



# Disabled Persons Railcard

## What Is It?

A Disabled Persons Railcard is for adults with a disability or long-term health condition. It costs £20 and gives you and a travelling companion a third off all adult rail fares, plus additional discounts at selected restaurants and hotels.

## Who Qualifies?

To apply for a Disabled Persons Railcard you must meet the following criteria:

- Receive Personal Independence Payment (PIP), Attendance Allowance or War Pensioners' Mobility Supplement
- Receive Child Disability Allowance at either the higher or lower rate for the mobility component, or the higher or middle rate for the care component
- Have a visual or hearing impairment
- Have epilepsy
- Buy or lease a vehicle through the Motability scheme

You will need to provide proof of the above when you apply for your Railcard. For PIP, AA and Child DLA, you will need a copy of your award letter.

For a visual impairment you will need a copy of your Certificate of Visual Impairment (CVI). For a hearing impairment you will need a or a copy of the front page of your NHS battery book or a copy of your dispensing prescription from a private hearing aid supplier. Alternatively, if you download the application form, there is a 'Social Services Stamp' section which you can complete.



If you have epilepsy you will need a copy of your Exemption Certificate for epilepsy medication and a photocopy of your prescription for epilepsy medication.

Finally, if you buy or lease a car through the Motability scheme you will need a copy of the leasing or hire-purchase agreement, dated within the past 12 months.

## How To Apply

You can apply online or by post. You can choose either a digital or a physical Railcard.

### What you'll need:

- A device with the Railcard App (if you want a digital Railcard)
- A passport-style photo saved on your device or computer
- Proof that you're eligible
- A valid debit or credit card

### Digital Railcard

Apply online via the website:

<https://www.disabledpersons-railcard.co.uk/>

- Applications take up to 5 working days to be approved.
- Once approved, you'll receive a download code.
- To get started, open the Railcard App, tap the + button and enter your code.

### Physical Railcard

Allow up to 15 days for your application to be reviewed and delivered by post.

### Apply by Post



If you'd rather apply by post:

- Download and complete the application form via the website:  
<https://www.disabledpersons-railcard.co.uk/using-your-railcard/how-to-apply/>
- Large print and easy-read versions of the application form are also available.
- Send it with your proof of eligibility and payment to:

National Railcards  
PO Box 8626  
Swadlincote  
DE11 1JA

Please make cheques or postal orders payable to 'ATOC Ltd Railcard'.

## **Renewing Your Disabled Persons Railcard**

### **Renew Online**

The easiest way to renew is online - you won't need to show your ID again. You can renew up to 30 days before your Railcard expires:

- Log in to your account
- Select your Railcard
- Check or update your details
- Pay

Allow up to 10 days for your new Railcard to arrive. You'll usually get a reminder email before it runs out, but it's your responsibility to make sure it's valid before using discounted tickets.

### **Renew By Phone**

Call: 0345 605 0525 (7am–10pm daily)



Textphone/minicom: 0345 601 0132

### **Renew By Post**

Download the application form, write in your current Railcard number in the 'Renewals' box, update your address if it has changed, then sign your form and post it to:

National Railcards, PO Box 8626, Swadlincote, DE11 1JA

(Allow 15 days for delivery. Special Delivery is available for £6.50 if you need it quicker.)

### **Lost, Stolen Or Damaged Railcards**

- Lost/damaged: Replacement costs £5 (1-year) or £10 (3-year). You can also apply for a replacement over the phone or in writing, please use the contact number or postal address listed in this fact sheet. Unfortunately, until you get your replacement Railcard, you will have to pay the full fare and you will be unable to claim back any lost discounts if you've travelled in that time.
- Stolen: Free replacement with a police crime reference number.
- Digital Railcard: You can sign in on up to 2 devices – just re-download the Railcard App.

For more information or if you need support completing the form, visit the Disabled Persons Railcard FAQs page.

<https://www.disabledpersons-railcard.co.uk/help/faqs/>

You can also contact them via email or telephone:

[railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)

0345 605 0525

(7am - 10 pm Monday to Sunday)

For customers with hearing impairments - Minicom/textphone: 0345 601 0132



Passionate  
about  
possibilities.

## How We Can Help

If you live in the Barnsley borough and would like some advice on how to access a Disabled Persons Railcard, you can:

- Email us at [first.contact@dialbarnsley.org.uk](mailto:first.contact@dialbarnsley.org.uk)
- Or call our Advice Line on 01226 240273