Application Form

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

16-25 Railcard Mature Student Online Application Form

All students aged 26 years and over, in full-time education must have all sections of the form below completed.
Once completed, scan this document into your computer and have it ready to upload when prompted, as part of the online application.
You will also need a passport-sized photograph to be uploaded separately.

Cardholder Information – Must be completed by all applicants.

† Mandatory

Title* Mr Mrs Miss Ms Other Date of Birth† D D — M M — Y Y Y Y

First Name*

Surname*

Address*

Town*

Postcode*

Mobile

Email

Your tutor, head tutor, head of department or University/College administration staff member needs to complete and sign below:
I confirm that the applicant is a student attending University/College for over 15 hours per weeks, at least 20 weeks a year. This does not include remote learning

University/College Stamp	Name of University/College	Position
	Print Name	Signature
	Telephone (inc. code) —	

Email

Copy of your University/College/NUS photo identity card showing that you are studying during this academic year.

Please put your photo ID here and then scan

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**

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Terms and Conditions

1. INTRODUCTION

1.1 These terms and conditions ("**Railcard Conditions**") apply to the use of the 16-25 Railcard and reduced priced tickets ('discounted tickets') bought with the 16-25 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** 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.

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 may be asked to show your Railcard when purchasing discount 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 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 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.

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 Docklands Light Railway tickets - see 16-25railcard.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 bought the original Railcard at a rail station, you can request a replacement only at a ticket office and you must show the completed 'Receipt' voucher from the original application form. If you purchased your Railcard online, you must request a replacement online.

3.2 You will only be issued with one replacement in any 12 month period, and you will need to pay a £10 administration fee, unless your Railcard was stolen and you have a crime reference number or documentation issued by the Police.

3.3 You will be requested to show some form of identification when obtaining a replacement from a station.

4. CONDITIONS OF USE OF THE 16-25 RAILCARD

4.1 You must be aged between 16 and 25 years old to purchase this Railcard, unless you qualify under condition 4.3.

4.2 3-year 16-25 Railcards are available online only and may be purchased up until the day before your 24th birthday.

4.3 If you are a full-time student over 25 years old, you may purchase the 1-year Railcard with valid proof of full-time study. See **16-25-railcard.co.uk/maturestudents** for details of the valid proof required.

4.4 You must carry your separate 16-25 Photocard that was issued at the time of purchase (or where appropriate a 'Permit to travel without Photocard') and you must present this in any circumstance where you present your Railcard (i.e. when buying tickets and travelling with Railcard discounted tickets).

4.5 A minimum fare applies for journeys starting between 04:30-09:59 Monday to Friday. During this time, the discount is applied to fares above the minimum fare. This minimum fare does not apply to:

4.5.1 Advance tickets; or

4.5.2 journeys on Public Holidays; or

4.5.3 journeys during July and August.

At the time of printing, the minimum fare is £12. The minimum fare is subject to change during the validity of your Railcard - see **16-25railcard.co.uk** for the most up to date information.

INFORMATION:

As long as you are aged 25 at the time you purchased the 1-year 16-25 Railcard, you may still travel at the discounted fare throughout the validity period of the Railcard. Likewise, 3-year 16-25 Railcards purchased online by the day before your 24th birthday will be valid for a full 3 years.