



**1/3 off
rail fares.**

**For you
and a friend.**

JUST
£20
A YEAR



Buy online now
Search 'Disabled Persons Railcard'



Why should I buy a Railcard?

We appreciate having your independence is really important to you, which is why the Disabled Persons Railcard is a must-have. It gives you, and one adult travelling with you, 1/3 off most rail fares which means you can go on holiday, visit friends and more. So whatever it is you want to do, make sure you do it for less.

- 1/3 off ALL Standard and First Class Anytime, Off-Peak and Advance fares.
- 1/3 off London Zones 1-6 Off-Peak Day Travelcards.
- 1/3 off Anytime Day Travelcards, when bought as part of your ticket to London from outside London Zones 1-9.
- 1/3 off Gatwick Express, Stansted Express, Heathrow Express and Heathrow Connect services.
- 1/3 off Oyster pay as you go single fares and daily caps (Railcard holder only).
- You can also claim some fantastic offers from our partners, such as Virgin Experience Days, Haven Holidays and theatre tickets.

Minimum fares apply to Anytime Day and Off-Peak Day Travelcards. See disabledpersons-railcard.co.uk for further details.



Who is it for?

If you are eligible for a Disabled Persons Railcard then you, and one adult travelling with you, can claim the benefits of the Railcard. You might qualify if you have:

- a visual impairment, a hearing impairment, epilepsy or are in receipt of a disability-related benefit. Pages 9-10 of this document give details of the evidence required.

Children and teenagers

Five to 15-year-olds who have a disability, listed on the form within this document, 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.



Can I get travel assistance?

Helping me with my train journey

You can book to get help at any station for any train journey.

The train company can organise for someone to:

- meet you at the entrance or meeting point and accompany you to your train.
- provide a ramp on and off your train if you need one.
- meet you from your train and take you to your next train or to the exit.
- carry your bag (up to three items of luggage as per the National Conditions of Travel).

You can book help at short notice.

Some companies may ask for up to 24 hours' notice.

Staff will help you if they can, even if you just turn up.

Sometimes this might take a bit of time because staff will have other things to do, like dispatch a train or look after safety on the platform.

Planning my train journey

You only need to contact one train company and they will organise assistance for your whole journey. You can book assistance by phone or online with the company directly or centrally here:

- disabledpersons-railcard.co.uk/travel-assistance
- 0800 022 3720
- 0845 60 50 600 textphone/minicom

If things don't go to plan

You will never be left stranded; train companies will do everything possible to get you to the station you're travelling to. If you need help, contact a member of staff or the train company customer relations team directly.

You may also be entitled to some money back if there is a delay to your journey.

Our staff are trained to be aware of your needs as a customer with a disability.



Do disabled people without Railcards get discounted fares?

Blind or partially sighted customers travelling with a companion

If you are registered as blind or partially sighted and you are travelling with another person, the concessionary discounts below apply to adult fares only 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 either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. Tickets can be purchased from staffed National Rail station ticket offices.

Blind or partially sighted customers travelling with a companion

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 on both adult and child fares.

The discounts below apply if you are travelling alone and they are also available for 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

Why should I buy a Railcard?

If you are blind or partially sighted you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only. So two people travel for the price of one at no extra cost and 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 partially sighted customers travelling with a companion' above) with you to prove your eligibility. These tickets can be purchased from staffed National Rail station ticket offices.



How much does it cost?

- **A 1-year Railcard costs just £20**
 - that's £10 each for you and a companion.
- **Get a 3-year Railcard for just £54**
 - saving you £6 over the cost of three 1-year Railcards.

When can I use it?

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.

How do I buy one?

- **Online:** apply at disabledpersons-railcard.co.uk. You will need to scan the required proof of disability to upload with your application.
- **By post:** complete the application form in this document -and send it with payment and the required proof of disability to:

Disabled Persons Railcard

PO Box 6613, Arbroath DD11 9AN

- **Renewing:** you can renew your Railcard up to 30 days in advance without losing any of your existing validity. You can do this online, by post or by phone on 0345 605 0525.

Please allow 10 working days for your Railcard to reach you (5 if you purchase online). Please note that Disabled Persons Railcards are not available to purchase at stations.

For more information about the Disabled Persons Railcard, please see:

- disabledpersons-railcard.co.uk
- 0345 605 0525
- disability@raildeliverygroup.com
- 0345 601 0132 textphone/minicom



Terms and Conditions

Conditions of issue and use of the Disabled Persons Railcard and reduced price 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 from 21 May 2017 and are subject to change. However, we will endeavour to give you three months' notice of any changes before they come into effect. For the most up-to-date information, please check disabledpersons-railcard.co.uk before you travel.
6. Tickets for your journey must be purchased before travel where there was an opportunity to do so. When buying tickets in person from a member of staff, you must show your valid Railcard. If you are buying tickets online or from a ticket machine you must declare that you have a valid Railcard by selecting the Disabled Persons Railcard option. 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 working ticket machines from which you could buy discounted tickets, or
 - You have a disability which prevented you accessing ticket retailing facilities.
7. 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, the Train Companies reserve the right to charge you and, where appropriate, the adult travelling with you the full price Standard or First Class Single fare as appropriate for your journey as if no tickets were purchased before starting the journey and in some cases a Penalty Fare.
8. Only you and, where appropriate, the adult travelling with you, can use these tickets. The accompanying passenger for whom a discounted ticket is purchased must travel with the Railcard holder throughout the journey.
9. The Railcard and all tickets issued at a Railcard discount are issued subject to the National Rail Conditions of Travel and the Conditions listed in this document. Copies of the **National Rail Conditions of Travel** are available online at nationalrail.co.uk/nrcot or contact enquiry@raildeliverygroup.com for a copy in an alternative format.
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 for a replacement online at disabledpersons-railcard.co.uk or in writing to the Disabled Persons Railcard Office 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 can apply for a replacement online at disabledpersons-railcard.co.uk or in writing to the Disabled Persons Railcard Office. A £5 administration fee will be payable for a 1-year Railcard and a £10 administration fee will be payable for a 3-year 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.

In these cases you will be able to use your Railcard on the train or at your destination.

Fraudulent use of Railcards and Railcard discounted tickets may lead to criminal prosecution.

This document is valid up to and including 2 September 2017.



Application Form

DPRC17A

For office use only

Buying your Railcard

You must complete both sides of this form and send it in with the stated evidence of your disability to be able to purchase a Disabled Persons Railcard.

Important Please complete the appropriate sections and boxes CLEARLY and in BLOCK CAPITALS.

I would like a: (please tick) **1-year Railcard** (price £20) **3-year Railcard** (price £54)

Renewals

If you already have a Railcard and want to renew it, you can do this by phoning the Disabled Persons Railcard Office or quickly and easily online at **disabledpersons-railcard.co.uk**. Alternatively, you can renew by post using this form. You do not need to re-submit evidence of your disability when renewing your Railcard, unless you have been specifically asked to do so.

Please enter your existing Railcard number here:

<input type="text"/>														
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Title* Mr Mrs Miss Ms Other

Date of Birth - - Gender

First Name*

Surname*

Address*

Town*

Postcode* -

Disabled Persons Railcard



Telephone
inc. code

 -

Mobile

Email is the most environmentally-friendly way for you to hear about Railcard news, renewals and all of our great offers.

Email
address

Payment method

(Please tick as appropriate)

Cheque

(must be made payable to **Disabled Persons Railcard**)

Rail Warrant

Postal Order

Visa

Delta

Mastercard

Electron

Solo

Maestro

Name

Card No

Valid from

 -

Valid to

 -

Issue No
(if applicable)

Last three digits of security code on card signature strip

Declaration – To be completed by applicant

Before signing this declaration, it is important that you have read, understood and agree to the Conditions shown here.

I have read, understood and agree to the Conditions of the Disabled Persons Railcard shown in this document. I confirm that the details I have provided are correct and that I can provide evidence that I meet the qualifying criteria for a Disabled Persons Railcard.

Signature*

Date

 - -



You	Please send in one of the following with your application	Please tick
<p>Receive Disability Living Allowance (DLA) at either:</p> <ul style="list-style-type: none"> · the higher rate or lower rate for getting around (mobility); or · the higher or middle rate for help with personal care 	<p>A copy of your award letter showing receipt of Disability Living Allowance in the past 12 months</p>	<input type="checkbox"/>
<p>Receive Personal Independence Payments (PIP): All rates</p>	<p>A copy of your award letter</p>	<input type="checkbox"/>
<p>Are registered as having a visual impairment</p>	<p>Social Services official stamp in the space below this table</p>	<input type="checkbox"/>
<p>Are registered as deaf or use a hearing aid</p>	<p>A copy of your Certificate of Visual Impairment (CVI), BP1 Certificate (Scotland) or BD8 certificate for being registered blind or partially-sighted</p>	<input type="checkbox"/>
<p>Have epilepsy and either:</p> <ul style="list-style-type: none"> · have repeated attacks even though you receive drug treatment; or · are currently prohibited from driving because of your epilepsy 	<p>A copy of your Exemption Certificate for epilepsy medication and a copy of your prescription for drugs in line with the National Society for Epilepsy Guidelines (on www.epilepsysociety.org.uk)</p>	<input type="checkbox"/>
<p>Have epilepsy and either:</p> <ul style="list-style-type: none"> · are currently prohibited from driving because of your epilepsy 	<p>A copy of your Exemption Certificate for epilepsy medication and a copy of your letter from the DVLA telling you that you are unable to drive</p>	<input type="checkbox"/>
<p>Receive Attendance Allowance</p>	<p>A copy of your award letter</p>	<input type="checkbox"/>
<p>Receive Severe Disablement Allowance</p>	<p>A copy of your award letter</p>	<input type="checkbox"/>



You	Please send in one of the following with your application	Please tick
Receive War Pensioner's Mobility Supplement	A copy of your award letter	<input type="checkbox"/>
Receive War or Service Disablement Pension for 80% or more disability	A copy of your award letter	<input type="checkbox"/>
Are buying or leasing a vehicle through the Motability scheme	A copy of the leasing or hire-purchase agreement, dated within the past 12 months	<input type="checkbox"/>

Please send this completed form together with payment and the required proof of disability to:
Disabled Persons Railcard Office,
PO Box 6613, Arbroath DD11 9AN

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

Social Services Stamp

For applicants with visual impairments or hearing impairments only

Please tick if you would like a Braille sticker on your Railcard

Renewal Notices

We will send you a reminder to renew your Railcard before it runs out. Please tick your preferred way of receiving this reminder.

Email

Letter

Large Print

On behalf of the Train Companies, ATOC Ltd collects and processes personal information for the purpose of sales analysis and market research. ATOC Ltd is registered in the UK under the Data Protection Act 1998 as Data Controller. We will contact you when your card is close to expiry.* From time to time your personal details may be used to send you relevant information as described below: **If you do NOT wish to be contacted for other marketing purposes, please tick the relevant boxes.**

I do NOT want to receive:

Railcard information and offers

by Mail

by Email

by SMS

Train Company offers and other rail-related services

We would also like to share your information with **third parties** so that they may send you **information about their products and services**. If you do NOT want to receive this information by **post**, please tick here If you **do want** to receive this information by **email** or **SMS**, please tick here



**Save a further £6
with a three year railcard**

**Buy a three year Railcard
for only £54 – save £6 on the
cost of three one year cards**

disabledpersons-railcard.co.uk

0345 605 0525

disability@raildeliverygroup.com

0345 601 0132 textphone/minicom

