What

A Disabled Persons Railcard entitiles you and a companion to 1/3 off adult fares to explore Great Britain.

Who

See application form for details of evidence required.

You may qualify if you

- Are in receipt of a disability-related benefit.
- Have a visual or hearing impairment.
- Have epilepsy.
- Hold a disabled persons concessionary travel card.
- Hold a Blue Badge.
- Are unable to drive on medical grounds.
- Are without speech.

If you are aged 5-15 you can also get a Railcard. While there is no discount on child fares, one adult travelling with you can get 1/3 off most rail fares.

Using your Railcard

- You can use your Railcard at any time of the day; some tickets are subject to availability and may have time restrictions. To be sure please check before booking.
- You must have your Railcard with you when purchasing tickets and when travelling.

Save 1/3 on

- Standard and First Class Anytime, Off-Peak and Advance tickets across the National Rail network.
- Oyster pay as you go single fares and daily caps for journeys on Tube, DLR, London Overground, TfL Rail and most National Rail services in London (for the Railcard holder only).
- Anytime Day Travelcards when purchased as part of your ticket to London from outside London Zones 1-9.*
- Gatwick Express, Stansted Express, and Heathrow Express services.
- Rover and Ranger tickets.
- Some rail/sea journeys through to the Isle of Wight using Wightlink, Red Funnel or Hovertravel.

Get discounts from a range of selected partners on holidays, accommodation, experiences and much more.

Check disabledpersons-railcard.co.uk/rewards for more info.

Price

A Railcard pays for itself in no time!

1-year £20 or
3-year £54

Buy

Online at

railcard.co.uk/disabled-persons-railcard
With scanned proof of disability.

Or by post

With the completed application form, payment and proof of disability.

National Railcards
PO Box 8626
Swadlincote
DE11 1JA

Choose a digital Railcard when buying online. Get the Railcard app and download your Railcard to your phone to start saving straight away.

Assistance

Passenger Assist

At National Rail we want all our customers to be able to travel safely and with confidence. We understand that disabled customers or those less mobile, may benefit from a helping hand. That's why all train companies offer a Passenger Assist service for all train journeys.

You can request assistance up to 2 hours before your journey via:

- Passenger Assistance by Transreport app or website
- Your local train company. Find the company's details for your journey via:
  - » nationalrail.co.uk/help-and-assistance/passenger-assist

- » Call **0800 022 3720** (select option 1)
- » Text **60083** (Mon-Fri 9am-5pm)
- » For text and textphone we'll send an instant SMS with the number you need to dial from your textphone unit. Calls and text are at no charge.

- Or you can turn-up-and-go at the station

The train company you are travelling with can:

- » meet you at the station entrance or meeting point
- » help you navigate the station and accompany you to your train
- » help you on and off the service and provide a ramp
- » meet you from your train and take you to your next train or the exit

If using Passenger Assist, luggage should be packed properly and of a reasonable size, shape and weight to be managed by one person

Discounts for customers with a disability without 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 in the box below apply to adult fares only for both you and your companion. *You cannot get a discount if you are travelling on your own.*

Please take evidence of your disability when you buy your ticket and when travelling. It must be either CVI/BP1/BD8 certi cate or document from a recognised institution (for example, Social Services, your Local Authority or Blind Veterans UK).

Tickets can be purchased from staffed National Rail ticket offices.

Customers who remain in a wheelchair for the 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 shown in the box 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

Season ticket benefits

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 with you to prove your eligibility. These tickets can be purchased from staffed National Rail station ticket offices.

Application Form

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

Disabled Persons Railcard Online Application Form

If you are applying for a Disabled Persons Railcard, this form must be completed and sent via post to **National Railcards, PO Box 8626, Swadlincote, DE11 1JA**

Cardholder Information - Must be completed by all applicants.

Title* Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

First Name* ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Surname* ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Address* ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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Town* ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

☐☐☐☐☐ Postcode* ☐☐☐☐ – ☐☐☐☐

Mobile ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Email ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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Declaration (To be completed by applicant)

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

Disabled Persons Railcard only - 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 Terms and Conditions shown in this leaflet. I confirm that the details I have provided are correct.

Signature*

Date (DD-MM-YYYY)*

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For Disabled Persons Railcard only Eligibilty criteria	Please send in one of the following with your application Photocopies and printed scans are acceptable - original documents should NOT be included with your application as they may not be returned.*	Please tick
Receive Disability Living Allowance (DLA) or Child Disability Payment (CDP) for mobility or at the higher or middle rate for help with Personal Care	A copy of your award letter showing you are currently in receipt of Disability Living Allowance or Child Disability Payment	☐

Recieve Personal Indepedence Payments (PIP) or Adult Disability Payment (ADP)	A copy of your award letter showing you are currently in receipt of Personal Independence Payment or Adult Disability Payment	☐
Are registered as having a visual impairment	Social Services official stamp in the space on the next page	☐
	A copy of your Ceritificate of Visual Impariment (CV1), BP1 Certificate Scotland or BD8 Certificate for being registered blind or partically-sighted	☐
Are registered as deaf or use a hearing aid	Social Services official stamp in the space on the next page	☐
	A copy of the front page of you NHS battery book, a copy of your dispensing prescription or other evidence that you are deaf or use a hearing aid from an offical health provider or local authority	☐
Have epilepsy and receive drug treatment for this	A copy of a document from a health professional showing you have epilepsy and a copy of your prescription for drugs	☐
Receive Attendance Allowance or Pension Age Disability Payment	A copy of your award letter	☐
Receive Severe Disablement Allowance	A copy of your award letter	☐

Receive War Pensioner's Mobility Supplement, War or Service Disablement Pension for 80% or more disability or Armed Forces Compensation Scheme (AFCS) benefit	A copy of your award letter	☐
Are leasing a vehicle through the Motability Scheme	A copy of your leasing agreement dated within last 12 months	☐
Receive Industrial Injuries Benefit for 20% degree of disablement or higher	A copy of your award letter	☐
Are unable to drive on medical grounds	A copy of a letter from DVLA or a health professional stating you are unable to drive on medical grounds - must be dated within last 2 years	☐
Receive a Disabled Persons Bus Pass or a London Disabled Persons Freedom Pass	A copy of your Disabled Persons Bus Pass or London Disabled Persons Freedom Pass	☐
Have an individual Blue Badge	A copy of the back and front of your Blue Badge	☐
Are without speech	A document from a health professional showing you are without speech	☐
Have an impairment, health condition or neurodivergence that is long-term (lasted or likely to last at least 12 months) and causes significant barriers when using rail services	A report or letter from a health professional that helps explain your access needs	☐
	A completed impact declaration form signed by a suitably qualified and regulated health or social care professional (forms can be downloaded separately)	☐

Social Services Stamp

For applicants with visual impairments
or hearing impairments only.

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

Please send this completed form together with payment and the required proof of disability to:

National Railcards
PO Box 8626
Swadlincote DE11 1JA

Please allow **15** working days for your Railcard to reach you.

Payment method

I would like a:

☐ 1-year Disabled Persons Railcard (£20)

☐ 3-year Disabled Persons Railcard (£54)

☐ Cheque
(must be payable to
ATOC Ltd Railcard)

☐ Postal Order
(must be payable to
ATOC Ltd Railcard)

☐ Visa ☐ Delta ☐ Mastercard

☐ Electron ☐ Solo ☐ Maestro

Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Card No ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Valid from ☐☐ - ☐☐ MM-YY

Valid to ☐☐ - ☐☐ MM-YY

Last three digits of security code on card signature strip ☐☐☐

Renewing your Disabled Persons Railcard

If you already have a Disabled Persons Railcard and want to renew it, you can do this online at **railcard.co.uk/disabled-persons-railcard** or by calling 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.

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**

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**

Terms & Conditions

1. Introduction

1.1 These terms and conditions **("Railcard Conditions")** apply to the use of the Railcard and reduced priced tickets ('discounted tickets') bought with the 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 con ict with these Railcard Conditions, the NRCoT override the Railcard Conditions. Copies of the NRCoT are available online at **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: First Floor North, 1 Puddle Dock, London, EC4V 3DS). ATOC Ltd enters into this contract on behalf of the train companies listed at **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 **7th March 2027.**

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. If your Railcard covers more than one person, the second cardholder must also sign the Railcard before use.

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(s) can use the Railcard.

2.4 Train Companies will not issue refunds on unused/unwanted Railcards, or extend their validity period.

2.5 You may be asked to show your Railcard when purchasing discounted tickets.

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 (plus your Railcard Photocard if applicable). 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 The photo of the cardholder must meet our guidelines and be recognisable as the cardholder.

2.10 If you fail to comply with condition 2.7 and/or 2.8 and/or 2.9, 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 other members of your group, 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.

2.11 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 railcard.co.uk for the most up to date information.**
- **Disabled Persons holders plus their travel companions should buy discounted tickets for travel for the same origin and destination and should normally be of the same ticket type (example all Off- Peak Returns).**

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 **railcard.co.uk/disabled-persons-railcard** 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.

Disabled Persons Railcard

railcard.co.uk/disabled-persons-railcard

0345 605 0525

0345 601 0132 textphone/minicom

National Rail

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