



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Cymru a'r Gororau
Wales and Borders

Heart of Wales Line Railcard

Swansea - Llandrindod - Shrewsbury.

Take your children for £2 each.

Valid to 31 December 2019.



TW0021



THE HEART OF WALES LINE
RHEILFFORDD CALON CYMRU

Value for money

The Heart of Wales Line (HOWL) Railcard costs just £10 and offers one third off all individual standard class rail fares on the line. The railcard is valid on any Heart of Wales Line service and will make trips for shopping, exploring the glorious countryside or delightful market towns much cheaper.

Cardholders may also take up to two children (under 16 years old) at £2 single or return per child.

With only a few journeys, the railcard will quickly pay for itself – the more you travel, the more you save.

The railcard is valid for 12 months from date of issue.

Benefits of the Heart of Wales Line Railcard

Railcard holders are entitled to purchase standard class tickets for any journeys on the Heart of Wales Line, to and from stations between Swansea and Shrewsbury at one third off standard single and return fares. National ticket conditions apply.



When you cannot use your Heart of Wales Line Railcard:

- For the purchase of season tickets at discounted prices
- On special excursion trains (i.e. not shown in the public timetable)
- With any Rail Rover products (e.g. Heart of Wales Day Ranger and Explore Wales Pass) unless specifically advised otherwise
- In conjunction with special promotion tickets - unless specifically advised otherwise
- For travel beyond Shrewsbury or Swansea
- In conjunction with Small Group Day discount
- In conjunction with any other national or local railcard (i.e. Cambrian Line or Pembrokeshire)

Please note that the Railcard can only be used, in either direction, on Heart of Wales Line services between Swansea, Llanelli, Llandrindod, Craven Arms and Shrewsbury. These services are shown in Pocket Timetable 1.



Not all stations shown

Conditions of use

- The railcard is not valid unless it has been signed by the holder, nor is it transferable to anyone else. Tickets bought with a railcard are for use by the railcard holder only.
- The railcard does not become your property and if requested must be handed in to Transport for Wales.
- When requested by rail staff, the holder must show a valid railcard, otherwise the full standard fare will be payable as if no railcard were held.
- If the railcard becomes defaced, illegible or torn, it will not be valid.
- Lost or damaged cards cannot be replaced.
- Up to two accompanied children can travel with the card holder at a cost of £2.00 single or return per child (under 16 years old).

Validity of discounted tickets

- Travel is permitted within the normal validities of the tickets issued provided a valid railcard is held and produced on demand.
- Discounted tickets are only valid for travel on the Heart of Wales Line Services operated by Transport for Wales and cease to be valid on expiry of the railcard.
- Tickets are subject to the National Rail Conditions of Travel and those conditions listed in this leaflet.
- In the event of conflict the conditions in this leaflet shall apply.
- Terms and conditions may be subject to change. For details, please check with your nearest staffed station, by phone or on line.

How to use your Railcard and purchase tickets

Where facilities exist, tickets should be bought before boarding the train.

If not, railcard holders will be required to pay the full standard single fare on the train without the benefit of any discount.

Where ticket issuing facilities are not available at a station, tickets may be purchased on the train at the appropriate discounted fare.

Further information (not for railcard applications)

customer.relation@tfwrail.wales
tfwrail.wales

0333 3211 202 - 0800 – 2000 Monday to Saturday / 1100 – 2000 Sunday
(03 calls charged at local rates from a BT line)

Customer Relations

Transport for Wales
Rail Services
St. Mary's House
47 Penarth Road
Cardiff
CF10 5DJ

Please search **TfW Rail** in your app store.

Twitter @TfWrail
Instagram @TfWrail
Facebook @TfWrail

For ideas on great days out, please visit www.heart-of-wales.co.uk

How to obtain your Heart of Wales Line Railcard

To obtain your railcard you'll need to provide us with a proof of residence in the appropriate area, eg, a driver's licence, council tax demand or utility bill; and payment.

Railcards are available in person from the Heart of Wales Line Travel Centre at Llandrindod Wells station and from the Booking Offices at Swansea, Llanelli and Shrewsbury stations during opening hours.

The Travel Centre at Llandrindod is open between 0845 and 1630 Monday to Friday and between 0645 and 1200 Saturday. The booking offices at Swansea, Llanelli and Shrewsbury are open as follows:

Swansea: 0515 – 2000 (Monday to Friday), 0615 – 2000 (Saturday) and 0800 – 2000 (Sunday)

Llanelli: 0610 – 1240 (Monday to Friday), 0700 – 1330 (Saturday)

Shrewsbury: 0520 – 2040 (Monday to Friday), 0520 – 1930 (Saturday) and 0730 - 1930 (Monday - Sunday)

Our Business Travel Service can still accept payment by personal cheque. Send your completed form (see overleaf), copy of proof of residence and personal cheque made payable to 'TfW Rail', to Heart of Wales Railcard Application, Transport for Wales Business Travel Service, 47 Penarth Rd, Cardiff CF10 5DJ.

Who is eligible?

Anyone 16 years of age or over who is resident in the following postal code areas:

SA5 4, SA4 0, SA4 6, SA4 4, SA4 8, SA4 9, SA14 9, SA15 2, SA15 3, SA15 1, SA14 8, SA4 8, SA4 6, SA14 6, SA18 3, SA18 2, SA18 1, SA19 6, SA19 7, SA19 9, SA19 8, SA20 0, LD4 4, LD5 4, LD2 3, LD1 5, LD6 5, LD1 6, LD8 2, LD7 1, SY7 8, SY7 0, SY9 5, SY7 9

Members of the Heart of Wales Line Travellers' Association may purchase the railcard irrespective of their post code.

For further details regarding the Heart of Wales Line Travellers' Association, please visit www.howlta.org.uk



HOWL Railcard Application Form

Please only complete this form if you want to pay for your railcard by cheque. See details overleaf. Please note that all applicants must be 16 years of age or over.

Please complete in pen using block capitals

Title Mr / Mrs / Ms / Miss / Other _____

Initials Surname _____

Address _____

Town _____ Postcode _____

Tel No _____ Mobile No _____

Signature _____

Email (optional) _____

Your personal information will only be used by Transport for Wales to process your application and will NOT be shared with third parties.

If you are interested in receiving information about special offers and new products from Transport for Wales sign up to our newsletter on-line at tfwrail.wales/sign-up

