

# eTicketing Available Aboard All Amtrak Trains

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## Starting July 30, 2012



To provide passengers with a more convenient way to book and change reservations, Amtrak will offer eTickets aboard all trains starting July 30. Thruway buses in California are in the process of converting to eTicketing, and will all be eTicket enabled over the fall of 2012. So far, five Thruway bus routes in California (out Sacramento and Hanford) offer eTicketing. Please confirm with Amtrak which Amtrak California Thruway buses are eTicket enabled. Thruway Services outside of California are not eTicketing enabled at this time.

### Making Changes to Your eTicket Reservation

If you have an eTicket and your travel plans change, please remember the following:

- **Reserved Trains (most trains are reserved):** Your eTicket is only valid for the train listed. If you have an eTicket and need to make changes to your reservation, you must call Amtrak at 1-800-USA-RAIL (1-800-872-7245), or speak to a ticket agent at the station **before** the train or Thruway service you originally booked on has departed. Reservation made using our iPhone app or through Amtrak.com can also be changed through the app or on Amtrak.com.

If you do not board your train or Thruway service, your entire reservation from that point will be cancelled; and some or all of the money paid will transfer to an eVoucher. If you board a different train without notifying Amtrak, you will have to pay for it separately. The conductor cannot apply the money paid for your prior reservation. Additionally, refund restrictions and penalties for failure to cancel may apply.

- **Unreserved Trains:** Please note how eTicketing works on unreserved trains. eTickets for coach seats on unreserved trains (*Capitol Corridor, Pacific Surfliner, Hiawatha Service and Keystone Service* between Harrisburg and Philadelphia) may be used on most unreserved trains on the same route within one year of purchase, unless the fare paid specifies a shorter period of validity or contains restrictions regarding the trains on which it can be used. Note that *Pacific Surfliner* and *Keystone Service* trains require reservations during Thanksgiving.

### If You Can't Print Your eTicket After Changes are Made

- If you make last-minute changes or can't print your eTicket, you can obtain an up-to-date eTicket at a Quik-Trak kiosk using your reservation number or your credit card to find your reservation, or, if available, from an Amtrak ticket agent. Your revised eTicket reservation can also be displayed on your smartphone and presented to the station gate agent or conductor, if you are boarding the train booked in your most current reservation.

Thank you for traveling with Amtrak. For complete details on the eTicketing policy and procedures, visit [Amtrak.com/eTicketing](http://Amtrak.com/eTicketing) or speak with an agent at an Amtrak ticket office.

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