

From Amtrak Unlimited forum user “AmtrakLKL” (retrieved Dec 28, 2017)

<http://discuss.amtraktrains.com/index.php?/topic/72052-2018-discount-fares-and-refundcancellation-fee-changes/?p=735316>

The following changes are effective January 7, 2018:

Fare Changes

Senior Discount

- Qualifying age raised to 65.
- Discount lowered to 10%.
- Discount only valid on Value Fares.
- Not valid on Flexible (Full Fare Y) Fares.
- As before, still not valid on Saver Fares, Acela Express or Auto Train.

Disabled Fare

- Discount lowered to 10%.

Mobility Impaired Fare

- Discount lowered to 10%.
- Still applies to both rail fare and accommodation charge.

Child Fare

- Now limited to one half-price child fare per adult, down from two per adult.

Cancellation/Refund Fee Changes

There is now just one fee and it shall be called the Cancellation Fee. It applies when canceling travel and storing the value in an eVoucher and canceling travel for a refund back to the original form of payment. It will apply any time a reservation is canceled and not immediately rebooked in the same record. If the rebooking results in a lower fare the cancellation fee will apply to the remaining balance.

The minimum cancellation fee is \$5 and the maximum is \$250.

NOTE: If you made a reservation prior to January 7 and want to cancel after January 7, the computer will automatically apply the new policy. Agents are supposed to override the computer and apply the correct fee in effect when the reservation was originally purchased. Changes made to existing reservations on or after January 7 will bring the reservation under the new cancellation policy.

Sleeping Car Reservations

- Cancel within 1 hour of purchase - Full refund or eVoucher

- Cancel at least 15 days prior to scheduled departure - 75% refund or eVoucher
- Cancel 14 or fewer days prior to scheduled departure - 75% non-refundable eVoucher
- Cancel after scheduled departure or no show - No Refund, No eVoucher

First Class Acela, Non-Acela Business Class

- Cancel prior to scheduled departure - Full refund or eVoucher
- Cancel after scheduled departure or no show - No Refund, No eVoucher

Reserved Coach, Acela Business Class Excluding Flexible Full Fares

- Cancel at least 8 days prior to scheduled departure - Full refund or eVoucher
- Cancel 7 or fewer days prior to scheduled departure - 75% refund or eVoucher
- Purchase within 7 days of departure and cancel within 1 hour of purchase - Full Refund or eVoucher
- Purchase within 7 days of departure and cancel more than 1 hour after purchase - 75% refund or eVoucher
- Cancel after scheduled departure or no show - No Refund, No eVoucher

Advance Purchase Saver Fares

- Cancel within 24 hours of purchase - Full refund or eVoucher
- Cancel more than 24 hours after purchase but prior to scheduled departure - 75% non-refundable eVoucher
- Cancel after scheduled departure or no show - No Refund, No eVoucher

Unreserved Coach Fares

- Cancel within 1 hour of purchase - Full refund or eVoucher
- Cancel more than 1 hour after purchase - 75% refund or eVoucher

USA Rail Pass, California Rail Pass

- Rail Pass has been purchased but not issued - Full refund or eVoucher
- Rail Pass has been issued but no travel reservations have been made and no tickets have been issued - 75% refund or eVoucher
- Rail Pass has been issued and reservations have been made:
 - Cancel at least two days prior to first scheduled departure - 75% refund or eVoucher
 - If tickets have been issued (these are still paper ticket reservations), all tickets and rail pass must be mailed to Amtrak Refunds for refund.
 - Cancel less than two days prior to first scheduled departure - No Refund, No eVoucher. Pass will be considered used.

Monthly Tickets

- Cancel within 1 hour of purchase - Full refund or eVoucher
- Cancel more than 1 hour after purchase but prior to month starting - 75% refund or eVoucher
- Cancel on the 1st through the 10th of the month - 25% refund or eVoucher

- Cancel on the 11th of the month or later - No Refund, No eVoucher

Multi-Ride Tickets

- Cancel within 1 hour of purchase and no trips taken - Full refund or eVoucher
- Cancel more than 1 hour after purchase and no trips taken - 75% refund or eVoucher
- One or more trips taken - No Refund, No eVoucher