



INFORMATION ANNOUNCEMENT

Andrew M. Cuomo
Governor

RoAnn M. Destito
Commissioner

New Amtrak Cancellation and Refund Policy

Effective March 1, 2014, in order to be eligible for a full refund, Amtrak is requiring all reservations to be cancelled at least 24 hours in advance of the train's scheduled departure time. The new policy will affect both existing reservations and new reservations for travel beginning on or after March 1, 2014. Travelers unable to obtain a refund may be liable for the amount not refunded at their agency's discretion. Questions about liability should be referred to the agency's travel office.

Detailed information regarding the new Amtrak cancellation and refund policy can be found at:
<http://www.amtrak.com/refund-and-exchange-policy>

If you have any questions regarding this announcement, please contact the BSC Travel Unit at (518) 457-4272 or OGSTravel.Unit@ogs.ny.gov.

Release Date: February 4, 2014

For more information visit the BSC website or contact the BSC today!

Email: bsc@ogs.ny.gov

Tel: (518) 457-4272

Website: <https://bsc.ogs.ny.gov>