



**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 17 May 2015 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 disabledpersons-railcard.co.uk before you travel.
6. Tickets for your journey should be purchased before boarding the train. When buying tickets in person from a member of staff, you must show your valid Railcard. If you are buying online or from a ticket machine you must declare that you have a valid Railcard by selecting the Disabled Persons Railcard option. If you fail to do so, you and, where appropriate, the adult travelling with you will be required to pay the full price Standard 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 the journey or if the ticket office was closed, and
  - there was no working ticket machine from which you could buy discounted tickets
  - 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, 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.
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 Carriage and the conditions listed in this leaflet. Copies of the National Rail Conditions of Carriage are available online at nationalrail.co.uk/nrcc or contact enquiry@atoc.org 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 one-year Railcard and a £10 administration fee will be payable for a three-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.

**Fraudulent use of Railcards and Railcard discounted tickets may lead to criminal prosecution.**  
This leaflet is valid up to and including 14 May 2016.

DPRC15A

**Discounted fares for disabled people who do not have a Railcard**

**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.

**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 on both adult and child fares.

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 partially sighted 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 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.

You	Please send in one of the following with your application (Photocopies and printed scans are acceptable - original documents will not be returned)	Please tick
Receive Disability Living Allowance (DLA) at either: <ul style="list-style-type: none"> <li>• the higher rate or lower rate for getting around (mobility); or</li> <li>• the higher or middle rate for help with personal care</li> </ul>	A copy of your award letter showing receipt of Disability Living Allowance in the past 12 months	<input type="checkbox"/>
Receive Personal Independence Payments (PIP): <ul style="list-style-type: none"> <li>• all rates</li> </ul>	A copy of your award letter	<input type="checkbox"/>
Are registered as having a visual impairment	Social Services official stamp in the space below this table A copy of your Certificate of Visual Impairment (CVI), BP1 Certificate (Scotland) or BD8 certificate for being registered blind or partially-sighted Social Services official stamp in the space below this table	<input type="checkbox"/>
Are registered as deaf or use a hearing aid	A copy of the front page of your NHS battery book, a copy of your dispensing prescription or other evidence that you are deaf or use a hearing aid from an official health provider or local authority.	<input type="checkbox"/>
Have epilepsy and either: <ul style="list-style-type: none"> <li>• have repeated attacks even though you receive drug treatment; or</li> <li>• are currently prohibited from driving because of your epilepsy</li> </ul>	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)	<input type="checkbox"/>
Receive Attendance Allowance	A copy of your award letter	<input type="checkbox"/>
Receive Severe Disablement Allowance	A copy of your award letter	<input type="checkbox"/>
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"/>

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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.

**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

Social Services Stamp here:  
for applicants with visual impairments or hearing impairments only

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

**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 a 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 below.**

I do NOT want to receive:

by Mail  by Email  by SMS

Railcard information and offers

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

\*Provided we had valid contact details

## 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 back of the form in 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
- 1/3 off Anytime Day Travelcards, when bought as part of your ticket to London from outside London Zones 1-9
- 1/3 off Oyster pay as you go single fares and daily caps (Railcard holder only)


Minimum fares apply to Anytime Day and Off-Peak Day Travelcards. See [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) for further details.

## Applying for your Railcard

The fastest and easiest way to apply for your Disabled Persons Railcard is online.

 **Online at [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)**  
 Applying online is easy and secure. You will need to be able to scan the required proof of disability to upload with your application.

Please allow 5 working days for your Railcard to reach you.

 **By post**  
 Complete the application form in this leaflet and send it 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.

Please note, Disabled Persons Railcards are not available to purchase at stations.

For more information about the Railcard:

 **[disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)**

 **0345 605 0525**

 **[disability@atoc.org](mailto:disability@atoc.org)**

 **0345 601 0132** textphone/minicom

## 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!**

## Travel Assistance

Rail services are now far more accessible than they were in the past and many disabled people are able to use the rail network without assistance.

We will always do our best to help disabled passengers that need assistance. If you need help when travelling by rail, it is best to book assistance in advance so that we can ensure that any help you may need is provided.

In particular, we would recommend that you book assistance if you:

- Have a mobility or other disability that means you find getting on and off trains difficult;
- Are a wheelchair user – on most services you will need to use a boarding ramp and, on some services, reserve a wheelchair space;
- Are a mobility scooter user – there are restrictions on different train operators which need to be checked, a boarding ramp will be required and possibly a reservation for a space onboard;
- Have a sight impairment and need guiding around a station or help boarding and alighting from your train;
- Have difficulty walking long distances – at some stations we can provide a station wheelchair or, at some larger stations, access to an electric buggy.

We recommend that you book help 24 hours before you travel. This enables us to:

- give you as much information as possible before your travel;
- make alternative arrangements for you if the station is not step free or not staffed at the time you wish to travel; and
- ensure that there are enough staff for all the assistance requests at a station.

Overall, this allows us to provide you with the best possible assistance on the day.

For more information and to book assistance:

 **[nationalrail.co.uk/assisted-travel](http://nationalrail.co.uk/assisted-travel)**

 **08457 48 49 50\***

 **0845 60 50 600** textphone/minicom

\* Calls to National Rail Enquiries from landlines are charged at the local rate and may be recorded.

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FOR OFFICE USE ONLY

## DISABLED PERSONS RAILCARD APPLICATION FORM

Please complete the appropriate sections in BLOCK CAPITALS

### 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.

I would like a: (please tick)  One-year Railcard (price £20)  Three-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:

Title	Mr	Mrs	Miss	Ms	Other	e.g. Dr	Date of Birth	day	month	year
First Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Home address	<input type="text"/>									
Town	<input type="text"/>									
Postcode	<input type="text"/>									
Telephone (inc code)	<input type="text"/>									
Email	<input type="text"/>									

### Payment method (please tick)

Cheques must be made payable to "Disabled Persons Railcard"

<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Rail Warrant <input type="checkbox"/> Solo <input type="checkbox"/> Electron <input type="checkbox"/> Maestro	<input type="checkbox"/> Postal Order <input type="checkbox"/> Maestros <input type="checkbox"/> Solo <input type="checkbox"/> Electron <input type="checkbox"/> Maestro
Name on card <input type="text"/>	Name on card <input type="text"/>
Card number <input type="text"/>	Card number <input type="text"/>
Valid from <input type="text"/>	Valid to <input type="text"/>
Last three digits of security code on card signature strip <input type="text"/>	Issue number <input type="text"/> (if applicable)

### Declaration

Before signing this declaration, it is important that you have read, understood and agree to the terms & conditions shown in this leaflet.

I have read, understood and agree to the terms & conditions of the Disabled Persons Railcard shown in this leaflet. 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