

Terms & Conditions

1. Introduction

- 1.1 These terms and conditions ("**Railcard Conditions**") apply to the use of the Network Railcard and reduced priced tickets ('discounted tickets') bought with the Network 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 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: 2nd Floor, 200 Aldersgate Street, London EC1A 4HD). ATOC Ltd enters into this contract on behalf of the train companies listed at 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 07 September 2019.
- 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.
- 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 can use the Railcard.
- 2.4 Train Companies will not issue refunds on unused/unwanted Railcards, or extend their validity period.
- 2.5 You cannot buy discounted tickets unless you have your Railcard.
- 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. 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 If you fail to comply with condition 2.7 and/or 2.8, the Train Company reserves the right to charge you the full price for the single fare applicable to your journey, 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 the full price for the applicable single fare for their journey, as if no ticket had been purchased before starting the journey. In some cases they may also be issued with a Penalty Fare.

- 2.10 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 network-railcard.co.uk for the most up to date information.

3. Replacing your lost, damaged or stolen Railcard

- 3.1 If you lose or damage your Railcard or it is stolen, you can apply for a replacement. If you bought the original Railcard at a rail station, you can request a replacement only at a ticket office and you must show the completed 'Receipt' voucher from the original application form. If you purchased your Railcard online, you may must request a replacement online.
- 3.2 You will only be issued with one replacement in any 12-month period, and you will need to pay a £10 administration fee, unless your card was stolen and you have a crime reference number or documentation issued by the Police.
- 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 Network Railcard

- 4.1 You must be aged 16 years old or over to purchase a Railcard.
- 4.2 Network Railcard discount is not valid for travel from 04:30 – 09:59 Monday to Friday, excluding public holidays. Discounts apply to services in the Network Railcard area only (see network-railcard.co.uk/map).
- 4.3 A minimum fare applies to all journeys Monday to Friday, excluding public holidays. At the time of printing, the minimum fare is £13. The minimum fare is subject to change during the validity of your Railcard – see network-railcard.co.uk for the most up to date information.
- 4.4 All child fares are subject to a £1 minimum fare at all times.
- 4.5 You can use your Railcard to buy discounted tickets for adults and children travelling with you. The maximum group size is four adults (aged 16 years and over) including you, and four children aged between 5 and 15 years. The group must travel with you throughout the journey.
- 4.6 Discounted tickets entitle you to travel in standard class only.
- 4.7 You will be asked to pay the difference between the price of your discounted ticket and the full price applicable fare (or the Penalty Fare if travelling in the Penalty Fares area) if you travel:
- 4.7.1 beyond the station for which your ticket is issued; or
- 4.7.2 to a destination beyond the area shown on the Network Railcard map (network-railcard.co.uk/map), without having first obtained the correct ticket for your journey; or
- 4.7.3 on a route to which a higher fare applies or at a time when reduced fares do not apply.

These Conditions are valid until 02 September 2019.

Visit railcard.co.uk/conditions for the most up to date version.

Receipt

Please retain this receipt

Please ensure that the issuing office fills in this section for you. This form acts as your receipt of purchase for your Network Railcard and must be handed in should you need to get a replacement. It's best to keep this separate from your Railcard.

Railcard Holder's Name

Railcard No

--	--	--	--	--	--	--	--	--	--

Expiry Date

D	D	–	M	M	–	Y	Y	Y	Y
---	---	---	---	---	---	---	---	---	---

Station or travel agent stamp

