

Getting your touch smartcard

- **How do I get a new touch smartcard?**

- You'll need to set up an account on GWR.com. When you've done this, you can apply for a smartcard in **Manage My Smartcards** in the **My account** section.

Just fill in your details and upload a passport-style photo. You should get your touch smartcard in 5 working days.

- Or, you can go to any GWR ticket office (except Newquay, St Ives, Looe and Castle Bar Park). We'll take you through the process and issue your smartcard straight away.

- **What journeys can I use a smart ticket on?**

You can use a smart ticket throughout the GWR network and on other rail networks that take part in the ITSO smartcard scheme.

You can buy tickets for any journey that starts or ends at any of the GWR stations below:

Avonmouth	Gloucester	Redland
Bath Spa	Lawrence Hill	Sea Mills
Bristol Parkway	London Paddington	Severn Beach
Bristol Temple Meads	Maidenhead	Shirehampton
Cheltenham Spa	Montpelier	Slough
Chippenham	Newbury	St. Andrew's Road
Clifton Down	Newton Abbot	Stapleton Road
Didcot Parkway	Oxford	Swindon
Exeter Central	Plymouth	Taunton
Exeter St. David's	Reading	Truro
		Weston-super-Mare

- **Are all tickets available as smart tickets?**

Season tickets and Travelcards (except Day Travelcards) are available online for smartcards, while single and return tickets can still be added, but can only be bought from a ticket office.

- **Where can I use my touch smartcard?**

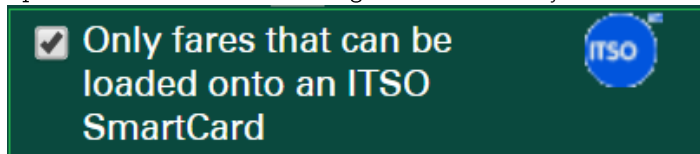
You can use your touch smartcard across the whole of Great Britain, wherever the ITSO smartcard scheme operates, including London Underground and London Buses.

Buying a ticket

■ How do I buy a smart ticket?

- **Online:** (Smart seasons tickets only)

Log in to your account at <https://tickets.gwr.com/gw/en/journeyplanning/seasonmixingdeck> Tick the ITSO option as shown in the image below when you choose where you want to start and end your journey.



If a smart ticket is available, it will show up. Choose the ticket you need and where you want to collect it from.

You'll need to enter your photocard ID, or the last 8 digits of your touch smartcard if you don't have one. You can also choose to just see tickets that can be added to your touch smartcard.

- **Ticket Office:** To buy Smart season tickets, single and returns, and travelcards, you'll need to hand your smartcard in at the ticket window. We'll load your ticket straight away.

■ How is my ticket delivered?

- To collect your ticket, present your touch smartcard at the ticket gate, ticket machine, or platform validator, **at your chosen station.**
- You can also collect your ticket at a ticket office or ask a member of our station team to download it for you.

■ Can I still get a Railcard discount with a smart ticket?

Yes, normal Railcard discounts will still apply for single and return tickets (which can only be bought at the ticket office for now). Your Railcard works in the same way as it does with any other type of ticket.

■ Can I still reserve a seat with a smart ticket?

You'll need to buy your ticket first. Then, to reserve your seat, email us at GWRreservations@gwr.com.

■ How quickly will my smart ticket be delivered to me?

If you buy a smart ticket from GWR.com, it should be ready to collect within two hours.

If you buy your ticket at a GWR station, present your smartcard to collect it straight away.

■ Will I still get an email confirmation when buying a smart ticket?

Yes, you will still receive an email confirmation.

■ Can I change my paper ticket to smartcard?

If you have a season ticket with at least five weeks of validity left, you can transfer this onto a smartcard at any GWR ticket office. If you don't have a smartcard, the ticket office can print one for you. (only at selected locations.)

- **Can I use my GWR touch smartcard to pay for journeys without needing a ticket?**
You'll still need to buy a smart ticket before you travel. You can't top up your card and pay for journeys like you can with an Oyster card.

- **Can I get a child (Under 16) ticket on a GWR touch smartcard?**
Child tickets aren't available on the GWR touch smartcard.

- **Can I buy tickets for journeys that include a London Travelcard?**
You can buy Travelcard season tickets on your GWR touch smartcard.

- **Can I buy a ticket for my GWR touch smartcard on the train?**
No, you must buy a ticket for your GWR touch smartcard before you travel.

During your journey

- **What do I do at a station with ticket gates?**

Once your ticket has been added to your touch smartcard you can travel as normal. To 'tap in', present your touch smartcard at the ticket gate or platform validator (where available). Just do the same at the end of your journey to 'tap out'.

If you have more than one contactless card in your wallet, make sure you keep them apart when you tap in and out to avoid card clash.

- **What happens if my journey is disrupted?**

Your smart ticket works in the same way as all others. Find out more at [GWR.com/compensation](https://www.gwr.com/compensation).

- **What happens if my GWR touch smartcard won't open a gate?**

If your GWR touch smartcard doesn't open the gate, please talk to a member of staff who will be able to help.

- **Where can I see the terms and conditions of my ticket?**

You can view our full terms and conditions at [GWR.com/touch](https://www.gwr.com/touch),

- **I have a season ticket on my GWR touch smartcard, do I need to carry my photocard with me?**

If you are travelling on GWR or any other train operator's service, you do not need to carry a separate photocard.

- **Can more than one person travel using the same GWR touch smartcard?**

Your GWR touch smartcard can't be used by anyone else.

- **I want to get off somewhere on the way, then catch a later train to complete my journey. Is this allowed using the GWR touch smartcard?**

The validity of your ticket is the same whether it is a paper ticket or is loaded onto a GWR touch smartcard. If your ticket type lets you break your journey, then you can do this with your GWR touch smartcard.

- **What happens if I leave my GWR smartcard at home?**

This is the same as leaving any kind of ticket at home – you'll need to buy a new ticket for your journey.

If you've got a season ticket on your GWR touch smartcard you may be entitled to a refund of the cost of this new ticket. Keep the ticket and ask at the ticket office within 28 days – bring your GWR smartcard with you.

An administration fee of £10 may be applied for the first two occasions when a refund is requested. No further refund will be provided in any 12 month period, starting with the date of the first occasion the Season Ticket could not be produced and regardless of the number of Season Tickets purchased in that time.

- **What happens if I forget to touch in or out?**

As long as you have a valid season ticket on your GWR touch smartcard for your journey you won't be penalised for failing to touch in or touch out. But remember that you must touch in to load a ticket you've bought online.

Making changes to your smart ticket

- **How can I get a refund?**
You can request this from any GWR ticket office, although the best way is by using our [online claim form](#).
- **How do I see details of my ticket?**
You can see details of valid and expired tickets in your GWR online account.
- **What should I do if my GWR touch smartcard has been lost or stolen?**
Call 03457 000 125. We'll cancel your GWR touch smartcard to stop anyone else from using it and send you a new one.
- **What happens to any tickets that were on my lost or stolen smartcard?**
We can arrange for a replacement ticket to be added to your smartcard if the ticket was purchased at a GWR station or on our website. We may charge a fee to replace your tickets.
- **What should I do if my GWR touch smartcard stops working?**
Speak to a member of staff at any GWR station first. If your GWR touch smartcard needs to be replaced, visit any GWR station ticket office, or call 03457 000 125.