

# Priority Seat Card



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The Priority Seat Card is designed to help passengers who require a priority seat, to do so discreetly and without the need to explain.

You can apply for a card if you have a disability, are over 65, pregnant or have a child under 3.

### **Contact us**

**Southeastern Customer Services**

PO Box 10422, Unit 16 Coalfield Way, Ashby-de-la-Zouch, LE65 9EL

Telephone **0345 322 7021** (calls are charged at local rate and may be recorded)

Text Relay number **18001 0800 783 4524** (for the hearing impaired)

# Frequently asked questions

## Who can apply?

Any person who cannot stand safely for their journey and are elderly, pregnant, travelling with children under three, or have a disability. If you meet the criteria a Priority Seat Card will be issued free of charge. A 'Baby on Board' badge will also be issued for pregnancy.

## How will it work?

Successful applicants will be issued with a Priority Seat Card which can be discreetly shown to fellow passengers who are sitting in a priority seat.

## 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.

## What happens if I lose my card?

You can apply for a replacement card by contacting Customer Services on 0345 322 7021.

## 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.

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

Yes, you must always travel with a valid ticket for your journey.

## Where can I use my Priority Seat Card?

This card is valid for use on Southeastern, Southern, Gatwick Express, Great Northern and Thameslink services.

## Do I have to explain why I need a seat to a fellow passenger?

No you do not have to explain. The idea of this card is to prevent you from having to explain to fellow passengers your reasons for needing a seat.

## Where are the priority seats situated?

The priority seats are generally situated near the doors and will be labelled both in the carriage and highlighted from outside with a 'P' in a blue triangle.



## Can I get a Priority Seat Card from the station?

No, you can either complete this form and send it to the freepost address on the back, or apply via the Southeastern App, within the Assistance Schemes section. Successful applicants will receive a card within 10 days.

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

If you need help with this form please call Customer Services. A member of our team will complete the form for you with your guidance and send it to you to sign and return with supporting documentation.

## Do you have alternative format application forms?

The form can be read from our website on a screen reader or be sent to you in a larger print. If you want to read it online please visit [southeasternrailway.co.uk](https://southeasternrailway.co.uk) or to receive it in a larger font please call Customer Services who will ensure you get a copy or talk you through the form over the phone. Alternatively you can apply via the Southeastern App, within the Assistance Schemes section.

### **What do I do if I still can't get a seat?**

If you present your card to a fellow passenger and they don't get up, maybe they have a reason. It's possible they need the seat but don't yet have a card, there are usually several priority seats in one area and you could ask other passengers. If all priority seats are taken and you are unable to gain a seat after asking, the card could be presented to passengers sitting in other seats in the carriage. If there are staff available they may be able to assist with finding a seat, but, please bear in mind that some services in the London area do not have staff on board.

### **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 holding a young child and would find it difficult or dangerous to hold onto a 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 little room beside priority seats to park a buggy and the door area allows more space for passengers to gain access to and from the train.

### **Who should I contact if I have any further questions?**

Please contact our Customer Services Team on 0345 322 7021 if you have any questions or you need help with the forms.

# Criteria for applications

Please send in one of the following with your application

## Have you a disability or medical condition that affects 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 Living Allowance
- A written confirmation from Jobcentre Plus
- A letter from Department of Works and Pensions (DWP)
- A certificate of Taxable Incapacity Benefit and Income Tax
- A colour photograph or photocopy of the Disabled Persons Rail card you hold
- A copy of your Award letter for Personal Independence Payments

## Are you registered as having a visual impairment?

- A Social Services official stamp on application form
- A copy of your Certificate of Visual Impairment (CVI)
- A copy of your BD8 certificate for being registered blind or partially-sighted

## Are you pregnant?

- MATB1
- A copy of your doctor's written confirmation of pregnancy. Southeastern also operate a 'Baby on Board Badge' scheme. A badge will be sent along with the card.

## Are you over 65?

- A copy of your birth certificate
- A copy of your driving licence
- A copy of your Passport

## Do you 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 your name and address on it. This might be a copy of utility bill, copy of your driving licence, copy of council tax bill etc.

# Terms and Conditions for issue and use of the Southeastern Priority Seat Card

Reference to 'the card' refers to the Priority Seat Card 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, Southeastern reserve the right to not issue the card.
3. The card remains the property of Southeastern and Southeastern reserve the right to ask for the card to be returned at any time.
4. The card has no monetary value and tickets must be purchased before boarding the train with travel only being in the accommodation a ticket has been purchased for. By travelling on Southeastern services you are agreeing to the National Conditions of Carriage (details can be found at stations and online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)).
5. The card is valid for use on Southeastern, Southern, Gatwick Express, Great Northern and Thameslink services.
6. The card is for the applicants use only, it is not transferable and must not be given, loaned or sold to anyone else.
7. The card does not guarantee a seat on any Southeastern services and as such is not required to sit in a priority seat (any passenger can sit on a priority seat with the understanding that they will move if required).
8. Southeastern 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 Southeastern reserve the right to charge for this service in the future if necessary to cover administration costs.
9. Southeastern will not extend the validity of the cards without a full application being made.
10. Applicants are responsible for the costs of all documents required for the application of the priority seat card.
11. Illegible cards can be replaced on reapplication (max 1 per year) by sending your current card to Southeastern Customer Services together with the relevant forms.
12. Southeastern Customer Services may need to contact you with important information about your card. As part of these terms and conditions you are agreeing to let Southeastern know if your contact details change.
13. Renewal of cards is at Southeastern's discretion but in general, cards will expire on a given date. For guidance, cards issued to pregnant ladies will expire two weeks after their due date. Applications for people with a temporary disability will expire two weeks after the expected date of recovery. Applications for children under 3 will expire annually or on the child's third birthday which ever is the sooner. All other applicants will be issued with an extended date for 4 years.

These Terms and Conditions are valid from February 2015 until further notice.