



Priority Seating Application Form

Criteria for Priority Seat Card applications:-

You:	Please send in one of the following with your Application:
Have a disability or medical condition that affects your ability to stand comfortably or safely on a train journey.	A copy of a Doctor's note confirming disability or medical condition.
	A copy of your award letter for Attendance Allowance, Disability Living Allowance, Severe Disablement Allowance, War Pensioner's Mobility Supplement, or War or Service Disablement Pension.
	A copy of your award letter for Personal Independence Payments.
Are registered as having a visual impairment.	Social Services official stamp in the space provided on the application form.
	A copy of your Certificate of Visual Impairment (CVI) or BD8 certificate for being registered blind or partially-sighted.
Have a child travelling with you under the age of 3.	The child's date of birth.

Frequently asked questions

1. Who can apply?

Any person who cannot stand safely for their journey – for example, a person who has a medical condition or a disability, or who is travelling with children under the age of three without a pushchair/pram.

2. How will it work?

Successful applicants will be issued with a Priority Seating Card which can be shown to fellow passengers who are sitting in a priority seat. The card is free of charge. This will indicate that this passenger has been recognised by London Northwestern Railway as needing a priority seat. Card holders will present their priority seat card and ask the person seated to give up their seat. However, consideration should also be given to their needs as not all conditions are 'visible'.

3. I have a child under 3 but I keep them in a buggy for the journey, can I ask for a priority seat?

Priority Seats are intended for passengers who are carrying a young child and would find it difficult or dangerous to hold onto grab rail with one hand and carry a child in the other. If a child remains in a buggy for the journey the priority seat card should not be used. There is often a little room beside priority seats to park a buggy and the vestibule area allows more space for passengers to gain access to and from the train.

4. Does this guarantee me a seat?

No, this does not guarantee a seat. Priority seats may already be occupied by other card holders or passengers with a similar need for a seat.

5. Do I have to explain why I need a seat to fellow passengers?

No. The idea of this card is to eliminate the need for you to explain to fellow passengers your reasons for requiring a seat.

6. Where are the priority seats situated?

There are limited priority seats which are clearly labelled and are generally near to the exit doors.

7. How do I know if the person already seated has a card?

You don't. It is hoped that the person sitting there will show you a Priority Seat card to let you know they are entitled to sit there. However, some people may still have a valid need for the seat and not be a holder of a priority seat card. In this instance, please be considerate of their needs and perhaps ask other passengers on other priority seats.

8. Where can I use my Priority Seat card?

It is valid on London Northwestern Railway services only.

9. Do I need to purchase a train ticket for my journey?

Yes, you must always travel with a valid ticket for your journey. Tickets must be purchased before travel. The priority seat card is not a ticket.

10. I hold a standard class ticket can I use First Class if no seats are available in Standard Class?

No. To travel in First Class accommodation you must have a valid First Class ticket. A Priority Seat card does not authorise you to sit in First Class. Priority seats in First Class Accommodation are for First Class ticket holders.

11. Can I get Priority Seat cards from the station?

No, these are only available from our Contact Centre upon successful application.

12. My disability means that I cannot fill in the form easily, can someone assist me to fill in the form?

Yes, station staff are happy to help or, alternatively, the Contact Centre can be called to assist with filling in the form; they can complete the form for you with your guidance and send it to you to sign and return with your supporting documentation.

13. Who can I talk to if I have a problem with the card?

Please call the Contact Centre and let them know what the problem is. They will do what they can to assist.

14. What happens if I lose my card?

You will need to apply for a duplicate card through our Contact Centre. A £20 administration fee will apply.

15. What do I do if my card is stolen?

If your card is stolen you should report it to the police so that an incident number can be issued, please also notify the Contact Centre as soon as possible so that they can record the theft. We will issue a duplicate card to you free of charge on receipt of a copy of the incident report. We are only able to send a duplicate card as a result of theft once before charging for a replacement card.

16. Who can I give feedback to about the card?

You can call the Contact Centre on 0333 311 0006 or email: contact.lnr@wmtrains.co.uk

Application form for London Northwestern Railway Priority Seat Card

Please use BLOCK CAPITAL letters and complete all fields

Personal Details (to be completed by Applicant)

Title: Mr Mrs Ms Miss Other

Surname:

First Name(s):

Postcode:

Home address:

Town:

County:

Telephone: Home/mobile Work

Personal email:

Date of birth*

*Applicable where application is made for accompanying an infant (infant's date of birth should be inserted)

Date of recovery**

**For those with a temporary impairment please indicate the expected date of recovery as confirmed by your doctor in the supporting doc

I confirm that the details I have given on this form are correct and accurate and understand that this application is subject to London Northwestern Railway terms and conditions which I have read, understand and agree to. I also confirm that London Northwestern Railway can process and store the details of my application containing my sensitive personal data and understand that my data will only be used as part of this application*.

London Northwestern Railway will not share this information with other organisations.

*please see below for more details of how data is stored

Signature... _____

Information submitted on this form and documentation supplied to London Northwestern Railway as part of this application will be used and stored only in accordance with the Data Protection Act. Information supplied is kept electronically at the Contact Centre in a secure environment that only nominated London Northwestern Railway staff have access to.

The information on this form will be retained and stored and will only be used to contact you concerning the Priority Seat Card initiative.

This application form should be returned to:
Priority Seat Card Application,
Freepost LONDON NORTHWESTERN RAILWAY
Customer Relations

and must be accompanied by two passport size photos (if applying because you want a card for accompanying a child you should supply the child's photo), and the supporting documentation listed in the criteria.

Check list for submissions - please ensure you enclose the following in your application:

- Two passport size photographs (showing head and shoulders only)
- Application form
- Proof of eligibility for card (see criteria)

All documentation submitted should be a copy of the original.

Information submitted to London Northwestern Railway as part of your application will be used and stored only in accordance with the Data Protection Act. Information and copies of documents supplied are kept securely in electronic format at the Contact Centre. The evidence documentation will be retained and stored, and will only be used to contact you concerning the Priority Seat Card initiative.

On the application form you will need to sign to confirm you agree to London Northwestern Railway storing your data in this way.

Social Services Stamp
here: For applicants with
visual impairments only

