



## Information Announcement

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# Amtrak Refund/Exchange Policy Changes

**January 29, 2018**

Effective January 7, 2018 the Amtrak refund and exchange policies for existing tickets and all new tickets have changed as outlined below.

The new Amtrak refund/exchange policy for **single** government tickets is:

- Tickets cancelled more than **8 days** prior to departure – full refund, no fee.
  - This is a change from the previous **48-hour** notification that was required for a full refund.
- Tickets cancelled **8 days or less**, up to departure – refund less **25 percent** fee OR full value to eVoucher.
  - This is an increase from the previous **20 percent** fee.
- No-show – forfeit all funds.

The new Amtrak refund/exchange policy for **Multi-Ride** Government eTickets:

- If none of the rides are used, full refund, less a **25 percent** administrative fee, exchange is allowed.
  - This is an increase from the previous **20 percent** fee.
- If one or more rides are taken, no refund or exchange is allowed.

For more information on tickets please visit our website at the links below.

- Single Ticket Rates and Rules: <https://ogs.ny.gov/BU/SS/Trav/Amtrak.asp>
- Multi-Ride eTicket Rates and Rules: <https://ogs.ny.gov/BU/SS/Trav/AmtrakMultiRide.asp>

If you have any questions regarding the new Amtrak policies, please contact Amtrak customer service at (800) USA-RAIL or (800) 872-7245.