



New Refund Policy

Dear Travel Partner,

Please be advised that effective August 12, 2012 Amtrak is implementing significant changes to our Refund Policy. The basic policy will remain the same - most Amtrak tickets may be refunded within one year of the date of issue, less a 10% refund fee. However, the way Amtrak refund fees are calculated is changing.

Important changes are highlighted below:

- Amtrak sleeping accommodations must be cancelled **15 days** or more before the first travel segment on the reservation to be refundable. If cancelled 14 days or less, the sleeper charge and associated rail fare(s) are non-refundable but may be applied towards future travel purchases. If not cancelled at all (no-show), these tickets are non-refundable and can not be applied for future travel.
- USA Rail Passes are refundable up to one day before the start of travel, less a 10% refund fee. On the first date of travel or once travel has begun the pass is non-refundable. Any amounts paid for rail fare differences and/or accommodations (sleepers or business class upgrades) are also subject to refund penalties.
- Refund fee will be applied on Reserved Coach or Acela Business cancelled within 24 hours before departure. No fee is applied if canceled more than 24 hours before departure.
- There is no refund fee on First Class Acela or non-Acela Business Class cancelled anytime prior to scheduled departure.
- The refund fee has a minimum amount of \$5.00. The maximum amount of \$100.00 on any reservation remains the same.

If you have questions on our new Refund Policy, please contact Amtrak Travel Industry Programs Support at 800-525-2550 or e-mail wecanhelp@amtrak.com. Information can also be found online at www.amtrakagentsupport.com.

Sincerely,

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