell you 3 months before. For up to date information, please check our website before you travel:

www.disabledpersons-railcard.co.uk



6. You must show your valid Railcard when you buy your tickets. Only you and any person travelling with you can use these tickets.



7. You must buy tickets for your journey before you get on the train.



8. You must take your Railcard with you on your journey and show rail staff a valid Railcard and ticket if they ask for it.



If you do not do this, you will have to pay a full price ticket for the journey and sometimes a fine as well.



If the ticket office was closed or there was no machine that sells tickets at the station, you can use your Railcard to buy your ticket on the train.

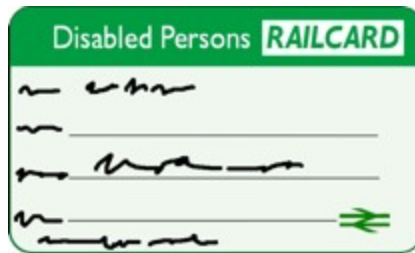


9. The Railcard and any cheaper tickets you buy with it are subject to these rules (Terms and Conditions) and to the rules for using the train (National Rail Conditions of Carriage).



You can get copies of the rules for using the train from:

www.nationalrail.co.uk/nrcc



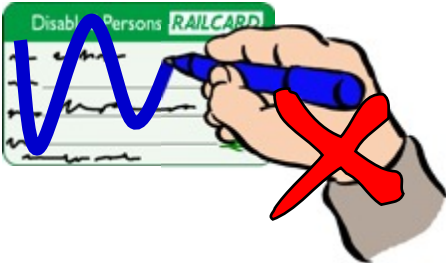
10. You cannot use your Disabled Persons Railcard savings with any other discounts.



11. The Train Companies do not promise to replace Railcards that are damaged, lost or stolen.



They will not give money back on unused or unwanted Railcards or to let you use them for a longer time.



12. Your Railcard will not be valid if it is damaged or cannot be clearly read. Please do not laminate your card as this will make it go black and will be seen as defacing it.



13. If your Railcard is stolen you should write to the Disabled Persons Railcard office to ask for a new card.



You will need to tell us the police crime reference number.



When we get this, we will think about giving you a free replacement card.



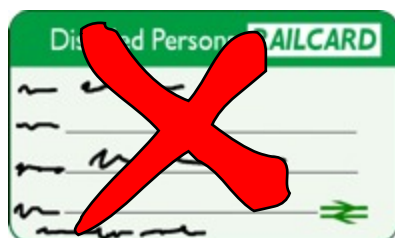
14. If your Railcard is lost or damaged, you should write to the Disabled Persons Railcard office to ask for a new card.



You will need to send a cheque or postal order for £5 for a 1 year card or £10 for a 3 year card.



Please make this payable to 'Disabled Persons Railcard'. It is to cover our costs in giving you a new card.



We have the right to say that we will not issue a replacement Railcard.



15. When you renew your Railcard, we might ask for up to date proof of your disability. If we do, it might take longer for you to get your new card.

September 2011

Mon	Tue	Wed	Thu	Fri	Sun
			1	2	3
5	6	7	8	9	10
12	13	14	15	16	17
19	20	21	22	23	24
26	27	28	29	30	

This leaflet is valid up to and including 3rd September 2011.



If you do not have a Railcard, you may still be able to get cheaper tickets

If you are registered blind or visually impaired



You can get cheaper tickets if you have someone travelling with you.

The person travelling with you also gets cheaper tickets.



You cannot get a cheaper ticket if you are travelling on your own.

The table on page 24 shows what you can get off.



You must show us a paper that proves you have a sight disability when you buy your tickets.



You must also have this with you when you are travelling.

This paper must be from an official organisation like Social Services, the Royal National Institute for the Blind (RNIB) or St Dunstons.



You can buy these tickets from National Rail station ticket offices where there are staff.



If you use a wheelchair

You can get cheaper tickets if you need to stay in your wheelchair on the train.



1 person travelling with you can also get cheaper tickets.



The table below shows what you can get off.

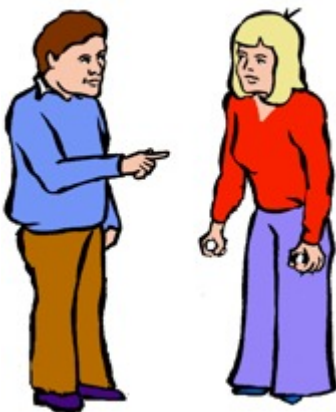
You can buy these tickets from National Rail station ticket offices where there are staff.

Ticket Type	Money off
1st Class / Standard Anytime Singles or Returns	34% off
1st Class / Standard Anytime Day Single	34% off
1st Class / Standard Anytime Day Return	50% off

Season tickets



If you are registered blind or visually impaired you can buy a Season ticket that lets 1 person travel with you for free.



It does not have to be the same person every time.



You must show us a paper from an official organisation to get this ticket.



This paper must be from an official organisation like Social Services, the Royal National Institute for the Blind (RNIB) or St Dunstans.



You can buy this Season ticket from National Rail station ticket offices where there are staff.



