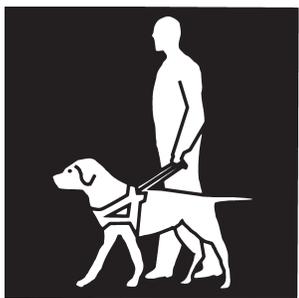


# Rail Travel for Disabled Passengers



12 June 2005 to 10 June 2006

Including an application form for a Disabled Persons Railcard

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**If you need to know train times and rail ticket fares, visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or you can phone National Rail Enquiries on 08457 48 49 50, textphone 0845 60 50 600.**

You can find information about the Disabled Persons Railcard at [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

## **1 Introduction**

The train companies that operate the National Rail network welcome disabled travellers. These companies are making improvements to stations and trains to make travel easier. (See section 5 on page 13)

This guide will help you plan your journey so that you may use the stations and trains that are best equipped 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 3.4 on page 9)

Train services and details of how to make reservations are shown in timetables that you can get from most staffed stations and rail-appointed agents.

**This booklet is published by the Association of Train Operating Companies (ATOC) on behalf of the train companies. You can get copies from most staffed stations, Citizens Advice Bureaux and some libraries.**

## 2 The Disabled Persons Railcard

### 2.1 What is the Disabled Persons Railcard and can I get one?

The Disabled Persons Railcard allows you to buy discounted rail tickets. If another adult is travelling with you, they can also travel at the same discounted fare. The Railcard currently costs £14 and is valid for 12 months.

To qualify, you must meet at least one of the criteria listed below. The application form lists the proof you will need to provide to confirm that you are eligible for a Railcard.

You will qualify if you:

- **are registered as visually impaired;**
- **are registered deaf;**
- **have epilepsy, and are disabled by 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 in 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;**
- **are buying or leasing a vehicle through the 'Motability' scheme.**

Children aged from five and under 16 may also be eligible for a Disabled Persons Railcard if they can meet at least one of the required criteria. 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 adult fare.

If you do not qualify for a Disabled Persons Railcard, you may be eligible for one of our other Railcards.

If you are 60 years old or over, 16 to 25 years old or, in some circumstances, if you are a mature student or if you travel with children, you may be eligible for one of our other Railcards (Senior, Young Persons and Family Railcards), visit [www.railcard.co.uk](http://www.railcard.co.uk) or Phone 08457 48 49 50, textphone 0845 60 50 600 for more information.

## 2.2 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 with:

- a copy of your proof entitlement; and
- £14 (as at 12 June 2005) by cheque, credit or debit card or postal order, **made payable to RSP Ltd (DPRC)** to:

**Disabled Persons Railcard Office  
PO Box 163  
Newcastle-upon-Tyne  
NE12 8WX**

**In normal circumstances, please allow 15 days to receive your Railcard.**

Disabled Persons Railcard application helpline

- **0191 218 8103**
- **0191 269 0304 (textphone)** for people who have hearing difficulties  
Calls may be recorded for staff training purposes.

## 2.3 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.

You can use sections **A, C** and the **address panel of the application form** in this booklet to renew your Railcard. If you show details of your existing Railcard number and expiry date, **you will not need to send us any other documents.**

Or, you can renew your Railcard over the phone using a credit or debit card. Please remember that you will need to provide your existing Railcard number and expiry date.

**Unfortunately, we cannot deal with any applications made in person.**

## 2.4 What discounts does the Disabled Persons Railcard give?

Adult Railcard holders generally get **one third off** the ticket types shown on the next page, depending on any restrictions. The same discount of one third also applies to one adult accompanying a Railcard holder. 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, visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or by phoning National Rail Enquiries (08457 48 49 50, textphone 0845 60 50 600).

## Buy on the day you travel or book ahead

- **One third off**

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

## Buy on the day you travel or book ahead (only available in the London and South East area)

- **One third off**

Network AwayBreak Returns  
 Off-Peak Day Travelcards (All Zones only) — subject to a minimum fare level.

## Tickets specific to individual train companies – get details from your station ticket office or travel agent

## You can book through to some destinations using connecting bus and ship links.

## The Disabled Persons Railcard does not give discounts on the following.

- Season tickets and period Travelcards that are valid for more than one day.
- Eurostar.
- 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.

In the case of 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 an especially 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. If someone has specific medical needs or needs to have another person with them all the time, train staff are not able to provide this type of service. Staff can assist disabled people on and off trains, but staff are not able to offer assistance to customers who require help using the toilet facilities. Train staff, where available, are happy to fetch goods from on train catering services for disabled people, but they are unable to offer assistance to people who need help consuming refreshments. If you are in any doubt about this, please talk with the train companies concerned. Some trains run without any staff other than the driver.

### 2.5 Conditions of issue and use of the Disabled Persons Railcard

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

You may also apply for a replacement if your Railcard is lost or damaged. You should write to the Disabled Persons Railcard address on page 4. You should enclose a cheque or postal order for £5 (administration fee) made payable to **RSP Ltd (DPRC)**. However, we reserve the right to refuse to issue or renew a Railcard.

- d** The conditions of issue and use, and the prices shown, apply at 12 June 2005. We may alter 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.

## 2.6 Conditions of issue and use of tickets bought with a Railcard

- a** You must show your valid Railcard when you buy your tickets. These tickets can only be used by yourself and, where appropriate, the adult travelling with you.
- 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 at which you begin your journey, or the ticket office is closed, you may 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 stay 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. Please ask the train conductor for details.
- e** The National Rail Conditions of Carriage and the conditions shown in this booklet apply to tickets bought with a Disabled Persons Railcard. We may alter these but we will try to tell you well in advance. Copies of the National Rail Conditions of Carriage are available from any staffed station ticket office or online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Alternatively, you can contact National Rail Enquiries for details of availability.

**The application form for the Disabled Persons Railcard is over the page ⇨**





**SECTION: B COMPLETION REQUIRED ONLY FOR FIRST TIME APPLICATIONS**

**I am eligible for a Disabled Persons Railcard because:**

(Please tick appropriate box and enclose the required proof with your application form).

**I am registered blind or partially sighted:**

(Ask Social Services to certify your application by endorsing Box 1 opposite)

A

**I am registered deaf:**

(Ask Social Services to certify your application by endorsing Box 1 opposite)

B

**I have epilepsy and I am disabled by recurrent attacks in spite of drug treatment:**

C

**If you have ticked box C, Please enclose:**

A copy of your exemption certificate, enabling 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 or more of the following drugs or their equivalent:

**Lorazepam, Diazepam, Clonazepam, Phenytoin sodium, Fosphenytoin, Phenobarbital Sodium, Clomethiazole, Paraldehyde and other medications in accordance with the National Society for Epilepsy guidelines.**

**Box 1**  
Social Services Stamp

**I receive**

Attendance Allowance \*

D

**OR**

Disability Living Allowance \*

(in the Higher Rate for help with getting around OR in the Higher/Middle Rates for help with personal care).

E

**OR**

Severe Disablement Allowance \*

F

**I receive**

War Pensions Mobility Supplement \*

G

**OR**

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

H

(\*Enclose a copy of the letter confirming your entitlement to the above allowances)

**I have bought or leased a vehicle through the "Motability" Scheme** (Enclose a copy of the leasing or hire purchase agreement).

J

**SECTION: C FUTURE RENEWAL NOTICES** (Please tick one box only).

**I need these as: Standard Letter Braille Large Print Audio Tape Audio CD**

## 3 Planning your journey

### 3.1 Help us to help you

The arrangements for planning a journey and buying a ticket are the responsibility of the train companies and each has a process in place to allow a disabled passenger to make reservations and arrange assistance through specific contact points.

We are more able to help you if you contact us as far in advance as possible. 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 your departure station, accompany you to your train and see you safely on board.

Similar arrangements can be made at your destination and other stations if you need to change trains.

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

### 3.2 Train and station facilities

There are wheelchair-accessible toilets on many trains. When you make your booking, staff will be pleased to advise you about the routes on which these can be found.

Many stations have toilets, often unisex, which are accessible to people in wheelchairs and convenient for other disabled travellers. These toilets are clearly signed with the international wheelchair symbol. Some toilets for disabled passengers are kept locked to deter 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**



### 3.5 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 destination station and any stations where you need to change trains.**
- **Exactly what assistance is required.**
- **How you will travel to and from your departure and arrival stations, for example taxi or private car, and whether someone is meeting you at your destination.**
- **Whether you will be travelling alone or with someone.**
- **Whether you will need a wheelchair at your departure and arrival stations.**
- **Any other information you want to give us.**

Please give similar details about your return journey, if known, particularly if you are returning on the same day or within a few days.

Where possible, the local contact point will reserve a seat or wheelchair space for you without charge.

If you need to cancel a journey for which special arrangements have been made, please let us know so that staff can be made available to help others.

### 3.6 Taking a taxi from the station

A taxi may be the best way to go from the station to your final destination. Many taxi and private-hire firms now provide vehicles that are suitable for wheelchairs, and drivers who are trained to help disabled passengers.

#### **How to find a taxi service for any station in Great Britain:**

The *Traintaxi Guide* lists the taxi ranks and operators that serve all train, tram, metro and underground stations in Great Britain. It is on sale at WH Smith and is also available at [www.traintaxi.co.uk](http://www.traintaxi.co.uk)

### 3.7 Crossing major cities

If your journey involves changing between stations in the following cities, here are some telephone numbers to help you find more information:

<b>Birmingham:</b>	<b>The Centro Hotline on 0121 200 2700</b>
<b>Glasgow:</b>	<b>Traveline Scotland on 0870 608 2 608</b>
<b>London:</b>	<b>London Travel Information on 020 7222 1234 or Transport for London Access and Mobility (Telephone/Textphone) on 020 7941 4600 (office hours only)</b>
<b>Manchester:</b>	<b>Metrolink Customer Services on 0161 205 2000</b>

### 3.8 Accurate and unbiased advice

Train companies are committed to making sure that all contact points are provided with accurate and unbiased information about the access arrangements at stations and on trains across the National Rail network.

### 3.9 Support during your journey

You are entitled to expect that pre-booked travel arrangements for your journey will be delivered to a high standard at the starting point, during the journey, at any station where you have to change trains and at the destination. As far as possible, and in line with safety rules, train companies will arrange for staff on the train to advise you when the train is due to arrive at the destination or the station where you need to change trains and, if possible, provide assistance.

### 3.10 What if the train service is disrupted?

To minimise inconvenience, train companies will, as far as possible, make sure that staff involved in making journey arrangements for disabled passengers are aware of train service alterations resulting from engineering and other work.

If your train service is being altered due to engineering or other work, train companies will make sure that alternative travel arrangements are put in place so that you can make your journey as easily as possible.

## 4 Concessionary fares for people who do not have a Disabled Persons Railcard

### 4.1 People registered as visually impaired

When a person registered as visually impaired travels with another person for any purpose and does not have a Railcard, the following discounts apply for both people.

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 do not have a Railcard. If you travel regularly on your own you may wish to consider the benefit of having a Disabled Persons Railcard. Details are shown from page 3 of this booklet.

To get these discounts you need to present a document confirming your disability when you buy your ticket and if requested when you travel. This 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 be issued with one adult season ticket to cover two people (the two travelling for the price of one). A different companion may travel on different days. Contact your local staffed station for details.

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

People who travel in their own wheelchairs who do not have a Railcard will be given 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 companion. Wheelchairs (powered or unpowered) taken with you on trains are carried free of charge.

## 5 Levels of Service you can expect

### 5.1 Our commitments

We are committed to providing assistance to people who are covered by the Disability Discrimination Act, including people who:

- are a permanent wheelchair user;
  - are registered blind or partially sighted;
  - have a Disabled Persons Railcard;
  - are registered deaf;
  - are registered disabled.
- 
- If you tell us at least 24 hours before you want to travel, we will arrange for you to have assistance at all stages of your journey and arrange a seat on train/s for you (if reservations are available). We ask for advanced notice so we can get staff in place for you.
  - If you call a train operator's specific disabled assistance number or National Rail Enquiries (who will give you the train operator's number), you will get specialist journey information and, where appropriate, reservations and ticket sales.
  - You will receive customer service from an increasing number of staff that have been specially trained to deal with disabled people.
  - If your journey is disrupted or if you have difficulty we will always help whenever possible. However, if you pre-booked, we will make sure you receive assistance.
  - You will receive an appropriate refund if your pre-booked arrangements are not delivered.
  - When we plan the development of facilities and services we will take account of access for people who have reduced mobility.

In meeting these commitments, we 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 subsequent Acts and Codes of Practice.

You can find out more detail about train operators commitments to disabled people by asking for a copy of their Disabled Persons Protection policy.

## 6. Train Companies Disabled Assistance Telephone Numbers

Company	Telephone	Textphone
Arriva Trains Wales	08453 003 005	08457 585 469
Central Trains	08706 096 060	08457 078 051
Chiltern Railways	08456 005165	08457 078 051
c2c	01702 357 640	08457 125 988
First Great Western	08457 413 775	
First Great Western Link	08453 303 728	08453 303 729
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	01482 606 388	
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	08456 600 7241	0845 606 7245
Silverlink Metro	08456 014 867	08457 125 988
County	08456 014 868	08457 125 988
South Eastern Trains	08450 002 211	01233 617 621
South West Trains	0800 528 2100	0800 6920 792
Southern	0800 138 1016	0800 138 1018
Thameslink	0800 247 1012	0800 247 1024
TransPennine Express	08456 001 674	08456 001 673
Virgin Trains	08457 44 33 66	08457 44 33 67
Wagn	08457 818 919	08457 125988
Wessex Trains	08453 000 517	0845 6 050 600

If you find a Train Company number has changed during the lifetime of this booklet, please phone 08457 48 49 50 to get the new number, or ask to be transferred.

**Every care has been taken to make sure that information in this publication is accurate, but we cannot accept responsibility for errors and amendments, or any resulting inconvenience.**

### **Alternative Formats**

If you would like a personal copy of this guide in an alternative format  
(Large Print, Braille, Audio Tape or Audio CD version)

Please write to:

ATOC Marketing (RTDP Booklet)

40 Bernard Street

London

WC1N 1BY

You may fax a request to: 020 7841 8267

or email contact can be made via [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

We have a small supply of maps showing railway stations which have step free access. If you would like one, please send your request with your full postal address by email to [disability@atoc.org](mailto:disability@atoc.org) or by fax to 020 7841 8266.

For further information about railway stations,  
please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)



# National Rail Enquiries

# TrainTracker™

*dial 0871 200 49 50*

## Introducing TrainTracker™ from National Rail Enquiries

**TrainTracker™** and **TrainTracker™ Text** are new services from National Rail Enquiries which allow you to check the latest departure and arrivals information for trains running on the UK mainland.

Using state-of-the-art monitoring equipment, National Rail Enquiries can tell where trains are as they pass stations and other reporting points. It can also gather information from the train operating companies about which trains are running. This allows updated estimates of actual arrival and departure times to be worked out.

**TrainTracker** can only give information on trains running today and you must ask for information on each train in your journey separately.

### How to use Train Tracker

Here's an example of someone looking for departure information (dial 0871 200 49 50).

**Q= "Welcome to TrainTracker. Which station would you like information for?"**

**A= "Leicester, Leicestershire"**

**Q= "OK, Leicester, Leicestershire. Most trains to and from this station are currently expected to run on schedule. Would you like arrivals or departures?"**

**A= "Departures"**

**Q= "Thanks, going to which station?"**

**A= "Derby, Derbyshire"**

**Q= "OK, Derby, Derbyshire. What time would you like me to check from?"**

**A= "5 pm"**

**Q= "Right, I'll look for trains departing around 5 pm today.**

**There's two trains departing around that time, please choose one of the following.**

**The 17.05 going to Sheffield, or the 17.15 going to Derby."**

**A= "The 17.05"**

**Q= "I'll get the details for you.**

**The 17.05 going to Sheffield is scheduled to depart as timetabled. It is expected to arrive at Derby at 17.51.**

**Say 'repeat', 'next', 'previous', 'new enquiry' or 'goodbye'."**