

Getting your touch smartcard

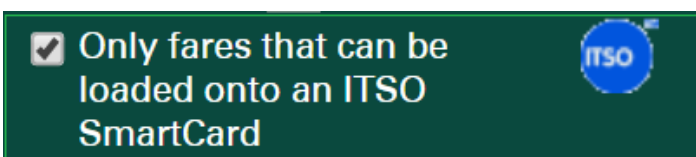
- **How do I get a new touch smartcard?**

We have got two options for you to get a Smartcard

1. **Online:** You'll need to set up an account on GWR.com. When you've done this, you can apply for a smartcard in the **Manage My Smartcards** in the **My account** section. Just fill in the details and upload a passport-style photo. You should get your touch smartcard within 5 working days.
2. **Ticket Office:** You can get a Smartcard at GWR Ticket Offices (except: St Ives, Newquay, Looe and Castle Bar Park). You will need to provide your details to be printed on the card.

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

Majority of the journeys are now enabled on GWR network. Just tick the ITSO option as shown in the image below when you select your origin and destination for a ticket. If a smart ticket is available, it will show up.



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

The following ticket types are available:

Ticket type	Available at
All Season – Weekly, Monthly, Periodic and Annual season tickets	GWR website, GWR Ticket Offices, Weekly Season products via Ticket Vending Machines
Singles and Returns	GWR Ticket Office

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

You'll be able to use your touch smartcard for travel across the whole of Great Britain, and on the London Underground using London TravelCards.

Buying a ticket

▪ How do I buy a smart ticket?

It's easy to buy tickets with your touch smartcard online, from a GWR ticket machine, or from a GWR ticket office.

Online:

1. Login to your touch smartcard account
2. Follow the simple instructions

Tap at the ticket gate or platform validator at your chosen station to collect (allow 2 after buying).

From a GWR Ticket Office:

Talk to us and we'll help you find the ticket you need. You can buy season, Single and Return and London Travelcard tickets.

From a GWR ticket machines:

1. Tap your card on the machine's card reader
2. Follow the simple instructions to buy your ticket
3. Tap your card on the reader again to load your ticket

▪ How is my ticket delivered?

To collect, present your touch smartcard at the ticket gate or platform validator at your chosen station.

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

Yes, normal Railcard discounts will apply for Singles and Return tickets when they become available in early 2019. 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 and then email us at GWRreservations@gwr.com to reserve your seat.

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

If you buy a smart ticket from GWR.com your ticket should be ready for collection within two hours. If you buy your ticket at GWR Ticket Office or Ticket machines than its instantly uploaded to the card at the time of purchase.

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

Yes, you will still receive an email confirmation if you buy a smart ticket on GWR Website

▪ 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 cannot top up your card and pay for journeys in the same way that you would with an Oyster card.

• Can I get a Child (Under 16) ticket on a GWR touch smartcard?

Child tickets aren't currently 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.