

# 16-25 Railcard

## Application Form

**Important: Please complete the appropriate sections and boxes CLEARLY and in BLOCK CAPITALS.**

### Cardholder details

|             |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
|-------------|----|--|-----|--|------|--|----|--|-------|--|----------------|---|---|---|---|---|---|---|---|---|---|--|
| Title*      | Mr |  | Mrs |  | Miss |  | Ms |  | Other |  | Date of Birth* | D | D | — | M | M | — | Y | Y | Y | Y |  |
| First Name* |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
| Surname*    |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
| Address*    |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
| Town*       |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
|             |    |  |     |  |      |  |    |  |       |  | Postcode*      |   |   |   |   | — |   |   |   |   |   |  |
| Telephone   |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
| Mobile      |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
| Email       |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |
|             |    |  |     |  |      |  |    |  |       |  |                |   |   |   |   |   |   |   |   |   |   |  |

### Mature students

All students aged 26 years and over, in full-time education must complete this section.

Your tutor, head tutor, head of department or a University/College administration staff member, needs to complete and sign below:

*I confirm that the applicant is a student attending University/College for over 15 hours per week, for at least 20 weeks a year.*

*I have signed and stamped the photo on the back.*

|                          |                            |           |
|--------------------------|----------------------------|-----------|
| University/College Stamp | Name of University/College | Position  |
|                          | Print name                 | Signature |
|                          | Telephone (inc. code)      |           |

### Declaration (To be completed by applicant)

Before signing this declaration, it is important that you have read, understood and agree to the Railcard Conditions.

I have read, understood and agree to the Railcard Conditions shown in this form. I confirm that the details I have provided are correct and that I am aged between 16 and 25 years or a mature student.

|            |
|------------|
| Signature* |
|------------|

Date

|   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| D | D | — | M | M | — | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|---|---|

### How we use your information

Railcard and National Rail are trade marks of ATOC Ltd. ATOC Ltd manages Railcards on behalf of the train companies. Your personal information may be disclosed to the train companies who run services in your region in order for them to administer and support your use of the Railcard.

For more information about how we manage your personal information, please see our Privacy Policy – [railcard.co.uk/privacy-policy](http://railcard.co.uk/privacy-policy)

## Marketing consent

Your privacy is important to us and we will not release your personal details to any company for marketing purposes without your consent. We'd love to send you special offers, promotions, news and updates from ATOC Ltd.

Yes please, I'd like to hear about offers and services

For more information about the communications we send and how to opt-out of communications in the future, please see our Marketing Contact Policy – [railcard.co.uk/contact-policy](https://railcard.co.uk/contact-policy)

## For issuing office use only

|                               |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|-------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| New Railcard No               | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Photocard No                  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Date of Application           | <input type="text"/> | <input type="text"/> | —                    | <input type="text"/> | <input type="text"/> | —                    | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Card Expiry Date              | <input type="text"/> | <input type="text"/> | —                    | <input type="text"/> | <input type="text"/> | —                    | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Station/Agency NLC or Code No | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Station or travel agent stamp

Please remember to also complete the 'Receipt' section on this leaflet. Please return this form promptly. Refer to the knowledgebase for details.

## 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 16-25 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

|                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Expiry Date

|                      |                      |   |                      |                      |   |                      |                      |                      |                      |                      |
|----------------------|----------------------|---|----------------------|----------------------|---|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | — | <input type="text"/> | <input type="text"/> | — | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|---|----------------------|----------------------|---|----------------------|----------------------|----------------------|----------------------|----------------------|

Photocard No

|                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Station or travel agent stamp

### 1. Introduction

- 1.1 These terms and conditions (“**Railcard Conditions**”) apply to the use of the 16-25 Railcard and reduced priced tickets (“discounted tickets”) bought with the 16-25 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: 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](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 18 May 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 the Railcard.
- 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 (plus your Railcard Photocard if required). 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, the Train Company reserves the right to charge you the full price for a standard single fare for 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.
- 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 Docklands Light Railway tickets - see [16-25railcard.co.uk](http://16-25railcard.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 National 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 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 Railcard 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 16-25 Railcard

- 4.1 You must be aged between 16 and 25 years old to purchase this Railcard, unless you qualify under condition 4.3.
- 4.2 3-year 16-25 Railcards are available online only and may be purchased up until the day before your 24th birthday.
- 4.3 If you are a full-time student over 25 years old, you may purchase the 1-year Railcard with valid proof of full time study. See [16-25railcard.co.uk/maturestudent](http://16-25railcard.co.uk/maturestudent) for details of the valid proof required.
- 4.4 Railcards purchased online will include your photograph. If you have a Railcard that does not incorporate your photograph, you must carry your separate 16-25 Photocard that was issued at the time of purchase (or where appropriate a ‘Permit to travel without Photocard’) and you must present this in any circumstance where you present your Railcard (i.e. when buying tickets and travelling with Railcard discounted tickets).
- 4.5 The 16-25 Railcard has a minimum fare that applies between 04.30 –10.00 hours Monday to Friday. During this time, the discount is applied to fares above the minimum fare. This minimum fare does not apply to:
- 4.5.1 Advance tickets; or
- 4.5.2 journeys on public holidays; or
- 4.5.3 journeys during July and August.

At the time of printing, the minimum fare is £12. The minimum fare is subject to change during the validity of your Railcard - see [16-25railcard.co.uk](http://16-25railcard.co.uk) for the most up to date information.

**INFORMATION: As long as you are aged 25 at the time you purchased the 1-year 16-25 Railcard, you may still travel at the discounted fare throughout the validity period of the Railcard. Likewise, 3-year 16-25 Railcards purchased by the day before your 24th birthday will be valid for a full 3 years.**