Application Form

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

Veterans Railcard Online Application Form

If you are applying for a Veterans Railcard, this form must be completed together with a passport size photo(s) of the cardholder and named companion and sent via post to:
National Railcards, PO Box 8626, Swadlincote, DE11 1JA

Cardholder Information – Must be completed by all applicants.

† Mandatory

Title* Mr Mrs Miss Ms Other

First Name*

Surname*

Address*

Town*

Postcode*

Mobile

Email

Named Companion – optional

Title* Mr Mrs Miss Ms Other

First Name*

Surname*

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 agreed 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

Please continue on next page

*Must be completed.

For Veterans Railcard only **Eligibility 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**
Have an identification card or certificate	A copy of either your military identification card (MOD Form 90), Veterans Recognition (ID) Card, Veterans UK Status card , Certificate of Service or Certificate of Discharge. Defence Discount Service cards are also accepted if they display the wording 'HM Armed Forces Veteran'. Unfortunately digital versions of this card are not accepted.	
Have a notification or letter regarding a claim for injury under the Armed Forces Compensation Scheme	A copy of either your Armed Forces Compensation Scheme notification of Guaranteed Income Payment (ongoing compensation payments), Armed Forces Compensation Scheme notification of lump sum payment (one-off compensation payment), award letter for Armed Forces Independence Payment (AFIP) or a disallowance letter for Armed Forces Compensation Scheme benefits	
Receive ongoing award under Armed Forces Compensation Scheme	A copy of your annual payment advice slip	
Have a notification or letter regarding a claim for injury under the War Pension Scheme	A copy of either your War Pension Scheme award notification (ongoing compensation payments), War Pension Scheme award notification gratuity (a one-off pension gratuity), War Pension Scheme award notification for supplementary allowances, or a disallowance letter for War Pension Scheme entitlement	
Receive ongoing award under War Pension Scheme	A copy of your annual uprating letter	
Receive Armed Forces Pension	A copy of either your annual payment advice slip or Gross Annual Income Statement for an Armed Forces Pension (G281ST)	
Have served as a Merchant Mariner and seen duty on legally defined military operations	A copy of the personal details page from your Discharge Book, along with the vessel name on which you served and the operation name and date	

If you do not have access to any of the above documents, you may be able to contact the issuing body and request a re-issue.

If the name on your eligibility documents is different from the name you now use, you will need to send proof of this name change with your application. Acceptable documents are Marriage Certificate, Divorce Certificate or Deed Poll documents.

Please send this completed form together with payment, required proof of eligibility and a passport size photo(s) of the cardholder and named companion (if applicable) to:
National Railcards, PO Box 8626, Swadlincote, DE11 1JA

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

Please continue on next page

*Must be completed.

Payment method

I would like a: ☐ 1-year Veterans Railcard (£35)

☐ 3-year Veterans Railcard (£80)

☐ 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 M M — Y Y

Last three digits of security code on card signature strip Valid to M M — 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 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 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:

- **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.**
- **Veterans 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 For a Veterans Railcard, you must request the replacement from the Railcard Office (see this leaflet or **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 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.

VETERANS RAILCARD

4.1 To be eligible to purchase this Railcard you must be a veteran who has served for at least one day in His Majesty's Armed Forces (Regular or Reserve) or been a UK Merchant Mariner and seen duty on legally defined military operations.

4.2 One Railcard will be issued to a named Veteran aged 16 years or over. The cardholder can also nominate one adult companion to be named on the Railcard. The name of the cardholder and the named companion must be provided at the time of purchase – if you purchase a Railcard without a named companion, you cannot add a named companion later.

4.3 If you buy a physical Railcard, the cardholder and named companion (if applicable) must sign the Railcard before use to show acceptance of the Railcard Conditions (see condition 2.1).

4.4 You can use your Railcard to buy discounted tickets for journeys on your own. You can also use your Railcard to buy discounted tickets for a named adult companion and up to four children travelling with you.

4.5 The maximum group size is the named cardholder, the named companion and four children aged between 5 and 15 years. The group must travel with the Railcard holder throughout the journey.

4.6 The named companion and/or accompanying children cannot travel without the cardholder.

4.7 The Veterans Railcard has a minimum fare that applies from 04.30 and 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:

4.7.1 Advance tickets; or

4.7.2 journeys on public holidays; or

4.7.3 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 – check the website for the most up-to-date information.

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