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# Priority Seat Card application form

If you find it difficult to stand when you travel on our trains, you might be able to get a Priority Seat Card. That way, if you need to ask someone for their seat, you can show them the card without any embarrassment or explanation about why you need it.

If you'd like a Priority Seat Card, please read this document carefully – including the terms and conditions. Then fill in all the details, sign the declaration and send the application to us with your supporting documents – see page 3. When we have everything we need, we'll be in touch.

## About you

Title

First name

Last name

Address

Postcode

Phone number(s)

Email address



## About your journey and tickets

Please tick the appropriate answers and give the relevant details

What type of ticket do you usually buy?

Daily  Weekly  Monthly/Annual (season)

If Daily or Weekly, do you make a regular journey?

Yes  No

If Yes, please give details

From

To

## Why are you applying for a Priority Seat Card?

Please tick the box that applies to you and give the relevant details. (DD MM YYYY)

Please also check you have everything you need to apply – see page 3.

I have a medical condition / disability

If you have a temporary condition or injury, please tell us when your doctor expects you to recover (you'll need to send us confirmation of this with your application)

Your expected date of recovery

I'm pregnant

Your due date

I'm travelling with a child under 3

Your child's date of birth

I'm over 65

Your date of birth



## What to do now

When you send us your application, we'll need to check your details to make sure you meet the criteria for a Priority Seat Card. When you've filled out all the details, please send this to us along with:

- proof of your name and address – for example, a copy of a utility bill, council tax bill or your driving licence
- 2 passport-size photos, showing your head and shoulders (you won't need to do this if you're pregnant and have a Monthly/Annual season ticket)
- proof that you're eligible for a Priority Seat Card – check the table below for what you need to send us

## What you need to send us

You only need to send us a copy of your original document.

**If you have a disability or medical condition that affects your ability to stand comfortably or safely during a train journey**

**Please send us...**

a copy of a doctor's note confirming your disability or condition (and expected recovery date if it's temporary)

*or*

a copy of the award letter for Attendance Allowance or Disability Allowance

*or*

written confirmation from Jobcentre Plus or the Department for Work and Pensions

*or*

a Certificate of Taxable Incapacity Benefit and Income Tax

**If you are registered as having a visual impairment**

**Please send us...**

a Social Services official stamp (please have this stamped at the bottom of this page)

*or*

a copy of your Certificate of Visual Impairment or your BD8 certificate

**If you are pregnant**

**Please send us...**

your MATB1 form

*or*

a copy of a doctor's written confirmation that you're expecting

**If you are over 65**

**Please send us...**

a copy of your birth certificate, driving licence or passport

**If you have a child under 3 travelling with you**

**Please send us...**

a copy of the child's birth certificate

SOCIAL  
SERVICES  
STAMP

## How we'll store your information

We'll use and store any information or documents you give us for your application in line with the Data Protection Act.

We'll only use your information to contact you about your Priority Seat Card. We'll keep your information and the copies of your documents in secure storage that only nominated staff members can access. One year after your Priority Seat Card expires, we will shred the information we have about you.

## Your declaration

Please read this statement carefully before you sign and date below.

I confirm that the details I have given on this application are correct and accurate. I have read, understand and agree to the terms and conditions in this document. I also understand that my application is subject to those terms and conditions.

I confirm that GWR can process and store the details I give on this application, including my sensitive personal data. I understand GWR will only use and store my data (as above) as part of my application and will not share it with other organisations.

Your signature

Date

## Where to send your application

Please send your application, and all the supporting documents, to:

GWR Priority Seating  
Assisted Travel Team  
Freepost GREAT WESTERN RAILWAY CUSTOMER SUPPORT



# Our Priority Seat Card terms and conditions

We call the Priority Seat Card “the card” in this section.

1. Please use the card in line with these terms and conditions. If you don't, we may stop you taking your journey or using GWR trains, or take legal action.
2. We'll send you the card when you apply, as long as:
  - you're eligible for it
  - we have all the documents we need
  - you've completed and signed the application
3. The card belongs to GWR and we can ask you to return it at any time.
4. The card is free the first time you apply. If you need a replacement we may charge you an admin fee.
5. The card is not worth any money and is not the same as a ticket.
6. The card is only valid on GWR trains.
7. The card does not guarantee a seat on any GWR train. Some priority seats can be booked in advance, and people without a card can use them as well. We cannot guarantee there will be seats available, or that other customers will give up their seats.
8. The card only entitles you to a priority seat in the same class as your ticket. If the priority seats are booked and there are no empty seats in your class, the conductor may be able to upgrade you to First Class.
9. If you have the card because you travel with a child under 3, you can use it if you need to carry the child on the train – not if the child sits in a buggy or pushchair.
10. Please use the card when you have difficulty finding a seat. Showing it to another customer may encourage them to give you their seat. It shows them that GWR recognises you need to sit down when you travel with us. You can ask a conductor to help you find a seat, but please don't rely on them – they may not be available straight away and we don't have them on all of our trains.
11. The card can only be used by the person who applied for it. It's not transferable, and must not be given, loaned or sold to anyone else.
12. The card is not valid if it:
  - has been defaced
  - doesn't have a valid reference number
  - has expired
  - is not signed on the back
  - the photo is removed or unrecognizable
13. We can only extend the card's expiry date if you send the card back to us and apply for a new one.
14. We will renew the card at our discretion but usually each card has an expiry date. If you're pregnant, your card will expire 2 weeks after your due date. If you have a temporary disability or condition, your card will expire 2 weeks after your expected date of recovery – but you can apply for another card if you need to. If you're over 65, or you have a long-term disability or condition, your card will expire after 4 years – but you can apply for another card if you need to.
15. If required, you are responsible for renewing your card when it expires – we won't send you any reminders.

