

Rail travel for disabled passengers



25 years of service

10 June 2006 to 12 June 2007

Including an application form
for a Disabled Person's Railcard



National Rail
Britain's train companies working together

Disabled Person's **Railcard**

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If you need to know train times and prices, visit www.nationalrail.co.uk or phone National Rail Enquiries on 08457 48 49 50, textphone 0845 60 50 600. There is information about the Disabled Person's Railcard at www.disabledpersons-railcard.co.uk.

A Introduction

The train companies that manage the national rail network welcome disabled travellers. These companies are making improvements to stations and trains to make it easier for you to travel. (See section G on page 15.) This guide will help you plan your journey so that you can use the stations and trains that are best able to meet your needs. It should also help you to get the best value for money.

Many of the train companies produce their own guides for disabled passengers. These guides give you more information about their own stations and train services than a national guide can. For more information, please contact your local train company. (See section 4 on page 11.)

Train services and details of how to book are shown in timetables that you can get from most staffed stations and travel agents that sell train tickets.

We, the Association of Train Operating Companies (ATOC), have produced this booklet on behalf of the train companies. You can get copies from most staffed stations, citizens advice bureaux and some libraries.

B New offers

You can now take advantage of some new offers with your Disabled Person's Railcard.

- A 25% reduction on the price of your stay in: Crowne Plaza Resort hotels, Holiday Inn hotels, Holiday Inn Express hotels, Hotel Indigo, Staybridge hotels and Candlewood Suites. These hotels have facilities for wheelchair users. For more details, e-mail Info@tourismforall.org.uk or phone 08451 249 973, giving your railcard number.
- The National Accessible Scheme information pack contains details of 400 places to stay in Britain with access for disabled people. The pack usually costs £9.99, but you can buy it for £7.50. For more details, e-mail Info@tourismforall.org.uk or phone 08451 249 973 giving your railcard number.
- A 10% reduction on goods you buy on-line from Enable Enterprises (www.enableenterprises.com/select/).
- For £5, you can buy a card which allows you to take a friend into selected cinemas free of charge. For more details, visit www.ceacard.co.uk/ or phone 0151 348 8020 or textphone 0151 356 7113.

These offers are not controlled by the train companies or their associations. The companies making these offers may withdraw the offers without giving notice.

C The Disabled Person's Railcard

1 What is the Disabled Person's Railcard and can I get one?

The Disabled Person's Railcard allows you to buy discounted rail tickets. If another adult is travelling with you, they can also travel at the same discounted fare.

At the moment there is one type of railcard available but, from 6 September 2006, there will be two types of Disabled Person's Railcard – the one-year railcard and the three-year railcard. Both railcards give the same level of discounts to you and one other adult travelling with you.

At the moment, the one-year railcard costs £14 and is valid for 12 months. From 6 September 2006, the price of the one-year railcard will be £18.

The three-year railcard will cost £48 and is available from 6 September 2006.

To qualify for both types of railcard, you must meet at least one of the conditions listed below. The application form lists the proof you will need to provide to confirm that you qualify for a railcard. The conditions will change slightly during the life of this booklet.

Before 6 September 2006, you will qualify if you:

- are registered as having eyesight difficulties;
- are registered deaf;
- have epilepsy, and have repeated attacks even though you receive drug treatment;
- receive Attendance Allowance;
- receive Disability Living Allowance (in the higher rate for help with getting around, or at the higher or middle rate for help with personal care);
- receive Severe Disablement Allowance;
- receive War Pensioner's Mobility Supplement;
- receive War or Service Disablement Pension for 80% or more disability; or
- are buying or leasing a vehicle through the 'Motability' scheme.

After 6 September 2006, you will qualify if you:

- are registered as having eyesight difficulties;
 - are registered as deaf, or use an NHS hearing aid;
 - have epilepsy and have repeated attacks even though you receive drug treatment;
 - receive Attendance Allowance;
 - receive Disability Living Allowance (at the higher or lower rate for getting around (mobility) for one year or longer or at the higher or middle rate for help with personal care);
 - receive Severe Disablement Allowance;
 - receive long-term Incapacity Benefit;
 - receive War Pensioner's Mobility Supplement;
 - receive War or Service Disablement Pension for 80% or more disability;
- or
- are buying or leasing a vehicle through the 'Motability' scheme.

Five- to 16-year-olds may also qualify for a Disabled Person's Railcard if they can meet at least one of the above conditions. Although they only need to pay the normal child's fare, an adult can travel with them at the discounted rate of one-third off the standard adult fare.

If you do not qualify for a Disabled Person's Railcard, you may qualify for one of our other railcards.

These are:

- the senior railcard (if you are 60 or over);
- the young person's railcard (if you are aged 16 to 25 or if you are a mature student); and
- the family railcard (if you travel with children).

2 How do I apply for my first railcard?

Fill in sections A, B and C and the address panel of the application form provided in this booklet. Sign the form and send it to:

Disabled Person's Railcard Office,
PO Box 163,
Newcastle-upon-Tyne,
NE12 8WX.

Please send the following with your form.

- The proof we ask you for on the application form.
- Your payment, (either £14 before 6 September 2006 or £18 after 6 September 2006 for the one-year railcard, or £48 after 6 September 2006 for the three-year railcard).

Please allow 15 days to receive your railcard. We issue most railcards well within this limit.

If you have any questions, please phone the Disabled Person's Railcard application helpline on:

- 0845 605 0525; or
- 0845 601 0132 (textphone) for people who have hearing difficulties.

We may record calls for staff-training purposes.

We can only answer calls about the Disabled Person's Railcard on this number. If you would like to arrange help at stations on your journey, please phone the train company (see the phone numbers on the last page of this booklet).

3 How do I renew my existing railcard?

You are responsible for renewing your railcard. However, we will usually send you a reminder and a renewal form a few weeks before your railcard runs out.

Fill in sections A and C and the address panel of the application form in this booklet to renew your railcard. If you give us your railcard number and the date it runs out, you will not need to send us any other proof.

Or, you can renew your railcard over the phone using a credit or a debit card. Please remember that you will need to give us your railcard number and the date your railcard runs out.

Unfortunately, you cannot come to our offices to renew your railcard.

4 What discounts does the Disabled Person's Railcard give?

Adult railcard holders usually get one-third off the types of ticket shown on the next page, depending on any restrictions. One adult travelling with you will also get the same discount. Railcard discounts are only available on the services of train companies who take part in the scheme. You can get more details from your station ticket office or travel agent, or you can visit www.nationalrail.co.uk or phone National Rail Enquiries (08457 48 49 50, textphone 0845 60 50 600).

You can get one-third off the following tickets, which you can buy on the day you travel or book ahead.

- Savers and supersaver singles and returns
 - Cheap-day singles and returns
 - First-class and standard singles and open returns
 - First-class and standard day singles and returns
- You can get one-third off the following tickets, which you can buy on the day you travel or book ahead (only available in the London and South East area).
 - Network awaybreak returns
 - Off-peak day travelcards (all zones only) – a minimum fare applies.

Tickets that only apply to certain train companies – get details from your station ticket office or travel agent.

You can sometimes book the rest of your journey using connecting bus and ship links.

The Disabled Person's Railcard does not give discounts on the following.

- Season tickets and travelcards that are valid for more than one day.
- Eurostar tickets.
- Railair coach links.
- Special offers from train companies, for example APEX, unless shown otherwise.
- Special excursion and charter trains.

Special notes

Please check for full details at your local staffed station or by phoning National Rail Enquiries on 08457 48 49 50 (textphone 0845 60 50 600) as there may be certain restrictions on tickets, routes, trains and times. Not all of the listed ticket types may be available for the journey you want to make.

For some low-price tickets, the actual discount with a railcard may be slightly lower than that advertised.

Vulnerable passengers

Please consider all aspects of a rail journey very carefully if you are arranging for a vulnerable person (for example, an elderly person, or someone who has severe learning disabilities) to make a journey. Train-company staff try to help everyone as much as they can, but if someone has specific medical needs or needs to have another person with them all the time, train staff cannot provide this type of service. Staff can help disabled people on and off trains, but they cannot help passengers who need help using the toilet. Train staff are happy to fetch food and drink from catering services on the train for disabled people, but cannot offer help to people who need help eating or drinking. If you are in any doubt about this, please talk to the train companies concerned. Some trains run without any staff other than the driver. To travel alone by train, you should be able to:

- take your own medicine;
- use the toilet by yourself; and
- feed yourself (if you need to eat).

We recommend that you bring any medicines you need with you, even on short journeys, in case there is a delay.

5 Conditions of issue and use of the Disabled Person's Railcard

- a As soon as you receive your railcard, please sign it on the back to show that you agree to these conditions. You can then use your railcard.
- b The train companies own the railcard and, if you are asked, you must hand it to a representative of any train company.
- c You must never allow another person to use your railcard.
- d We are sorry, but we do not promise to give a refund, even if you do not use or want your railcard. If your railcard is stolen, you can apply to the Disabled Person's Railcard Office for a replacement. You should apply in writing and provide a police crime reference number or details of the police station you reported the theft to. When we receive this, we will consider issuing a free replacement.

On three-year railcards, if you return your railcard and it still has two years or more to run, we will, in exceptional circumstances, consider giving you a refund of no more than £25.

You can also apply for a replacement if your railcard is lost or damaged. You should write to the Disabled Person's Railcard office at the address on page 5. You should enclose a cheque or postal order for £5 (administration fee) made payable to 'RSP Ltd (DPRC)'. However, we can refuse to issue or renew a railcard.

- e The conditions of issue and use, and the prices shown, apply on 10 June 2006. We may change them after this date. However, we will try to give you enough notice of any changes before they come into force. For the most up-to-date information, please check before you travel.

6 Conditions of issue and use of tickets you buy with a railcard

- a You must show your valid railcard when you buy your tickets. Only you and, where appropriate, the adult travelling with you, can use these tickets.
- b You must buy the ticket for your journey before you get on a train. If you do not, you will have to pay the full standard or first-class single fare. However, if there is no ticket office at the station where your journey begins, or the ticket office is closed, you can use your railcard to buy your ticket on the train.
- c Please make sure that you have your railcard with you on all rail journeys and that you show your ticket and railcard to staff when asked. If you do not, you may have to pay the full single fare for your journey.
- d If you have to sit in your own wheelchair in the guard's van (this only happens on a small number of older trains), you may be able to claim a refund of the price of your ticket. Please ask the train conductor for details.
- e The National Rail Conditions of Carriage and the conditions shown in this booklet apply to tickets you buy with a Disabled Person's Railcard. We may change these conditions, but we will try to tell you well beforehand. Copies of the National Rail Conditions of Carriage are available from any staffed station ticket office or online at www.nationalrail.co.uk. Or, you can contact National Rail Enquiries for more details.

The application form for the Disabled Person's Railcard is over the page.



Section: B

Why do you qualify for a Disabled Person's Railcard?

(Please tick the appropriate box and enclose the proof we ask for with your application form.)

A

I am registered blind or partially sighted.

(Ask Social Services to certify your application form by putting their official stamp in Box 1 opposite.)

B

I am registered deaf.

(Ask Social Services to certify your application form by putting their official stamp in Box 1 opposite, or enclose your NHS hearing-aid battery book.)

C

I have epilepsy and still have fits even though I take medication for this.

If you have ticked box C, please enclose the following:

- A copy of your exemption certificate, which allows you to receive medication for your condition free of charge.
- Your customer copy of your prescription, or a photocopy of your prescription for your epilepsy medication containing one of more of the following drugs or their equivalent:

Lorazepam, diazepam, clonazepam, phenytoin sodium, fosphenytoin, phenobarbital sodium, clomethiazole, paraldehyde and other medications in line with the National Society for Epilepsy guidelines.

I receive:

Attendance Allowance

(Please enclose a copy of your award letter.)

D

Disability Living Allowance (at the higher or lower rate for getting around (mobility) for one year or longer

or at the higher or middle rate for help with personal care)

(Please enclose a copy of your award letter.)

E

Severe Disablement Allowance

(Please enclose your award letter.)

F

Long-term Incapacity Benefit

G

I receive:

War Pensions Mobility Supplement

(Please enclose a copy of your award letter.)

H

A War or Service Disablement Pension for 80% or more disability

(Please enclose a copy of your award letter.)

J

I have bought or leased a vehicle through the 'Motability' Scheme.

(Enclose a copy of the leasing or hire-purchase agreement.)

K

Section: C How do you want to receive your renewal notices?

(Please tick one box only.)

I need these as: Standard letter Braille Large print Audio tape Audio CD

Box 1
Social Services Stamp

D Planning your journey

Help us to help you

Train companies are responsible for the arrangements for planning a journey and buying a ticket. Each company has a process to allow disabled passengers to book seats and arrange help.

We are likely to be able to help you if you contact us well before your journey. Please try to give at least 24 hours' notice of your journey. If you do not give us notice, we will try to help but cannot guarantee to provide the normal level of service. For example, we can usually arrange for staff to meet you at the station where you are catching the train, go with you to your train and see you safely on board.

We can make similar arrangements at the station where you are getting off the train or other stations if you need to change trains.

We are sorry but although rail staff are happy to help you, they cannot lift you between wheelchairs and cars, trains or train seats, or up and down flights of stairs.

2 Train and station facilities

Many trains have toilets with access for wheelchairs. When you make your booking, staff will be pleased to tell you which routes these are on.

Many stations have unisex toilets (which both men and women use) which are convenient for people in wheelchairs and other disabled passengers. These toilets are clearly signed with the international wheelchair symbol. Some toilets for disabled passengers are kept locked to reduce vandalism and a notice will tell you where you can get the key. Some toilets are fitted with National Key Systems (NKS) locks. You can buy NKS keys from:

RADAR
12 City Forum
250 City Road
London
EC1V 8AF.

Phone: 020 7250 3222
Textphone: 020 7250 4119

Many ticket-office windows have been fitted with induction loops to help people who have a hearing aid. These windows show the standard sign. Phones at many stations are fitted with devices to help people who have a hearing aid.

You can take guide dogs, hearing dogs and assistance dogs into station buffets and restaurants.

3 Wheelchairs and mobility scooters on trains

Train companies all carry wheelchairs and powered wheelchairs up to 70 centimetres wide and 120 centimetres long. Some old trains may only be able to carry wheelchairs up to 67 centimetres wide and 100 centimetres long.

Mobility scooters

Train companies welcome disabled passengers and will carry mobility scooters powered by sealed batteries where possible. Unfortunately, not every train can carry every scooter and, because the inside of trains are different, there is no simple solution for every train company. The term 'scooter' refers to a vehicle with a steering column. If your vehicle has a joystick and small front wheels that turn right round, this is a powered wheelchair and not a scooter.

Scooters which have three wheels, or four-wheeled scooters which have the front two wheels very close together, can fit into tighter spaces than those which have four wheels like a car (pavement vehicles). The table below gives information which will help you decide whether you will be able to take your scooter on the trains.

Many trains can carry manual and powered wheelchairs up to 67 centimetres wide and 12 centimetres long (including footplates). If you have a larger wheelchair, you should check with the relevant train company whether you will be able to take it onto the trains.

The loaded weight of a scooter should not be more than 230 kilograms (36.2 stone). This is the weight that the ramps can safely take. When trains are being replaced by buses or coaches because of engineering work, or during severe disruptions, train companies will try to hire vehicles that meet disabled access rules so that you can still make your journey. However, train companies cannot guarantee that the replacement vehicles will be able to carry scooters. We recommend that you check with the appropriate train company whether there is any planned engineering work before you travel.

For everyone's safety, we ask you to follow these rules.

- Reduce the speed of your scooter to a brisk walking pace at stations.
- Stay well back from the edge of the platform until the train has come to a complete stop at the station.

- Unload any bags, shopping and so on from your scooter, as this can cause the scooter to tip when going up or down ramps.
- If you have a folding scooter, make sure that you can carry it without help when getting on and off trains. Staff may not always be available to help.
- At many stations, you may have to use stairs to get to some or all of the platforms. Please ask the relevant train company before you travel.
- Before you make any journey for the first time, contact the relevant train company to check what is possible on your chosen route.
- Follow train and station staff's instructions at all times.

It is important that you check with the train company you will be using before you try to take your scooter on a train. For the phone numbers of the train companies, please see page 16 of this booklet or visit www.nationalrail.co.uk.

4 Who to contact when arranging help and buying a ticket

Your local station may be able to arrange help or, if you already know the number, you can phone the appropriate train company in order to plan your journey and buy your ticket. Please also see the contact details shown on page 16.

If you are not sure who to contact, you should phone National Rail Enquiries.

Phone: 08457 48 49 50
Textphone: 0845 60 50 600

National Rail Enquiries have details of all stations and the phone number of the local train company you need to call to plan your journey. National Rail Enquiries cannot make journey arrangements or sell tickets. The train company you contact will make arrangements for your journey, including arranging help and selling you a ticket.

5 Local contact points

When you write or phone for help, please give the following details.

- The date you will travel and the time your train will leave.
- The station you are travelling to and any stations where you need to change trains.

London: London Travel Information on 020 7222 1234
or Transport for London Access and Mobility
(phone and textphone)
on 020 7941 4600 (office hours only)

Manchester: Metrolink Customer Services on 0161 205 2000

8 Accurate and unbiased advice

Train companies are committed to making sure that everyone who has contact with the public has accurate and unbiased information about the access arrangements at stations and on trains across the national rail network.

9 Support during your journey

If you book travel arrangements before your journey, you can expect the train companies to deliver these to a high standard at the station you start your journey from, during the journey, at any station where you have to change trains and at the station you are travelling to. As far as possible, and in line with safety rules, train companies will arrange for staff on the train to tell you when the train is due to arrive at your station, or any station where you need to change trains. If possible, they will help you to get off the train.

10 What if the train service is disrupted?

Train companies will try to make sure that staff involved in making journey arrangements for disabled passengers are aware of changes to train service caused by engineering and other work.

If your train service is changing due to engineering or other work, train companies will make other travel arrangements so that you can make your journey as easily as possible.

F Concessionary fares for people who do not have a Disabled Person's Railcard

1 People registered as having eyesight difficulties

If you are registered as having eyesight difficulties, and you are travelling with another person for any purpose and do not have a railcard, the following discounts apply for you and the person travelling with you.

Ticket type	Discount
First-class or standard open single	34% off
First-class or standard day single	34% off
First-class or standard day return	50% off
First-class or standard open return	34% off

You will not get any discount if you are travelling on your own and you do not have a railcard. If you regularly travel on your own, you may want to consider the benefit of having a Disabled Person's Railcard. Details are shown from page 3 of this booklet.

To get these discounts, you need to take a document confirming your disability when you buy your ticket. You will also need to show this document to any staff who ask to see it during your journey. The document must be from a recognised institution, for example, Social Services, the local authority, The Royal National Institute for the Blind (RNIB), St Dunstons and so on.

Season tickets – Blind and partially-sighted people can buy one adult season ticket to cover two people (so two people travel for the price of one). It doesn't have to be the same person travelling with you all the time. Contact your local staffed station for details.

2 People who have to stay in their own wheelchair for a rail journey

If you need to stay in your own wheelchair during a journey and you do not have a railcard, you are entitled to the following discounts.

Ticket type	Discount
First-class or standard open single	34% off
First-class or standard day single	34% off
First-class or standard day return	50% off
First-class or standard open return	34% off

The same discount will apply to one person travelling with you. You do not have to pay an extra charge for taking your wheelchair with you on trains.

G Levels of service you can expect

1 Our commitments

Train companies are committed to helping people who are covered by the Disability Discrimination Act. This includes people who:

- use a wheelchair all the time;
 - are registered blind or partially sighted;
 - have a Disabled Person's Railcard;
 - are registered deaf; or
 - are registered disabled.
- If you tell the train company at least 24 hours before you want to travel, they will arrange for you to have help at all stages of your journey and arrange a seat on trains for you (if seats are available). They ask for notice so they can make sure staff are available to help you.
 - If you call a train operator's disabled assistance number (National Rail Enquiries (will give you the number, or see page 16), you will get specialist journey information and, where appropriate, you can book seats and buy tickets.
 - Train companies are training more and more staff to deal with disabled people.
 - If your journey is disrupted or if you have difficulty, the train company will always try to help whenever possible. However, if you book help before your journey, train companies will do everything to make sure you receive the help you need.
 - You will receive an appropriate refund if you have booked special arrangements before your journey but these are not delivered.
 - When train companies plan facilities and services, they will take account of access for people who have reduced mobility.

In meeting these commitments, train companies will take account of the Disability Discrimination Act 1995, the code of practice 'Train and Station Services for Disabled Passengers' published by the Strategic Rail Authority in February 2002 and any later acts and codes of practice.

You can find out more details about a train operator's commitments to disabled people by asking for a copy of their disabled people's protection policy.

H Train companies disabled-assistance phone numbers

Company	Phone	Textphone
Arriva Trains Wales	08453 003 005	0870 410 0355
Central Trains	08706 096 060	0845 60 50 600
Chiltern Railways	08456 005165	08457 078 051
c2c	01702 357 640	08457 125 988
First Capital Connect	08000 582 844	08009 751 052
First Great Western	08001 971 329	08002 949 209
First ScotRail	08456 057 021	0845 602 0346
Gatwick Express	08458 501 530	
Great North Eastern Railway	08457 225 444	08451 202 067
Hull Trains	08450 710 222	08456 867 967
Island Line	01983 562 492	08456 050 441
Merseyrail	0151 702 2071	0151 702 2071
Midland Mainline	08457 125 678	08457 078 051
Northern	08456 008 008	08456 045 608
One	08000 282 878	0845 606 7245
Silverlink Metro	08456 014 867	08457 125 988
County	08456 014 868	08457 125 988
South Eastern Trains	08007 834 524	08007 834 548
South West Trains	0800 528 2100	0800 692 0792
Southern	0800 138 1016	0800 138 1018
Transpennine Express	08000 172 149	08001 072 061
Virgin Trains	08457 443 366	08457 443 367

If you find a train company's phone number has changed during the lifetime of this booklet, please phone National Rail Enquiries on 08457 48 49 50 textphone 0845 60 50 600 to get the new number, or ask them to transfer your call to the rail company.

We have taken care to make sure that information in this booklet is accurate, but we are not responsible for any mistakes or amendments, or any inconvenience these cause.

Other formats

If you would like a copy of this guide in a different format (large print, in Braille, on audio tape or on audio CD), please contact us.

Write to:

ATOC Marketing (RTDP booklet)
40 Bernard Street
London
WC1N 1BY.

Fax: 020 7841 8267

E-mail: enquiry@atoc.org

We do not send out several copies of different formats to organisations.

We have a small supply of maps showing railway stations which do not have steps. If you would like one of these, please send us your full postal address by e-mail to disability@atoc.org or fax to 020 7841 8266. For more information about railway stations, please visit www.nationalrail.co.uk.



National Rail
Britain's train companies working together

Disabled Person's Railcard