



DUPLICATE SEASON TICKET APPLICATION FORM
to replace a lost or stolen Season Ticket valid for one month or longer

This Application Form must be handed in at a Great Western Railway Ticket office.

Duplicate Season Tickets are issued subject to the National Conditions of Carriage, which are available at stations; and in particular Condition 36.

Please note that an administrative charge will be made for the issue of a Duplicate Season Ticket

PLEASE COMPLETE SECTIONS 1 TO 3 OF THIS FORM AND SIGN THE DECLARATION

1. Name and address of applicant

SURNAME

FULL ADDRESS

INITIALS

MR MISS OTHER (Title)
MRS MS

TOWN

COUNTY

POSTCODE DAYTIME TELEPHONE NUMBER

2. Details of lost/stolen Season Ticket (to be completed as far as possible by the applicant)

*PHOTOCARD NUMBER

PRESENT TICKET NUMBER

PRICE £

BETWEEN (Starting Station)

PERIOD VALID M D

VALID UNTIL D M Y

AND (Destination station, Travelcard or other zone(s))

BR/LT TRAVELCARD

FIRST CLASS

ROUTE

BR SEASON TICKET

STANDARD

OTHER RAIL/BUS SEASON TICKET

ADULT

CHILD (UNDER 16)

*If the Photocard has also been lost/stolen, please attach a passport-sized photograph.

FOR OFFICIAL USE

NEW PHOTOCARD NUMBER (if required)

NEW TICKET NUMBER

3. Circumstances of loss/theft

Please state where, how and when the ticket was lost/stolen.

If stolen, was the loss reported to the Police? Yes No

If 'yes', name of Police Station Report no:

I hereby declare the the information I have given is to the best of my knowledge true and I realise that I may be prosecuted for making false statements.
I give Great Western Railway authority to make such enquiries as are reasonably necessary to verify the information that I have given in respect of this application.
I agree to accept the National Conditions of Carriage, in particular Conditions 34 to 36.

Signature of Applicant Date

(Parent if on behalf of a child or young person)

The section below to be completed when the Duplicate Season Ticket is issued

In consideration of Great Western Railway issuing to Mr./Mrs./Miss./Ms.
a Season Ticket numbered in lieu of the Season Ticket detailed in Section 2 above, I undertake to indemnify and hold Great Western Railway harmless against any loss which may accrue to them by improper use by the applicant of the original ticket numbered and to return the latter to them should it subsequently be found.

Signature of Applicant Date

(Parent if on behalf of a child or young person)

FOR OFFICIAL USE

Countersigned by Date

*Ticket Office Supervisor/Retail Operations Manager (delete as appropriate)

National Rail Conditions of Carriage

(extracts from the 19th July 2015 issue)

Condition 32 - Improper use

A Train Company may refuse to sell a new Season Ticket, or renew or replace an existing Season Ticket if it has reason to suspect that it has, or will be, used for fraudulent or improper purposes.

Condition 34 - Lost, stolen or mislaid tickets

If you lose or mislay a Season Ticket or it is stolen, The Train Company which sold it will, unless Condition 32 applies, arrange for it to be replaced with a duplicate Season Ticket provided that:

- (a) you tell staff at an office of the Train Company from which it was bought as soon as you reasonably can and, if required, you give a reasonable explanation for the loss;
- (b) you agree to return immediately the lost Season Ticket if you find it, to an office of the Train Company from which it was bought;
- (c) the lost Season Ticket is valid for one month or longer
- (d) you pay a reasonable administrative charge (not exceeding £20) for the issue of the duplicate Season Ticket.

If you subsequently lose or mislay your duplicate Season Ticket or it is stolen, then further duplicate Season Tickets will be issued on the same basis as your first duplicate Season Ticket. However, you may be asked to attend a meeting with the Train Company concerned to explain the circumstances in which your duplicate Season Ticket(s) was lost. Train Companies have agreed a Code of Practice for such meetings, a copy of which can be found on the National Rail nationalrail.co.uk/tickets and Train Company websites.

If the loss of your duplicate Season Ticket is a result of a theft, robbery, fire or other exceptional circumstances which have been reported to the police, the fire service or another appropriate organisation, you should be able to provide confirmation of the circumstances from the relevant authority on request, e.g. a crime number from the police

Train companies reserve the right to refuse to issue a duplicate Season Ticket if they have reasonable grounds to believe that such requests are being made fraudulently.

Condition 35 - Season Ticket or photocard unavailable for inspection

If you do not show a Season Ticket, or any photocard required with a Season Ticket, when asked by staff or agents of a Train Company, you will be treated as having joined a train without a ticket and Condition 2 or 4 will apply.

If, subsequently, you present at the office where the Season Ticket was issued:

- (a) the Season Ticket;
- (b) the photocard, if required;
- (c) the additional tickets you have purchased or any Penalty Fares notices, the relevant Train Company may, at its discretion refund any fares paid in accordance with Condition 2 or 4 less a reasonable administration charge (not exceeding £10). No more than two such claims will be considered in any 12 month period regardless of the number of Season Tickets purchased in that time.

Condition 36 - Season Ticket refunds (part)

Applications for a refund on a duplicate ticket that has been issued to replace a lost or stolen Season Ticket will be made:

- (i) where the original Season Ticket is returned to the Train Company which issued the duplicate ticket within one month of it having been notified of the relevant loss; or
- (ii) where the original and replacement tickets were Electronic Tickets and it was possible to cancel the original ticket, or;
- (iii) in circumstances such as the redundancy, resignation, retirement, change of employment or address, pregnancy or prolonged illness of the holder, provided supporting evidence is supplied which is satisfactory to the Train Company asked to make the refund.

Applications that cannot be processed immediately

Your application may be processed immediately, based upon details contained within your season ticket purchase history.

If this is not possible, please complete this application form and send it to:

DUPLICATE SEASON APPLICATION
Matt Pickford (Retail Operations Manager)
MH5 - Floor 3, Milford House
1 Milford Street,
SWINDON
SN1 1HL