



Disabled Persons Railcard

**SAVINGS
TOO GOOD
TO MISS**

Only
£20



Disabled Persons Railcard

With 1/3 off* rail travel,

it pays for itself in no time.

This is an EasyRead leaflet about
the Disabled Persons Railcard

[Search Railcard](#)



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



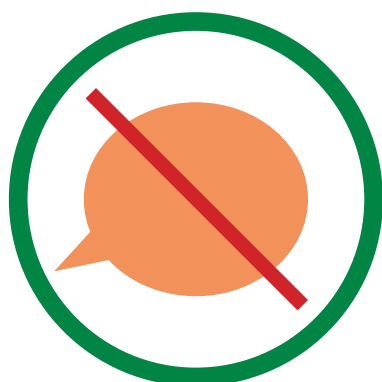
- have a Disabled Persons Bus Pass or London Disabled Persons Freedom Pass



- have a Blue Badge



- are currently unable to drive on medical grounds



- are without speech

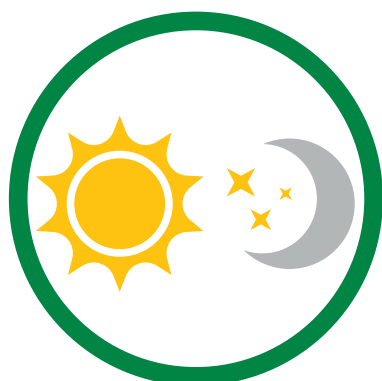


- get some benefits for a disability



- 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

Passenger Assist

At National Rail we want all our customers to be able to travel safely and with confidence.



We understand that disabled customers or those less mobile, may benefit from a helping hand. That's why all train companies offer a Passenger Assist service for all train journeys

You can request assistance up to 2 hours before your journey via:



- Passenger Assistance by Transreport app or website



- Your local train company. Find the company's details for your journey via:

- nationalrail.co.uk/help-and-assistance/passenger-assist
- Call 0800 022 3720 (select option 1)
- Text 60083 (Mon-Fri 9am-5pm)
- 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.



- Or you turn-up-and-go at the station

The train company you are travelling with can:



- meet you at the station entrance or meeting point



- help you navigate the station and accompany you to your train



- help you on and off the service and provide a ramp



- meet you from your train and take you to your next train or the exit



- If using Passenger Assist, luggage should be packed properly and of a reasonable size, shape and weight to be managed by one person



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:

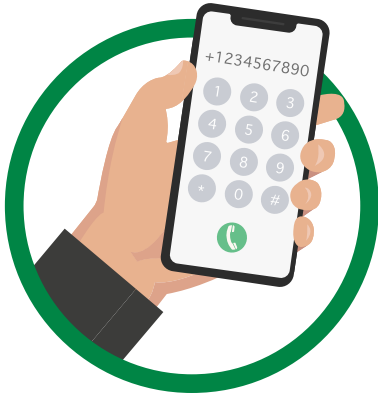
Your last name:



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

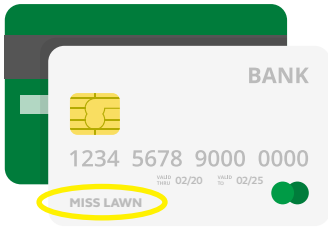
Delta

Solo

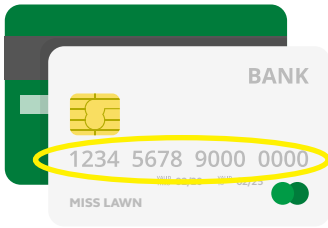
Postal order

Cheque

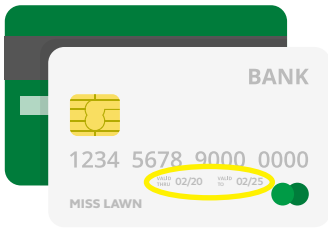
Please write your **postal order** or **cheque** to 'ATOC Ltd Railcard.'



Name on card:



Card number:



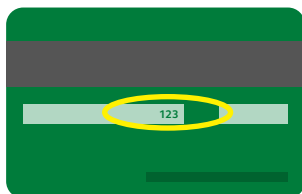
Valid from:

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 at the end of this document



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 you are currently in receipt of Disability Living Allowance or Child Disability Payment



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



We need you to send a copy of your award letter showing you are currently in receipt of Personal Independence Payment or Adult Disability Payment.



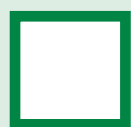
If you are registered as having problems with your eyesight:

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

or a copy of your dispensing prescription from a private hearing aid supplier



If you have epilepsy and receive drug treatment for this



We need you to send:



A copy of a document from a health professional showing you have epilepsy and a copy of your prescription for drugs



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 leasing a car through the Motability scheme



We need you to send a copy of your leasing agreement showing you are currently leasing a vehicle.



If you get Armed Forces Compensation Scheme (AFCS) benefit

We need you to send a copy of your award letter showing you are currently in receipt of Armed Forces Compensation Scheme (AFCS) benefit



If you get Industrial Injuries Benefit for 20% degree of disablement or higher



We need you to send a copy of your award letter showing you are currently in receipt of Industrial Injuries Benefit for 20% degree of disablement or higher



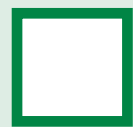
If you are unable to drive on medical grounds



We need you to send a copy of a letter from DVLA or a health professional stating you are unable to drive on medical grounds - must be dated within last 2 years



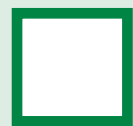
If you have a Disabled Persons Bus Pass or a London Disabled Persons Freedom Pass



We need you to send a copy of your Disabled Persons Bus Pass or London Disabled Persons Freedom Pass



If you have an individual Blue Badge



We need you to send a copy of the back and front of your Blue Badge



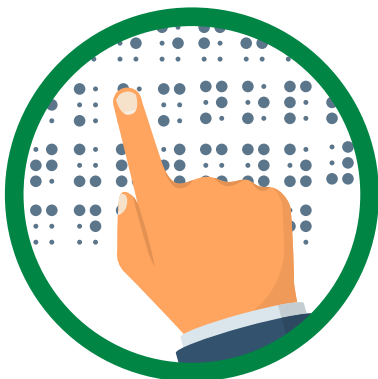
If **you** are without speech



We need you to send a document from a health professional showing you are without speech

Social Services Stamp Here

For applicants with visual impairments or hearing impairments only.



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 7 September 2026 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.

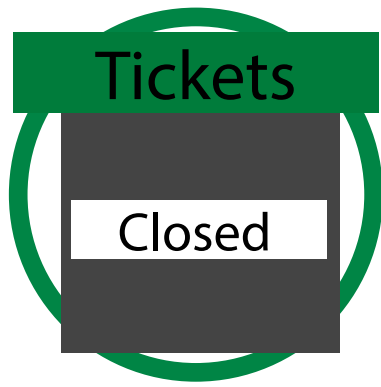


8. You must have your Railcard with you. You must show your ticket and Railcard if staff ask. If you do not, you might have to pay the full fare or a Penalty Fare.



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.



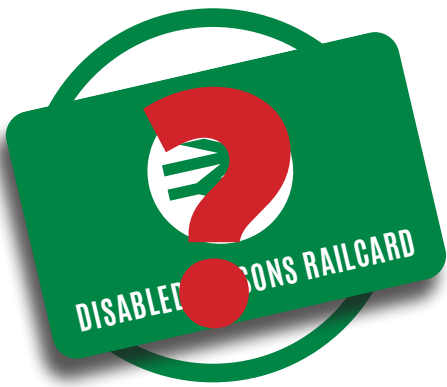
9. The full rules about tickets and Railcards are online at:
www.nationalrail.co.uk/nrcc



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 7 September 2026.

Rail Delivery Group

