New Amtrak Cancellation Policy Effective March 01, 2014

Dear Corporate Travel Partner:

The Amtrak Cancellation/Refund policy will change on March 1, 2014. In anticipation of the questions you may receive from travelers as a result of these changes, we offer some answers to the more frequently asked questions relating to corporate travel. Additional information can be found at http://www.amtrak.com/refund-and-exchange-policy

Q: What is changing on March 1st, 2014?
A: The cancellation/refund policy for all Amtrak reserved Coach class and Acela Express Business class reservations is changing. Effective March 1st, if a passenger is ticketed on one of these services:
   - The reservation must be cancelled at least 24 hours prior to the train's scheduled departure in order to be eligible for a full refund.
   - If the reservation is canceled within 24 hours of the scheduled departure, a refund fee will apply.
   - If the reservation is not canceled prior to the scheduled departure ("no show"), the entire amount paid for the reservation will be forfeited and cannot be applied toward future travel.

Q: Will the new policy apply to tickets booked with a corporate discount?
A: Yes, tickets issued for Acela Express Business Class with a corporate discount fare are subject to the new cancellation policy. The reservation must be cancelled at least 24 hours prior to the train's scheduled departure in order to be eligible for a full refund. If the reservation is canceled within 24 hours of the scheduled departure, a refund fee will apply. If the reservation is not canceled prior to the scheduled departure ("no show"), the entire amount paid for the reservation will be forfeited.

Q: Is the cancellation/refund policy for First Class Acela Express or non-Acela Business class changing?
A: No, there is no change to the policy for First Class Acela Express or Business Class Conventional trains. If Acela Express First Class and non-Acela Business Class reservations are canceled before the scheduled departure from the origin, the ticket is fully refundable without a refund fee. If not canceled before the scheduled departure ("no show"), the ticket is refundable less a refund fee.

Q: How much is the refund fee?
A: Where applicable, the refund fee is 10% of the total amount refunded, with a minimum amount of $5.00 and a maximum amount of $100.00 per refund transaction.
Q: Does Amtrak offer any tickets that are fully refundable?
A: Yes. Amtrak will continue to offer certain “Flexible” fare tickets that will remain fully refundable regardless of when they are cancelled. These fares may be available when booking ‘off-market’ city pairs that are not eligible for the corporate discount.

The “Flexible” fares usually represent the full, non-discounted (highest) rail fares in a given market. If the fare that is ticketed has any type of discount (such as a corporate discount), it is not a “Flexible Fare”.

Q: Does Amtrak offer any fares that are totally non-refundable?
A: Yes. Some Advance Purchase fares (identified as ‘Saver’ fares on Amtrak.com) are not refundable. These fares are offered on a very limited basis, typically require a minimum of 14 days advance purchase and are offered for non-Acela Coach class. If the reservation is not canceled prior to the scheduled departure (“no show”), the entire amount paid for the reservation will be forfeited. If canceled prior to departure, the ticket value may be saved as credit in a non-refundable eVoucher that can be used for future Amtrak travel. In these instances:

- The ticket is non-refundable after purchase
- “Non-Refundable” will appear on the passenger receipt for e-tickets or in the ticket endorsements on an actual ticket

For more information on Amtrak eVouchers, click here.

Q: Are ‘Flexible’ or ‘Saver’ fares available for booking for corporate accounts via their B2B direct connect booking channels or their agency’s GDS systems?
A: Flexible or Saver fares will be returned through these distribution channels only if they are the best available fare for the city pairs being booked. At this time, customers booking through the B2B Channels or GDS Corporate booking tools do not have the ability to select a specific fare during the booking process. Customers booking through these channels are always offered the least expensive fare available at the time of their booking, plus the option to purchase upgrades. There may be cases where a customer purchases one of these fares, but that will be a result of the inventory that is currently available rather than a decision made during the booking process.

Q: Will this change impact tickets that were issued prior to March 1st, 2014?
A: Yes, this will affect existing reservations and new reservations that are cancelled on or after March 1, 2014.

Q: Where can I find more information on Amtrak’s Refund policy?
A: You can find additional information online at http://www.amtrak.com/refund-and-exchange-policy or by speaking with an Amtrak agent by phone at 1-800-872-7245 (1-800-USA-Rail).