



Amtrak Refund & Exchange Policy Changes Effective August 15, 2016

Dear Corporate Travel Partner:

Effective August 15, 2016, Amtrak will be making some modifications to its Refund & Exchange Policy. These changes will impact all of our customers - including those booked under Acela Express® Corporate Travel Incentive Agreement.

In anticipation of questions you may receive from travelers as a result of these changes, here is a summary chart which highlights what will be changing on August 15:

What is changing	Current policy	Policy August 15, 2016 and after
Refund fee, wherever it applies	10% of amount refunded in cash, check or credit card credit*	20% of amount refunded in cash, check or credit card credit*
Reserved coach and Acela Express business class (except Flexible fares)	Cancel 24 hours before departure to avoid refund fee	Cancel 48 hours before departure to avoid refund fee
Touring passes (USA Rail Pass and California Rail Pass)	Cancel one day before departure to avoid forfeiting amount paid	Cancel two days before departure to avoid forfeiting amount paid

For reservations made August 14, 2016 or before, the former policies ("current policy" in the table above) may be applied. If the reservation was created or changed on August 15, 2016 or after, the new refund policies apply. All other refund policies will remain unchanged.

Visit <http://www.amtrak.com/refund-and-exchange-policy> for more information on Amtrak's Refund and Exchange policy.

We thank you for your continued support of Amtrak and look forward to satisfying your travel needs in the future.

Sincerely,

Amtrak Northeast Corridor Sales & Marketing