

Season Ticket renewal application

Please remember to attach your expired ticket.

Photocard No:

Name:

Postcode:

Mobile No:

E-mail:

Please complete the appropriate boxes below if you would like to receive service updates and special offers from First Great Western.

Have you changed your contact details: Yes No

- If you answered YES to the above question, complete sections 1 and 2, sign and date the form and remember to present one of the proof of identity documents listed overleaf.
- If you answered NO, please complete section 2 only and sign and date the form.

Signed: _____ Date: _____

Your personal information will be held by First Greater Western Ltd, part of FirstGroup plc, for research and analysis purposes.

If you do not wish to receive information by post tick this box.

We may share your personal information with other First Group companies, but with no other third parties.

If at any time you wish us to stop sending you information please contact us at MH101, First Great Western, Milford House, 1 Milford Street, Swindon SN1 1HL.

FOR OFFICE USE ONLY

Issue station:

Ticket No:

Photocard No:

Journey details

Origin station:

Destination (inc. zone):

Via route:

Ticket class: Standard First

Ticket status: Adult Child

Validity details

Start date: Expiry date:

No. of void days Added onto new ticket Processed as refund

Discount rate: Price paid:

Method of payment

Cash Personal cheque Company cheque

Warrant Credit card Voucher

If company cheque, please state the cheque account name:

Staff initials: _____ Date: _____

Please input details onto the Season Ticket database and file in secure station storage for fifteen months from date of application.

Terms and Conditions

1. Validity. (a) Your Season Ticket is valid for unlimited travel between the stations and/or zones shown on it. There are no restrictions on which trains you can use. You can also use it at any intermediate station on the route. (b) Standard Season Tickets are only valid for travel in Standard accommodation. If you travel in First Class accommodation with a Standard Season Ticket, you will be treated as having boarded the train without a valid ticket, unless issuing facilities are not available at your origin station. (c) Your photocard must be shown each time you are asked to show your Season Ticket. (d) If you wish to extend your journey further than your Season Ticket is permitted you must obtain the excess ticket before boarding your train unless issuing facilities are not available at your origin station. If you fail in this respect, you will be treated as having boarded the train without a valid ticket. (e) Combination of Season Tickets: If you have a combination of Season Tickets, you may only travel on services which stop at the point that one or the other Season Tickets continues. If you travel on a service that does not stop then you will be treated as boarding the train without a valid ticket. (f) If you fail to carry your Season Ticket you must purchase a valid ticket for that journey. If you fail to do so you will be liable to pay either a Penalty Fare and/or the full standard fare.

2. Lost or Stolen Tickets. If your Season Ticket is lost or stolen during its validity, you must immediately report the loss to the office where it was issued. You will be asked to complete and sign a duplicate application form. Subject to the conditions shown in the National Rail Conditions of Carriage and an administration fee, your ticket could be replaced. Should you subsequently find your lost Season Ticket this MUST be returned to a First Great Western station. If you are unfortunate enough to lose your ticket for the second time during its validity, you will need to buy a new Season Ticket at the normal price subject to the conditions detailed in Section H of the National Rail Conditions of Carriage. In any event, no more than two duplicate Season Tickets will be issued to the same customer within any 12 month period. Please note - refunds are NOT USUALLY given on duplicate Season Tickets in accordance with the Conditions of Carriage.

3. Transfers and automatic ticket gates. (a) In circumstances such as when you are moving house

or changing jobs, you can transfer your Season Ticket so that it is valid to or from a different origin / destination. The end date will stay the same and we will give you a refund or ask you to pay the difference in price, as appropriate. (b) If your ticket regularly fails to operate automatic ticket gates, please take it to any staffed station where it will be replaced free of charge.

4. Refunds. (a) If you cease travelling and no longer need your Season Ticket, hand it in at the office where it was issued. You will need to complete and sign a refund application form. Any refund will be calculated from the date it was handed in and will be the difference between the price you paid and the cost of journeys made up to that date less an administrative charge of £10. Refunds are NOT made pro-rata. Note that there must be at least 7 days remaining on your Season Ticket for any refund to be considered. Note also that, due to the extra discount on annual Season Tickets, they have no refund value after 10 months use. (b) In case of illness, the refund can be backdated on production of a medical certificate for the period prior to the tickets surrender, provided that you have not resumed travelling using the same Season Ticket. (c) On days when you are unable to use your Season Ticket as a result of no service being provided (excluding Christmas and Boxing Day), e.g. operational incidents, industrial disputes, you may be entitled to a refund or an extension of validity upon renewal. (d) If you leave your Season Ticket at home, buy a ticket for the journey you're making. On your first two journeys in any 12-month period you may be able to claim a refund on the cost of any extra tickets you have to buy. There will be an administration fee of £10 for the second journey. You must keep the ticket you buy as you will need to produce it with your claim. (e) Refunds are not given: (i) for periods of non-use, e.g. holidays or illness except as in (b) above, or (ii) The third or subsequent application in any 12 month period for a refund for a Season Ticket left at home.

5. For details of compensation for Season Ticket holders if levels of service performance fall below the set standards, please see our "Passenger's Charter" or "Compensation Claim" leaflets. This information is to help you get the most out of your Season Ticket. It does not modify or replace, in any way, the National Rail Conditions of Carriage relating to Season Tickets. Copies of the Conditions of Carriage and compensation claim forms are available at all First Great Western stations.



Save money with a Season Ticket

Information & Application Form

First Great Western

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First Great Western

Regular travellers deserve all the benefits of a Season Ticket.



A First Great Western Season Ticket is our way of giving our regular customers extra benefits.

- It gives you a generous discount on the cost of your regular daily journey.
- You can travel on your chosen route, as often as you like, at any time, on any train, at no extra cost.
- You avoid the hassle of buying a ticket every day.

What is available?

Choose from the following Season Ticket types:

Rail-only Season Ticket

This gives you unlimited travel, to and from the stations shown on the ticket (and any in between).

Travelcard Season Ticket

A Travelcard for the London area gives you unlimited travel on London Underground, the Docklands Light Railway and National Railway services, for the zones in which it's valid. In addition, any Travelcard (no matter which zones it covers) is valid on all London Bus services.

Combined 'TrainBus' Season Ticket

Combined Season Tickets are now available in many areas. Just one ticket covers your train journey, plus travel on local buses at the start or end of your journey, or both. Pick up a "PlusBus" leaflet for further details.

Monthly, quarterly or annual car park tickets

These will save you a lot of money compared to a daily car park ticket. For further information, and to buy your car park Season Ticket, call 01249 444 538 or visit www.firstgreatwestern.co.uk/carparks

Annual Gold Card Season Ticket

Most Annual Season Tickets can be issued as an Annual Gold Card Season Ticket if you buy your ticket from stations within the London and South East area. This gives you additional travel benefits. For more details and conditions call 08457 48 49 50.

Buying a Season Ticket for the first time?

Buying a monthly or annual Season Ticket for the first time is easy. Simply visit your nearest staffed station where our ticket office team will be able to issue your Season Ticket immediately.

For security, we do ask that you provide some simple information and proof of ID before issuing a ticket.

Below is a checklist to ensure you bring everything you need:

1. Application form

You will need to complete a simple application form so we can issue your Season Ticket. An application form is enclosed in this leaflet

2. Passport sized photograph

You will need a National Rail photocard to accompany your Season Ticket. This will be issued when you purchase your Season Ticket

3. ID documentation

We take the protection of your data very seriously, which is why we ask for proof of identity on your first monthly or annual Season Ticket purchase. Please bring one of the list below to confirm your address and identification:

- Driver's Licence or Photocard Driver's Licence.
- Utility bill or Council Tax demand from the last three months showing name and address.
- Bank, Building Society or credit card statement from the last three months.

Renewing your Season Ticket?

It is now even easier for existing customers to renew their Season Ticket.

From January 2008 you can visit us online at www.firstgreatwestern.co.uk and follow the step-by-step instructions. Please ensure you have your existing photo ID card number to hand when you go online.



Alternatively you can renew your Season Ticket by completing the Season Ticket renewal application section of the enclosed form and handing this to our ticket office staff.

You can also renew your ticket over the phone by calling 08457 000 125.

Changes to your details

If you are an existing Season Ticket holder and wish to make amends to your personal details, please call 08457 000 125.

How to Contact Us

Online for tickets, information real-time updates and offers www.firstgreatwestern.co.uk

By telephone for tickets, comments and general enquiries call 08457 000 125. Lines are open 0700 – 2200 daily.

Application Form

Please complete all of the information required on this form.

New Season Ticket application

If you are applying for your first Season Ticket please complete sections 1 and 2 of this form, in BLOCK CAPITALS.

Section 1: Registration Details

Title: Mr Mrs Miss Ms Other

Last name:

Forename:

House No/Name:

Street:

Town/City:

County: Postcode:

Please complete the appropriate boxes below if you would like to receive service updates and special offers from First Great Western.

Telephone No:

Mobile No:

E-mail:

Section 2: About You

Date of birth:
D D M M Y Y

Number of people in your household:
1 2 3 4 or more

Of these how many are children aged:
0-4 5-15

Will you be using your Season Ticket to make leisure journeys?
Yes No

Please ensure you have signed and dated the form overleaf.