



Are registered as having a visual impairment

Social Services official stamp in the space below this table

A copy of your Certificate of Visual Impairment (CV1), BP1 Certificate Scotland or BD8 Certificate for being registered blind or partially-sighted

Are registered as deaf or use a hearing aid

Social Services official stamp in the space below this table

A copy of the front page of you NHS battery book, a copy of your dispensing prescription or other evidence that you are deaf or use a hearing aid from an official health provider or local authority

Have epilepsy and receive drug treatment for this

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

Receive Attendance Allowance or Pension Age Disability Payment

A copy of your award letter

Receive Severe Disablement Allowance

A copy of your award letter

Receive War Pensioner's Mobility Supplement, War or Service Disablement Pension for 80% or more disability or Armed Forces Compensation Scheme (AFCS) benefit

A copy of your award letter

Are leasing a vehicle through the Motability Scheme

A copy of your leasing agreement dated within last 12 months

Receive Industrial Injuries Benefit for 20% degree of disablement or higher

A copy of your award letter

Are unable to drive on medical grounds

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

Receive a Disabled Persons Bus Pass or a London Disabled Persons Freedom Pass

A copy of your Disabled Persons Bus Pass or London Disabled Persons Freedom Pass

Have an individual Blue Badge

A copy of the back and front of your Blue Badge

Are without speech

A document from a health professional showing you are without speech

Social Services Stamp

For applicants with visual impairments or hearing impairments only.



## 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](http://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](http://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 September 2026**.
- 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](http://railcard.co.uk) for the most up-to-date information.**
- **Disabled Persons 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 Disabled Persons Railcard, you must request the replacement from the Disabled Persons Railcard office (see this leaflet or [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) for contact details).
- 3.2 For Disabled Persons Railcard, the administration fee is £5 for a one year Railcard and £10 for a three year Railcard.
- 3.3 You will be requested to show some form of identification when obtaining a replacement from a station.

### 4. CONDITIONS OF USE OF THE DISABLED PERSONS RAILCARD

- 4.1 Only you and, where appropriate, the adult accompanying you, can use discounted tickets. The accompanying adult must travel with you throughout the journey.
- 4.2 When you renew your Railcard we may ask you for current evidence of your entitlement to it – if we do, your renewal might take longer to process.