

16-17 Saver - Terms and Conditions

1. Introduction

1.1 These terms and conditions (“16-17 Saver Conditions”) apply to the use of the 16-17 Saver and reduced priced tickets (“discounted tickets”) bought with the 16-17 Saver.

1.2 In addition to the 16-17 Saver Conditions, the National Rail Conditions of Travel (“NRCoT”) apply to any journey on the rail network. Where the NRCoT conflict with these 16-17 Saver Conditions, the NRCoT override the 16-17 Saver Conditions. Copies of the NRCoT are available online at nationalrail.co.uk/nrcot or at staffed National Rail stations.

1.3 These 16-17 Saver Conditions form a contract between you and ATOC Ltd (Registered in England and Wales No. 03069033, Company Registered Office: First Floor North, 1 Puddle Dock, London, EC4V 3DS. ATOC Ltd enters into this contract on behalf of the train companies listed at railcard.co.uk/traincompanies (“Train Companies”).

1.4 Train Companies shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these 16-17 Saver Conditions.

1.5 These 16-17 Saver Conditions are valid up to and including 7 September 2026.

1.6 Train Companies may change the 16-17 Saver Conditions during the validity of your 16-17 Saver. Where possible, the Train Companies will communicate these changes to you by displaying information at stations at least three months prior to the change.

2. General conditions of use of the 16-17 Saver

2.1 If you have a physical 16-17 Saver, until you have signed it, your 16-17 Saver is not valid and you cannot use it.

2.2 The 16-17 Saver does not become your property and, if requested:

2.2.1. You must hand it to a representative of any of the Train Companies, if you have a physical 16-17 Saver.

2.2.2. You must remove it from your mobile device if requested by a representative of any of the Train Companies, if you have a digital 16-17 Saver.

2.3 The 16-17 Saver and tickets bought with it are not transferable to anyone else and you must not give, lend, or resell them. Only the named cardholder can use the 16-17 Saver.

2.4 Train Companies will not issue refunds on unused/unwanted 16-17 Savers, or extend their validity period beyond the dates shown on the 16-17 Saver.

2.5 You cannot buy discounted tickets unless you can produce your 16-17 Saver.

2.6 16-17 Saver discounts cannot be used in conjunction with any other discount.

2.7 You must buy a ticket before boarding the train unless:

2.7.1 there was no ticket office at the station at which you began the journey or if the ticket office was closed, and there was no working ticket machine from which you could buy discounted tickets; or

2.7.2 you have a disability which prevented you accessing ticket retailing facilities.

In these cases, you will be able to use your 16-17 Saver to buy tickets on the train or at your destination.

2.8 You must carry your valid 16-17 Saver with you on your journey. When asked by rail staff, you must show a valid ticket and valid 16-17 Saver within its period of validity when you travel (either “Season ticket valid until” or “Valid until” date).

2.8.1 If you have a physical 16-17 Saver, it must be signed by you and should be legible, so rail staff can read it, as further detailed in the NRCot.

2.8.2 If you have a digital 16-17 Saver, you must be able to show it on a mobile device throughout your journey.

2.9 The photo of the cardholder must meet our guidelines and be recognisable as the cardholder.

2.10 If you fail to comply with conditions 2.7, 2.8 and/or 2.9, the Train Company reserves the right to charge you the full (undiscounted) price for a standard single fare for your journey, as if no ticket had been purchased before starting the journey. In some cases you may also be issued with a Penalty Fare. If you are using your 16-17 Saver to get discounts for another person, they will also be charged the full price for the applicable single fare for their journey, as if no ticket had been purchased before starting the journey. In some cases, they may also be issued with a Penalty Fare.

2.11 Fraudulent applications and fraudulent use of 16-17 Savers and 16-17 Saver discounted tickets may lead to criminal prosecution.

3. Replacing your lost, damaged or stolen 16-17 Saver

3.1 If you have a physical 16-17 Saver and lose it, damage it or it is stolen, you can apply for a replacement. If you purchased your 16-17 Saver online, you must request a replacement online.

3.2 You will only be issued with one replacement of a physical 16-17 Saver in any 12 month period, and you will need to pay an administration fee of £10. However, if your physical 16-17 Saver was stolen and you have a crime reference number or documentation issued by the Police, the fee will be waived.

3.3 If you have a digital 16-17 Saver and lose or damage the mobile device that it is stored on, you can upload it to a new mobile device with no administration fee by accessing your online account at [16-17 Saver.co.uk](https://16-17Saver.co.uk).

4. Conditions of use of the 16-17 Saver

4.1 You must be aged between 16 and 17 years old to purchase the 16-17 Saver.

4.2 The 16-17 Saver will be valid for one year from date of purchase. If you purchased before 17 August 2026 and turn 18 during the validity of your 16-17 Saver, it will be valid until the day before your 18th birthday.

4.3 The 16-17 Saver can be used to purchase Season Tickets.

4.4 The 16-17 Saver will have two dates shown on it, the expiry date up to which you can purchase new Anytime, Off-Peak and Super Off-Peak Single and Return tickets, and the Season ticket valid to date which is the last date that you can continue to use any Season ticket purchased and started during the validity of the 16-17 Saver for travel.

4.5 The 16-17 Saver has no minimum fare restrictions.

INFORMATION:

- See nationalrail.co.uk/penaltyfare for more information about Penalty Fares
- 16-17 Saver discounts do not apply to: tickets for travel on ScotRail or Caledonian Sleeper services; Eurostar tickets; First Class tickets; cross-Solent journeys; some Train Company specific promotional offers; tickets for special excursion or Charter trains and some coach/bus links, including Railair services; Oyster pay as you go daily cap and pay as you go single fares; Day Travelcard and Travelcard Seasons within Zones 1-9 (except when they are bought as part of a ticket to London from outside London Zones 1-9); and tickets wholly for travel on London Underground and Docklands Light Railway.
- The 16-17 Saver cannot be used as a Photocard for a Season ticket and if you are buying a Season ticket for the first time you will need to have a Photocard created at a staffed National Rail Station. You will need to provide a passport-

type photograph for your Photocard and the Photocard must be carried when travelling.