

# Disabled Persons Railcard

## Application Form

**Important: Please complete the appropriate sections and boxes CLEARLY and 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:

- 1-year Railcard (£20)  
 3-year Railcard (£54)

For office use only

### Renewing your Railcard

If you already have a Disabled Persons Railcard and want to renew it, you can do this online at **disabledpersons-railcard.co.uk** or by telephone 0345 605 0525 or 0345 601 0132 (textphone/minicom). 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.

### Cardholder Details

Title*	Mr	<input type="checkbox"/>	Mrs	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms	<input type="checkbox"/>	Other	<input type="text"/>										
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"/>	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						
Address*	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						
Town*	<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"/>	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						
Telephone	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						
Mobile	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						
Email	<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"/>	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						

### Payment method (Please tick as appropriate)

Cheque	<input type="checkbox"/>	(must be made payable to Disabled Persons Railcard)	Postal Order	<input type="checkbox"/>																
	<input type="checkbox"/>	Visa	<input type="checkbox"/>	Delta	<input type="checkbox"/>	Mastercard	<input type="checkbox"/>	Electron	<input type="checkbox"/>	Solo	<input type="checkbox"/>	Maestro	<input type="checkbox"/>							
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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>							
Card No	<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"/>	<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"/>
Last three digits of security code on card signature strip	<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"/>	<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"/>

Please allow 10 working days for your Railcard to be delivered when buying by post.

### Declaration (To be completed by applicant)

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

If the applicant is aged 5-15 this declaration needs to be signed by a parent or guardian

I have read, understood and agree to the Railcard Conditions shown in this form. I confirm that the details I have provided are correct.

Signature\*

Date

<input type="text"/>																				
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You	Please send in one of the following with your application	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>	Photocopies and printed scans are acceptable – original documents should NOT be included with your application as they may not be returned*  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): All rates	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	<input type="checkbox"/>
Are registered as deaf or use a hearing aid	Social Services official stamp in the space below this table  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 epilepsysociety.org.uk)  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	<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"/>

**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.

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

Social Services Stamp

For applicants with visual impairments or hearing impairments only

**\*PLEASE NOTE:** ATOC Ltd will only retain an electronic copy of your application. The paper version of an application and any supporting documents are destroyed once it has been processed. Original documents should not be included with your application and ATOC Ltd accepts no responsibility for the destruction or loss of any original documents which are submitted as part of an application.

### How we use your information

Railcard and National Rail are trade marks of ATOC Ltd. ATOC Ltd manages Railcards on behalf of the train companies. Your personal information may be disclosed to the train companies who run services in your region in order for them to administer and support your use of the Railcard. For more information about how we manage your personal information, please see our Privacy Policy – [railcard.co.uk/privacy-policy](http://railcard.co.uk/privacy-policy)

### Marketing consent

Your privacy is important to us and we will not release your personal details to any company for marketing purposes without your consent. We'd love to send you special offers, promotions, news and updates from ATOC Ltd.

Yes please, I'd like to hear about offers and services

For more information about the communications we send and how to opt-out of communications in the future, please see our Marketing Contact Policy – [railcard.co.uk/contact-policy](http://railcard.co.uk/contact-policy)

## Terms & Conditions

### 1. Introduction

- 1.1 These terms and conditions (“**Railcard Conditions**”) apply to the use of the Disabled Persons Railcard and reduced priced tickets (‘discounted tickets’) bought with the Disabled Persons Railcard.
- 1.2 In addition to the Railcard Conditions, the National Rail Conditions of Travel (“**NRCoT**”) apply to any journey on the rail network. Where the NRCoT conflict with these Railcard Conditions, the NRCoT override the Railcard Conditions. Copies of the NRCoT are available online at [nationalrail.co.uk/nrcot](http://nationalrail.co.uk/nrcot) or at staffed National Rail stations.
- 1.3 These Railcard Conditions form a contract between you and ATOC Ltd (Registered in England and Wales No. 03069033, Company Registered Office: 2nd Floor, 200 Aldersgate Street, London EC1A 4HD). ATOC Ltd enters into this contract on behalf of the train companies listed at [railcard.co.uk/traincompanies](http://railcard.co.uk/traincompanies) (“**Train Companies**”).
- 1.4 Train Companies shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these Railcard Conditions.
- 1.5 These Railcard Conditions are valid up to and including 07 September 2019.
- 1.6 Train Companies may change the Railcard Conditions during the validity of your Railcard. Where possible, the Train Companies will communicate these changes to you by displaying information at stations at least three months prior to the change.

### 2. General conditions of use of the Railcard

- 2.1 Your Railcard is not valid, and you cannot use it, until you have signed it.
- 2.2 The Railcard does not become your property and, if requested, you must hand your Railcard to a representative of any of the Train Companies.
- 2.3 The Railcard and tickets bought with it are not transferable to anyone else and you must not give, lend, or resell them. Only the named cardholder can use the Railcard.
- 2.4 Train Companies will not issue refunds on unused/unwanted Railcards, or extend their validity period.
- 2.5 You cannot buy discounted tickets unless you have your Railcard.
- 2.6 Railcard discounts cannot be used in conjunction with any other discount.
- 2.7 You must buy the tickets before boarding the train unless:
- 2.7.1 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; or
- 2.7.2 you have a disability which prevented you accessing ticket retailing facilities.
- In these cases you will be able to use your Railcard to buy tickets on the train or at your destination.
- 2.8 You must carry your valid Railcard with you on your journey. When asked by rail staff, you must show a valid ticket and your valid Railcard signed by you. Your Railcard must be within its period of validity when you travel and should be legible so staff can read it, as further detailed in the NRCoT.

- 2.9 If you fail to comply with condition 2.7 and/or 2.8, the Train Company reserves the right to charge you the full price for the single fare applicable to your journey, as if no ticket had been purchased before starting the journey. In some cases you may also be issued with a Penalty Fare. If you are using your Railcard to get discounts for another person, they will also be charged the full price for the applicable single fare for their journey, as if no ticket had been purchased before starting the journey. In some cases they may also be issued with a Penalty Fare.
- 2.10 Fraudulent applications and fraudulent use of Railcards and Railcard discounted tickets may lead to criminal prosecution.

#### INFORMATION:

- See the NRCoT for more information about Penalty Fares.
- Railcard discounts do not apply to Season tickets, train company promotional tickets, Eurostar tickets, and most London Underground and DLR tickets - see [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) for the most up to date information.

### 3. Replacing your lost, damaged or stolen Railcard

- 3.1 If you lose or damage your Railcard or it is stolen, you can apply for a replacement. If you purchased your Railcard online, you must request a replacement online. If you purchased your Railcard by post or telephone, you must request the replacement from the Disabled Persons Railcard office (see this leaflet or [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) for contact details).
- 3.2 You will only be issued with one replacement in any 12 month period, and you will need to pay an administration fee, unless your Railcard was stolen and you have a crime reference number or documentation issued by the Police. For Disabled Persons Railcard, the administration fee is £5 for a one year Railcard and £10 for a three year Railcard.

### 4. Conditions of use of the Disabled Persons Railcard

- 4.1 Only you and, where appropriate, the adult accompanying you, can use discounted tickets. The accompanying adult must travel with you throughout the journey.
- 4.2 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.

**These Conditions are valid until 02 September 2019.**

**Visit [railcard.co.uk/conditions](http://railcard.co.uk/conditions) for the most up to date version.**

## Receipt

### Please retain this receipt

Please ensure that the issuing office fills in this section for you; This form acts as your receipt of purchase for your Disabled Persons Railcard and must be handed in should you need to get a replacement. It's best to keep this separate from your Railcard.

Railcard Holder's Name

Railcard No

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Expiry Date

D	D	—	M	M	—	Y	Y	Y	Y
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Station or travel agent stamp

