

Disabled Persons Railcard eligibility extension

*The content of this Staff Brief is for the information of **all** Train Operating Companies with a distinction between DfT TOCs, Open Access Operators and Devolved Operator TOCs if/where noted below. Other arrangements may apply to third-party retailers. The contents below fully supersede any previous versions of this Brief.*

Extensions to eligibility

The purpose of this brief is to make staff aware of planned changes to the eligibility criteria for the Disabled Persons Railcard.

On 5 November 2025, Government will announce that the eligibility criteria for the Disabled Persons Railcard will be extended in 2026 in 2 phases as below:

- Phase 1 will go live in March 2026 and will expand eligibility to include a wider range of disabilities that can be evidenced by existing documentation (for example, Blue Badge holders, Disabled Persons Bus Pass holders, some Armed Forces and Industrial Injuries benefits recipients, people unable to drive on medical grounds, and people without speech).
- Phase 2 will go live in September 2026 and will further extend eligibility to disabilities and conditions that require professional health evidence and more detailed assessment, including some long-term or degenerative medical conditions, and neurodiversity where it has a substantial impact on a person's ability to travel by train.

RDG will publish further guidance and full eligibility details on the Disabled Persons Railcard website in the weeks ahead and before each implementation phase. Customers with questions about the changes, evidence requirements or how to apply are encouraged to visit www.disabledpersons-railcard.co.uk/are-you-eligible/ for the latest information.

The Disabled Persons Railcard is not available to purchase at stations and is retailed online, by post and by telesales only.

Further information

General information on Railcards can be found on the Internal Knowledgebase at:
<https://internal.nationalrail.co.uk/ikb/railcards/>

If you have any questions regarding Railcards, please contact your line manager or TOC Retail Support.

Brief ends <<<