Application Form

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

PLEASE SELECT WHICH RAILCARD YOU ARE BUYING

If you are buying one of the Railcards below, this form must be printed, completed and presented to a member of staff at a staffed ticket office.

☐ 16-25 Railcard ☐ Two Together Railcard ☐ Family & Friends Railcard ☐ Network Railcard ☐ Senior Railcard

Cardholder Information – Must be completed by all applicants.

† Mandatory if you are buying a 16-25 or Senior Railcard

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

Second Named Cardholder - Must be completed when buying Two Together Railcard. Optional for Family & Friends Railcard.

Title* Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

First Name*

Surname*

Mature students – Must be completed when applying for a 16-25 Railcard as a mature student.

All students aged 26 years and over in full-time education must complete this section.
Your tutor, head tutor, head of department or a 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 week, for at least 20 weeks a year. This does not include remote learning. I have signed and stamped the photo on the back.

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

Please continue on next page

*Must be completed.

Declaration (To be completed by applicant)

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

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

D D — M M — Y Y Y Y

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 Notice – **railcard.co.uk/privacy-notice**

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**

For issuing office use only

New Railcard No.

Photocard No.
(applicable for 16-25 and Two Together)

Date of Application D D — M M — Y Y Y Y

Card Expiry Date D D — M M — Y Y Y Y

Station/Agency NLC or Code No.

Station or travel agent stamp

Please return this form promptly. Refer to the knowledgebase for details.

Terms and 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 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. 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/s must meet our guidelines and be recognisable as the cardholder/s.

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 single fare to a station served by the train you are on, 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 for the single fare to a station served by the train you are on, 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:

- **Visit nationalrail.co.uk/penaltyfare 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.**
- **Family & Friends, Two Together and Network Railcard 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 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 stamped 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 a 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 **16-25railcard.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, excluding Public Holidays or during July and August. 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 by the day before your 24th birthday will be valid for a full 3 years.

5. CONDITIONS OF USE OF THE FAMILY & FRIENDS RAILCARD

5.1 One Railcard will be issued to up to two people aged 16 years or over. The names of the cardholders must be provided at the time of purchase – if you purchase a Railcard for one person, you cannot add a second name later.

5.2 Each cardholder must sign the Railcard before use to show acceptance of the Railcard Conditions (see condition 2.1).

5.3 To purchase discounted tickets, at least one cardholder and at least one child aged 5 to 15 years must be travelling together.

5.4 The maximum group size is four adults (aged 16 years and over) including the named cardholder(s) and four children aged between 5 and 15 years. The group must travel with the Railcard holder throughout the journey.

5.5 If the named Railcard holders travel separately, only one cardholder may use the Railcard for discounted tickets as the Railcard must be produced for inspection together with the discounted tickets.

5.6 Discounts are not available on tickets for travel:

5.6.1 on morning peak services for journeys that start and end within the London and the South East (defined by the Network Railcard area – **network-railcard.co.uk/map**) on Monday to Friday (except on Public Holidays). The time when off-peak services start can vary by station. Use **nationalrail.co.uk** to plan your journey to identify when off-peak services start or ask rail staff for details; or

5.6.2 in First Class, except for upgrades to First Class at weekends (subject to availability) upon payment of the appropriate supplement.

5.7 All child fares are subject to a £1 minimum fare at all times.

INFORMATION:

Children aged under 16 at the time that the Railcard is purchased may still travel at the discounted child's fare throughout the validity period of the 1-year Railcard, even if they become 16 years old during that time or, for a 3-year Railcard, until the child turns 17. If the only child in the Family & Friends Railcard group is aged under five years, the Railcard holder must purchase a discounted child ticket for that child in order for the Railcard holder(s) to qualify for the discount on their tickets.

6. CONDITIONS OF USE OF THE SENIOR RAILCARD

6.1 You must be 60 years or over to hold a valid Senior Railcard.

6.2 Discounts are not available on tickets for travel on morning peak services for journeys that start and end within the London and the South East area (defined by the Network Railcard area – **network-railcard.co.uk/map**) on Monday to Friday (except on Public Holidays). The time when off-peak services start can vary by station. Use **nationalrail.co.uk** to plan your journey to identify when off-peak services start or ask rail staff for details.

7. CONDITIONS OF USE OF THE TWO TOGETHER RAILCARD

7.1 One Railcard will be issued and may only be used by the same two people travelling together. You must provide your names and photos at the time of purchase. Each of you must be aged 16 or over.

7.2 Each of you must sign the Railcard before use to show acceptance of the Railcard Conditions (see condition 2.1).

7.3 You must carry your separate Two Together Photocard that was issued at the time of purchase and you must present this in any circumstance where you present your Railcard (i.e. when buying tickets and travelling with Railcard discounted tickets).

7.4 Discounted tickets must be bought for both cardholders at the same time, and you must travel together.

7.5 Two Together Railcard discount is not valid for travel from 04:30 – 09:29 Monday to Friday, excluding Public Holidays.

INFORMATION:

These terms and conditions are valid until 7th March 2027 and were agreed at time of print in June 2026. For the most updated terms and conditions prefer refer to https://www.railcard.co.uk/help/railcard-terms-and-conditions/

8. CONDITIONS OF USE OF THE NETWORK RAILCARD

8.1 You must be aged 16 years or over to purchase a Railcard.

8.2 Network Railcard discount is not valid for travel from 04:30 – 09:59 Monday to Friday, excluding Public Holidays. Discounts apply to services in the Network Railcard area only (see **network-railcard.co.uk/map**).

8.3 A minimum fare applies to all journeys Monday to Friday, excluding Public Holidays. At the time of printing, the minimum fare is £13. The minimum fare is subject to change during the validity of your Railcard – see **railcard.co.uk** for the most up-to-date information.

8.4 All child fares are subject to a £1 minimum fare at all times.

8.5 You can use your Railcard to buy discounted tickets for adults and children travelling with you. The maximum group size is four adults (aged 16 years and over) including you, and four children aged between 5 and 15 years. The group must travel with you throughout the journey.

8.6 Discounted tickets entitle you to travel in standard class only.

8.7 You will be asked to pay the difference between the price of your discounted ticket and the full price applicable fare (or the Penalty Fare if travelling in the Penalty Fares area) if you travel:

8.7.1 beyond the station for which your ticket is issued; or

8.7.2 to a destination beyond the area shown on the Network Railcard map (**network-railcard.co.uk/map**), without having first obtained the correct ticket for your journey; or

8.7.3 on a route to which a higher fare applies or at a time when reduced fares do not apply.

INFORMATION:

All discounted price tickets purchased by a Network Railcard holder should be issued for travel for the same origin and destination and should normally be of the same ticket type (example all Off-Peak Returns).