

# Refund and Cancellation Policy

## Amtrak Refund Policy Changed March 20, 2018

As a result of the new policy, refund fees have increased for several different fares and ticket types. The maximum refund fee has also changed. Full details are included below.

The new policy affects both existing reservations already made and all new reservations as of March 20, 2018. Yellow highlighting shows changes since January 2018 policy.

Subject to the conditions below, there are two options when canceling your Amtrak reservation:

1. Receive an [eVoucher](#) to apply as payment toward future trip purchases
2. Refund to the original form of payment

## Paid Reservations

The cancellation policy for paid reservations (one-way, roundtrip or multi-city) is based on the [type of fare](#) purchased. Amtrak fares are grouped into different categories: Saver, Value, Flexible, Business, and Premium.

### Saver Fares

Classes of Service: Reserved Coach, Acela Business Class

- **Refunds:** Full refund if canceled within 24 hours of purchase. Non-refundable 24 hours or more after booking.
- **eVouchers Available:** Full value, no fees within 24 hours of purchase. **25% cancellation fee if canceled 24 hours or more after booking and prior to departure.**
- **No Change Fee**
- **“No Show” Policy:** If not canceled before the scheduled departure from the origin, the ticket is forfeited and no funds can be applied toward future travel.
- Passenger Type and promotional discounts are not valid with Saver Fares.

### Value Fares

Classes of Service: Unreserved Coach, Reserved Coach, Acela Business Class

- **Refunds:** Full refund if canceled 8 days or more before departure. 25% cancellation fee charged if less than 8 days prior to departure. Unreserved tickets incur 25% fee an hour or more after purchase.
- **eVouchers Available:** Full value if canceled **8 days or more before departure. 25% cancellation fee charged if less than 8 days prior to departure. Unreserved tickets incur 25% fee an hour or more after purchase.**
- **No Change Fee**
- **“No Show” Policy:** If not canceled before the scheduled departure from the origin, the ticket is forfeited and no funds can be applied toward future travel.

## Flexible Fares

Classes of Service: Unreserved Coach, Reserved Coach, Acela Business Class

- **Refunds:** Full refund, no fees.
- **eVouchers Available:** Full value, no fees.
- **No Change Fee**
- **“No Show” Policy:** Fares are 100% refundable, even after the scheduled departure.

## Business Fares

Classes of Service: Non-Acela Business Class

- **Refunds:** Full refund if canceled before departure.
- **eVouchers Available:** Full value, no fees if canceled before departure.
- **No Change Fee**
- **“No Show” Policy:** If not canceled before the scheduled departure from the origin, the ticket is forfeited and no funds can be applied toward future travel.

## Premium Fares

Class of Service: Acela First Class:

- **Refunds:** Full refund if canceled before departure.
- **eVouchers Available:** Full value, no fees if canceled before departure.
- **No Change Fee**
- **“No Show” Policy:** If not canceled before the scheduled departure from the origin, the ticket is forfeited and no funds can be applied toward future travel.

Class of Service: Sleeper Accommodations:

- **Refunds:** Full refund if canceled within 24 hours of purchase. After 24 hours of purchase, 25% cancellation fee charged if canceled 15 or more days prior to departure. No refunds if less than 15 days prior to departure.
- **eVouchers Available:** Full value, **no fees if canceled within 24 hours of purchase. After 24 hours of purchase, 25% cancellation fee charged** if canceled prior to departure.
- **No Change Fee**
- **“No Show” Policy:** If not canceled before the scheduled departure from the origin, the ticket is forfeited and no funds can be applied toward future travel.

## Reward Ticket Cancellations & Modifications

The following applies to tickets redeemed using Amtrak Guest Rewards points:

### One-Way, Round-Trip, or Multi-Segment Reward Travel

- **Cancellations:** A 10% points penalty is assessed for any refund (redeposit) to the Member account. If canceling a non-sleeper ticket within 24 hours prior to departure, or a sleeper ticket within 14 days prior to departure, an additional "close-in" penalty of 10% of the points redeemed will be collected (waived for Select Executive members).

- **Modifications:** A points difference (to new, prevailing fare) will apply in all cases with a 10% points penalty withheld on any fare difference returned to member. If modifying a non-sleeper ticket within 24 hours prior to departure, or a sleeper ticket within 14 days prior to departure, an additional "close-in" penalty of 10% of the points redeemed will be collected (waived for Select Executive members).

### Multi-Ride (Six-Ride, Ten-Ride) Reward Tickets

- **Cancellations:** Points are refunded minus a 10% points penalty if unused and unexpired. Points are non-refundable if first trip is used or if ticket is expired.
- **Modifications:** Before first ride, a full exchange in point value will be issued without penalty. No exchange in point value after first ride or after expiry—whichever comes first.

### Monthly Pass Reward Travel

- **Cancellations:** Points are refunded minus a 10% point penalty prior to first day of valid month. Redemption is non-refundable on or after first day of valid month.
- **Modifications:** Full exchange in point value prior to valid month. No exchange in point value on or after first day of valid month.

See the [Amtrak Guest Rewards Redemption Guidelines](#) for complete details on booking, canceling or modifying reward ticket reservations.

### Multi-Ride Tickets

A cancellation fee applies to all multi-ride refunds. Refunds may be restricted if the multi-ride ticket was paid for with a tax-free transit subsidy.

### Monthly Ticket Refund Policy

Refund Request Date	Amount of Refund	Exchange Value
Before valid month	Full refund, less 25% cancellation fee	75%
Day 1 through day 10 of valid month	50% refund, less 25% cancellation fee	50% exchange value, less 25% cancellation fee
On or after day 11 of valid month	Non-refundable	None

### Ten-Ride and Six-Ride Ticket Refund Policy

Number of Rides (punches) Taken	Amount of Refund	Exchange Value
None	Full refund, less 25% cancellation fee	75%
One or more	Non-refundable	None

### Multi-Ride Tickets Sold for Other Carriers

The refund policies for multi-ride tickets sold by Amtrak for other carriers (such as MARC and Shore Line East) are determined by the carrier.

## **Vehicles and Add-on Fees**

The refund policy is that of the customer ticket with which the vehicle (automobiles, motorcycles) or add-on (golf bags, bikes, pets.) fee ticket is associated. Example: Sleeper and automobile on Auto Train. The sleeper refund policy also applies to the automobile ticket.

## **Boarding Late or Leaving Early, Downgrading**

No refund or exchange credit is given if a customer boards a train at a station beyond, or detrains at a station before, the station from or to which he or she was reserved, or if the customer downgrades accommodations on the train. To receive a fare adjustment the customer must change the reservation before the train departs the original boarding station of that train. This restriction will not apply if there is a service disruption. Customers who downgrade accommodations or reduce the number in their party on board trains must obtain a Refund Authorization Form from the conductor.

## **Refund Calculations**

Refund rules are applied based on the scheduled departure for the first segment in a trip and are calculated for the total fare paid for each trip. A "trip" is a grouping of continuous travel.

Example: A booking Wilmington → Washington → Chicago → Seattle with same-day connections is one trip.

When a trip consists of multiple classes of service, the refund policy is applied to the entire trip based on the primary class of service, which is determined in the following order:

1. Sleeper Accommodations
2. Acela Express First Class and Non-Acela Business Class
3. Reserved Coach and Acela Express Business Class
4. Advanced Purchase Fare
5. Unreserved Coach

Example: If a trip includes both reserved coach and sleeper. The sleeper refund policy applies to the entire trip.

## **Additional Information**

1. Cancellation fees have a minimum of \$5.00 and a maximum of \$250.00 per transaction (maximum of \$250.00 does not apply to monthly or multi-ride tickets).
2. An Amtrak ticket becomes non-refundable, not valid for carriage and has no exchange value, after one year from the date payment was made for that ticket (or other period if so endorsed on the ticket). An eVoucher or other exchange credit is valid for one year from date of issue.
3. If a customer does not take the entire trip paid for, the remaining ticket value is calculated by subtracting the fare for any travel already taken from the total amount paid. The refund policy applies as soon as payment is made, whether or not any ticket is printed, and applies to entire fare paid including both rail fare and any accommodation charge. The Amtrak refund policy is subject to change at any time.

4. eTickets and tickets purchased through other prepaid programs are considered "paid for" and subject to the refund policies of any component rail fare, customer type discount, and/or promotional discount, even if paper value tickets have not yet been printed.