

## Priority Seat Badge Terms and Conditions

### Reference to 'the badge' refers to the c2c Priority Seat Badge:

- The badge remains the property of c2c and c2c reserve the right to ask for the badge to be returned at any time.
- The badge has no monetary value and does not replace the need for a valid ticket for the journey.
- The badge is valid on c2c services only.
- The badge is for the applicant's use only. It is not transferable to any other person.
- The badge is not valid if defaced.
- The badge does not guarantee a seat on any c2c service and does not compel other passengers to give up a seat.
- c2c does not operate a seat reservation system and, as such, cannot guarantee that seats will be available or compel other passengers to give up a seat that they are occupying. The badge will help demonstrate to other passengers that the badgeholder is less able to stand.
- The badge does not entitle the badgeholder to any discount, offer, or other privilege on c2c or any other part of the rail network.
- c2c reserves the right to withdraw the Priority Seat Badge scheme at any time.
- Lost badges can be replaced by re-application.
- c2c may need to contact you during or after your application to confirm or verify information.

# c2c Useful Contacts

## Customer Relations

We are continually looking to improve the service we provide and your feedback is important to us. Whether it is a problem or praise that you want to talk to us about we are here to help you.



**FREEPOST C2C  
CUSTOMER RELATIONS**



**contact@c2crail.co.uk**



**0345 744 4422**  
(0800-2000 Mon to Fri)  
(0900-1600 Sat, Sun and Bank  
Holidays)



**c2c-online.co.uk/assist**



**c2c Rail**



**@c2c\_Rail**



# Priority Seat Badge Application Form



## What are c2c Priority Seats?

All c2c trains have a number of designated Priority Seats for people who are disabled, pregnant, or less able to stand. Although anyone can sit in a Priority Seat, they should be given up to those people who need them most. Priority Seats are generally found near to the carriage doors and can be identified by Priority Seat signage.

We know that sometimes it is not obvious when someone is less able to stand, and that it can often be uncomfortable if you have to explain why you need to use a Priority Seat. That is why we have introduced the c2c Priority Seat Badge.

If you meet any of the criteria listed in the following section you can apply for a free c2c Priority Seat Badge. The badge can be worn to show somebody occupying a Priority Seat that you require a seat while travelling.

## How to apply for a c2c Priority Seat Badge

Apply for a c2c Priority Seat Badge at [contact@c2crail.co.uk](mailto:contact@c2crail.co.uk) or by filling out this form and returning it to the c2c Customer Services freepost address stated on the back of this leaflet along with:

- A copy of your proof of address
- A copy of proof of eligibility for badge (see criteria section for accepted documents)

Once we've received your application, and have reviewed your eligibility for the scheme, your c2c Priority Seat badge will arrive within 5-10 working days.

## Criteria for applications and proof of eligibility required

### If you have a disability or medical condition that affects your ability to stand please send a copy of one of the following:

- Doctor's note confirming disability or medical condition
- Award letter for Attendance Allowance
- Award letter for Disability Living Allowance
- Written confirmation from Jobcentre Plus
- Letter from Department for Work and Pensions
- Certificate of Incapacity Benefit

### If you are registered as having a visual impairment please send a copy of one of the following:

- Social Services official stamp (on application form or other paper)
- Certificate of Visual Impairment (CVI), BP1 Certificate (Scotland) or BD8 Certificate for being registered blind or partially-sighted

Copies of eligibility document will only be used to process your application and will be destroyed once your c2c Priority Seat Badge is produced. For this reason, please do not send any original copies.

By signing and submitting this form you consent to c2c processing personal data that we collect from you (including sensitive personal data about your health) in accordance with our privacy policy, which is available at [c2c-online.co.uk/privacy-policy](http://c2c-online.co.uk/privacy-policy), or by requesting a copy from our Customer Relations team (contact details overleaf). In particular, we will use information we hold about your health and any medical condition only for the purposes of processing your application for a Priority Seat Badge and managing your entitlement to that badge.

## Application form

First Name

Surname

Initials      Mr      Mrs      Miss      Ms      Other  
                                 \_\_\_\_\_

Address

Town

County

Postcode

Email Address

Telephone

### Why do you need a Priority Seat Badge?

Long-term medical condition/disabled

Short-term illness/injury

If you have a short-term illness/injury, please give your expected recovery date as confirmed by your doctor:

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

I confirm that the details given in this application are correct and accurate, and I have read, understood, and agree to the c2c Priority Seat Badge terms and conditions.

I confirm that I have read and understood how c2c will use and handle the sensitive personal information I provide (tick to confirm).

Signature

Date of application

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

We would like to hear your feedback about the scheme. If you would be happy for us to send you a follow up survey, please tick the box below:

Yes, I would like to receive a follow up survey.

