

Application for Priority Seat card

A - personal details to be completed by all applicants

Title

Mr	Mrs	Ms	Miss	Other
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Surname

First Name

Post code

Home Address

County

Telephone Home/ mobile

Work

Personal email

Date of birth*

DD	MM	YYYY
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* Applicable for applicants for over 65's or where application is made for accompanying an infant (infants date of birt should be inserted).

Due Date**

DD	MM	YYYY
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** If applying due to pregnancy

Date Of Recovery***

DD	MM	YYYY
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***For those with temporary impairment please indicate the expected date of recovery as confirmed by your doctor in the supporting documentation

Please indicate why you are applying for the Priority Seat card

Medical Condition/Disability

Over 65 Pregnant

Travelling with an infant



B - Details of Regular journeys and type of ticket

(to enable First Great Western to monitor and improve this initiative)

Usual Ticket type daily, weekly, season etc

Do You make a regular journey Yes No

If Yes please provide details of origin and destination of you regular journey

Origin station

Destination

I confirm that the details I have given on this form are correct and accurate and understand that application is subject to First Great Westerns terms and conditions, which I have read, understand and agree to. I also confirm that First Great Western can process and store the details of application containing my sensitive personal data and understand that this data will only be used as part of my application*. First Great Western will not share this information with other organisations

*Please refer to our 'criteria for applications' for details on how this information will be stored.

Signature of applicant Date

On completion of this Application please forward it to the address shown below and enclose the following:

- 2 passport size photos of your head and shoulders including that of any child under the age of 3 years who may be travelling with you.
- Proof of eligibility (copies of originals)
- Proof of name and address as indicated in the enclosed criteria for application.

FGW Priority Seating
Customer Services Team
FREEPOST SWB40576
Plymouth
PL4 6ZZ



Criteria for applications:

YOU	Please send in one of the following with your application.
Have a disability or medical condition that effects your ability to stand comfortably or safely on a train journey.	A copy of a doctors note confirming disability or medical condition. A copy of the award letter for Attendance Allowance. A copy of the award letter for the Disability Allowance. Written confirmation from Jobcentre Plus. Letter from Department of Works and Pensions (DWP) Certificate of Taxable Incapacity Benefit and Income Tax.
Are you registered as having a visual impairment?	Social Services official stamp in the space below this table. A copy of your certificate of Visual Impairment. (CVI) A copy of your BD8 certificate for being registered blind or partially sighted.
Are pregnant.	MATB1 A copy of your doctors written confirmation of pregnancy.
Are over 65?	A copy of your birth certificate. A copy of your driving licence. A copy of your passport.
Have a child travelling with you under the age of 3.	A copy of the child's birth certificate.

All documentation submitted should be a copy of the original

In addition to the above you are also required to send in proof of address with name and address on it. This might be a copy of a utility bill, copy of your drivers licence, copy of a council tax bill etc.

Information submitted to first Great Western in support of your application will be used and stored only in accordance with the Data Protection Act. Information and copies of documents supplied is kept at Customer Services, Plymouth in secure storage and accessed by nominated staff only. It is shredded one year after the Priority Seat card it relates to has expired. On the application form you will need to sign to confirm that you agree to First Great Western storing your data in this way.

The evidence documentation will be retained and stored and will only be used to contact you regarding the Priority Seat card initiative.



Terms and conditions for the issue and use of the First Great Western Priority Seat Card
Reference to 'the card 'refers to the Priority seat card to which these terms and conditions relate.

- 1) The card will be issued on application provided the stated criteria are met, the correct documentation is forwarded and the application form is fully completed and signed to confirm agreement with these conditions.
- 2) If the criteria of application are not met, and there is not a valid reason given to confirm the need for a seat, First Great Western reserve the right to not issue the card.
- 3) The card remains the property of First Great Western and First Great Western reserve the right to ask for the card to be returned at any time
- 4) The card has no monetary value and does not replace the need for a valid ticket for the total journey being made and for the right class of ticket to be purchased. Tickets must be purchased before boarding the train. By traveling on First Great Western services you are agreeing to the National Conditions of Carriage (details can be found at Stations and online at www.nationalrail.co.uk). Where priority seating is provided in first class this is for first class ticket holders only. Holding a priority sea card does not entitle a passenger to an automatic upgrade to first class seating. Travel must be in the accommodation the ticket has been purchased for.
- 5) The card is valid on First Great Western services only and not for use on other train operating companies or transport providers, there is no duty on them or their passengers to recognise the card.
- 6) The card is for the applicants use only, it is not transferable and must not be given, loaned or sold to anyone else. It is only valid for journeys on services operated by First Great Western.
- 7) The card is not valid if defaced, appears without a valid reference number, has expired, is not signed on the reverse or the photo is removed or unrecognisable.
- 8) The card does not guarantee a seat on any First Great Western services and as such is not required, to sit in a priority seat (any passenger can sit on a priority sea with the understanding that they will move if required).
- 9) The card should be used when you have difficulty finding a seat (generally at peak times) and should be presented to fellow passengers to help gain a seat. You should not find the conductor to help with gaining a seat as some services do not have conductors or they might not be instantly available. However if one is close by and you are having difficulty in gaining a seat then you could ask them for help. The card is to be used to show other passengers that First Great Western recognises your need for a seat and should reduce the need to explain to fellow passengers why you need the seat.
- 10) First Great Western operates a reserved seat policy on some services. However we are unable to guarantee that seats will be available or that fellow passengers will give up their seats. It is hoped that with the aid of the card this will be easier and passengers will give up theirs seat. Where all priority seating is reserved and there are no vacant suitable seats in standard, subject to the availability of seating in First class the conductor may up grade the holder of a card to First class seating on request.



- 11) The card is issued subject to the conditions listed, misuse may result in termination of your journey, prohibited use of First Great Western services or prosecution.
- 12) This card does not entitle you to a discount, offers or other privileges on the rail network its sole use is to assist you to gain a priority seat if occupied by fellow passengers. In the future First Great Western may use the card for other initiatives and will promote this to passengers.
- 13) If the card is lost, stolen or damaged First Great Western will replace the card subject to a valid reapplication. However there will be an administration charge of £20 to cover First Great Westerns cost of replacing the card (cheques only, made payable to First Great Western). First Great Western reserves the right to refuse to issue a replacement card. If the card is stolen and a copy of the crime report is forwarded to First Great Western customer service team there will be no charge for the first claim.
- 14) First Great Western reserves the right to withdraw the priority seat card service at any time. The Priority Seat card will be free of charge for the first application but First Great Western reserves the right to charge for this service in the future if necessary to cover administration costs.
- 15) First Great Western will not extend the validity of the cards without the return of the original card and a full application being made.
- 16) First Great Western may contact you to ask for feedback about the cards so that we can improve our service to you. Please offer your honest opinion and experience.
- 17) Renewal of cards is at First Great Westerns discretion but in general cards will expire on a given date. Cards issued to pregnant ladies will expire 2 weeks after their due date. Applications for people with a temporary disability will expire 2 weeks after the expected date of recovery (reapplication will be allowed). Cards issued to those over 65 or with long term disability or medication condition will expire after 4 years (reapplication allowed after this). For those applying who are accompanied by an infant under 3 the card will display the child's photo and will require annual reapplication (this is to ensure an up to date photo is shown). The responsibility for renewing an expired card lies with the applicant. First Great Western will not be responsible for reminding applicants of impending renewal dates.
- 18) For those applying who are accompanied by a child under 3 the card will display the child's photo of their head and shoulders.
- 19) Applicants are responsible for the costs of all documents required for the application of the priority seat card.
- 20) Illegible cards can be replaced on reapplication (max1 per year) by sending your current card to customer relations together with the relevant forms.
- 21) First Great Western customer service team may need to contact you with important information about your card. As part of these terms and conditions you are agreeing to let First Great Western know if your contact details change.
- 22) Cards for passengers carrying infants are not intended to be used if the infant remains in their buggy/pushchair whilst on the train. They are intended for passengers holding an infant whilst traveling.

These Terms and Conditions are Valid from March 2011 until further notice.

