



Disabled Persons Railcard



The Disabled Persons Railcard makes it cheaper for you to travel by train.



You can usually get one if you have a disability that makes it difficult for you to travel.



If you have a Disabled Persons Railcard, you and one person going with you can get cheaper train tickets.



You can get 1/3 off. This means if a ticket costs £60, you only pay £40.



The cost of a Disabled Persons Railcard for 1 year is £20.

So, if you use your Railcard for a £60 ticket, you only pay £40, which saves you the cost of the card in one trip!



You can also buy a 3-year Railcard for £54 which saves you £6.



You can get a Railcard if you:

- have problems with your sight



- have problems with your hearing



- have epilepsy



- get some benefits for a disability



- and meet our rules about proof of your disability.

(There is a list of the sorts of proof you need on the form with this leaflet.)



You can use your Railcard at any time of the day.



We have a set number of some train tickets, so sometimes they might all be sold.



Some tickets must be used on certain times or days.

It is a good idea to check before you book your rail ticket.



Disabled children and teenagers

Disabled children between 5 and 15 can ask for a Disabled Persons Railcard.



They still pay the normal cost of a child's ticket but get 1/3 off the ticket for 1 adult travelling with them.



How much can you save?

You can get 1/3 off the price of:

- all Standard tickets
- First Class Anytime tickets
- Off-Peak fares
- Advance fares.



You can also get:

- 1/3 off Anytime Day Travelcards, when bought as part of your ticket to London from outside London zones 1-9
- some cheaper Oyster Off-Peak pay as you go fares.



For more information and other rules please visit our website:

www.disabledpersons-railcard.co.uk



How to get a Railcard

To get a Disabled Persons Railcard, we need you to send us:

- the filled in form in this booklet.



- the money.



- a copy of your proof of disability.



You can do this by post or online.



By post

Send these things to the address on the form.



Online

If you can scan your proof of disability into your computer you can do this online.

Please go to:

www.disabledpersons-railcard.co.uk



It can take up to 15 days for the Railcard to be sent to you.

How to get a digital Railcard



If you buy a Railcard online, you'll be able to download it to the Railcard app* on your device as soon as your application has been approved.

*Available on iOS and Android.



Call:
0345 605 0525



Email:
disability@raildeliverygroup.com



textphone/minicom:
0345 601 0132



When your Railcard runs out

We will tell you when your Railcard is about to run out.

You can ask for a new Railcard 30 days before yours runs out.



You can also fill in the form in this booklet and you do not need to send in proof of your disability unless we ask you to.



Passenger Assist

At National Rail we want all our customers to be able to access stations and trains for a more inclusive journey experience.



We understand that some customers may benefit from a helping hand. That's why all train companies offer a Passenger Assist service for any train journey.



It's best to ideally book assistances 2 hours before travelling. You can book assistance 24-hours a day by contacting Passenger Assist on freephone 0800 022 3720.

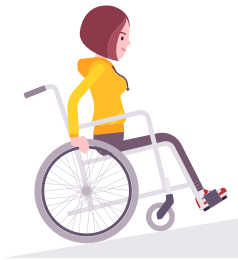
The Train company you are travelling with can arrange for someone to:



- meet you at the station entrance or meeting point



- help you navigate around the station and accompany you to your train
- help you on and off the service



- provide a ramp on and off your train
- meet you from your train and take you to your next train or the exit



- carry your bag (up to three items of luggage as per the National Rail Conditions of Travel)



If you have not booked, we may not be able to help you get on and off the trains.



To book assistance:

Call free on 0800 0223720 24 hours before travelling

Text 60083



For textphone/minicom 0845 60 50 600 or visit www.disabledpersons-railcard.co.uk/travel-assistance

Let us know the journey you are planning to take, and we will connect you to the appropriate train operating company to make your booking request.



For text and textphone we'll send an instant SMS with the number you need to dial from your textphone unit.

Call and texts are at no charge.



Cheaper tickets for disabled people who do not have a Railcard

You can buy cheaper tickets at the station if:



- you are not able to get out of your wheelchair **and** are travelling alone or with someone else
- you are blind or have problems with your eyesight **and** are travelling with someone else.



(If you are blind or have problems with your eyesight you must have a person with you and both can get cheaper tickets.)



You buy your cheaper tickets from any station with an open ticket office.



You need to bring proof to show you have a disability.

Cheaper tickets



- 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

If you have problems with your eyesight, you can also buy a Season ticket for 1 adult to travel with you.



It does not have to be the same person every time.



Your Season ticket means they get their rail ticket for free.



Disabled Persons Railcard



Please tick the box or write your answers in **CAPITAL LETTERS**.



Please fill in the whole form and send it with a copy of your proof of disability to:



National Railcards
PO Box 8626
Swadlincote
DE11 1JA



I would like a:

1-year Railcard (costs £20)



3-year Railcard (costs £54)



If you already have a Railcard, please write the number here:

About you



Title

Mr

Mrs

Miss

Ms

Other (please write it below)

Your first name:

Your last name:

Your home address:



Town:

Postcode:



Mobile telephone number:



Email:

How would you like to pay?

Please tick the box to tell us how you will be paying:



Maestro

Mastercard

Visa

Electron

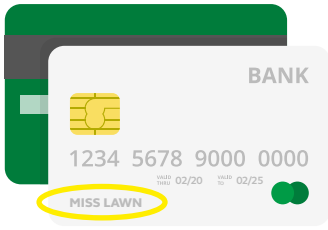
Delta

Solo

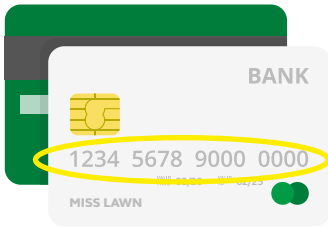
Postal order

Cheque

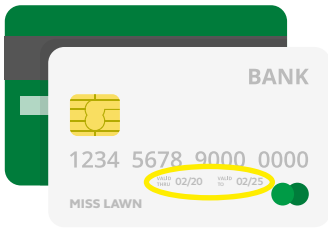
Please write your **postal order** or **cheque** to 'ATOC Ltd Railcard.'



Name on card:



Card number:



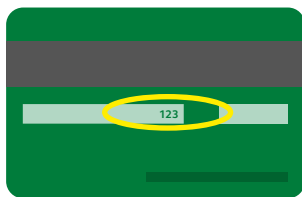
Valid from:

Valid to:



Issue number

(only for Solo or Maestro cards):



Last 3 numbers on the back of the card
where your signature is:



Please read the rules on the back page before you sign.



I am signing to say I have

- read, understood and agree to the Disabled Persons Railcard rules
- the details I have given are right
- I have proof that I can ask for a Disabled Persons Railcard.



Sign here:



Date:



Please tick 1 piece of information you can send us to show that you have a disability.

Please send us a copy.



If you get Disability Living Allowance (DLA) or Child Disability Payment (CDP) at either:

- the higher rate or lower rate for getting around (mobility)
- the higher or middle rate for help with personal care.



We need you to send a copy of your award letter showing that you had Disability Living Allowance or Child Disability Payment in the past 12 months



If you get PIP (Personal Independence Payment) or Adult Disability Payment (ADP):

We need you to send a copy of your award letter showing receipt of Personal Independence Payment or Adult Disability Payment in the last 12 months.



If you are registered as having problems with your eyesight:

We need you to send:

a Social Services official stamp in the space at the end of this list

or

your Certificate of Visual Impairment (CVI), BP1 Certificate (Scotland) or BD8 certificate for being registered blind or partially sighted.

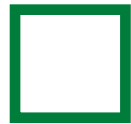




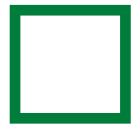
If you are registered as deaf or use a hearing aid:



We need you to send:



a Social Services official stamp in the space at the end of this list, or



the front page of your NHS battery book

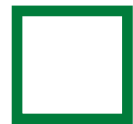


If you have epilepsy and either:

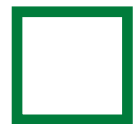
- are taking medicines but are still having fits, or
- have been stopped from driving because of your epilepsy.



We need you to send:



A copy of your Exemption Certificate* for epilepsy medication **and** a copy of your letter from the DVLA telling you that you are unable to drive



A copy of your Exemption Certificate* for epilepsy medication **and** a copy of your prescription for drugs in line with the National Society for Epilepsy Guidelines (on epilepsysociety.org.uk).

*Residents of Scotland and Wales and those aged 60 and over in England, where an Exemption Certificate is not required, you need only supply a photocopy of your prescription



If you get Attendance Allowance or Pension Age Disability Payment (PADP):

We need you to send a copy of your award letter.



If you get Severe Disablement Allowance:

We need you to send a copy of your award letter.



If you get War Pensioner's Mobility Supplement:

We need you to send a copy of your award letter.



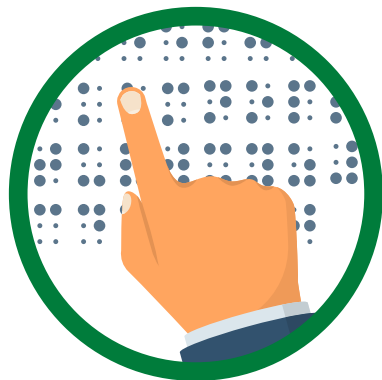
If you get War or Service Disablement Pension for 80% or more disability:

We need you to send a copy of your award letter.

If you are buying or leasing a car through the Motability scheme

We need you to send a copy of the leasing or hire-purchase agreement less than a year old.

Social Services Stamp Here



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

Rail Delivery Group keeps your information for the train companies.



We would like to send you other information now and again.

If you **DO** want us to send you anything please tick below.

I DO want to be sent:



by post

by email

by text



Railcard information and offers

Offers from Train Companies and other rail services

Offers from other people



Disabled Persons Railcard

Terms and conditions



These are the terms and conditions for the Disabled Persons Railcard and the cheaper tickets you can buy with it. You must read these rules before you sign the form.

Rail Delivery Group



1. Rail Delivery Group manages the Disabled Persons Railcard. Train Companies run the trains and offer the Disabled Persons Railcard.



2. You must sign the back of your Railcard before you start to use it.

3. Your Railcard is owned by the Train Companies and if any of their staff ask for your Railcard, you must give it to them.

4. You cannot give or sell your Railcard to anyone else to use. You are the only person who can use it.





5. This information is valid till 31 March 2024 and if it is going to change, we will give you 3 months notice. You can see the most up to date information on our website:

www.disabledpersons-Railcard.co.uk.



6. You must show your Railcard when you buy your tickets. The only people who can use your tickets are you and any adult travelling with you. They must travel the whole journey with you.



7. You must buy your tickets before you get on the train.

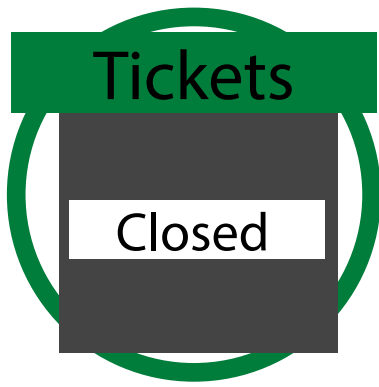


8. You must have your Railcard with you. You must show your ticket and Railcard if staff ask. If you do not, you might have to pay the full fare or a Penalty Fare.



This will not happen if:

- there was no ticket office where you got on the train, or



- the ticket office was closed and there was no machine to buy cheaper tickets.



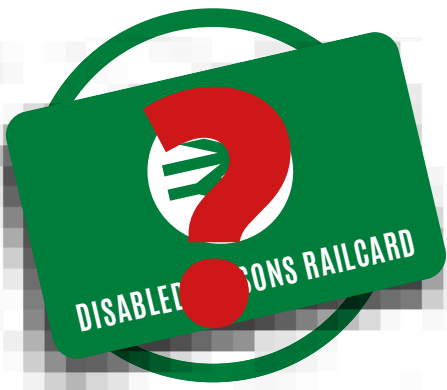
9. The full rules about tickets and Railcards are online at:
www.nationalrail.co.uk/nrcc,



or ask National Rail Enquiries or the Disabled Persons Railcard office. You must also follow the rules in this booklet.



10. You cannot get any other money off when you use your Disabled Persons Railcard.



11. The Train Companies might not:

- give you a new Railcard if yours is broken, lost or stolen



- give you a refund if you no longer want your Railcard



- give you more time when your Railcard runs out.



12. If your Railcard is broken, damaged or laminated, you cannot use it.



13. If your Railcard is stolen and you would like a new one, you can apply for one online or write to the Disabled Persons Railcard Office with the police crime reference number and they may issue you with a new one.



14. If your Railcard is lost or broken, you can write to the Disabled Persons Railcard Office for a new one.



A £5 admin fee (for a 1-year Railcard) or £10 (for a 3-year Railcard) is payable. Sometimes we can refuse to give out a new Railcard.



15. When you need a new Railcard, we may ask you to show us a document from the list in this booklet. This might mean that it takes longer for you to get your new Railcard.



If you use a Railcard wrongly you could be taken to court.



This leaflet lasts until 31 March 2024.