Welcome Aboard!
Amtrak Training 2009

• Overview
• Products
• Accommodations
• Trains & Routes
• e-ticketing
• Refund Policy
• Extra Travel Information
The Amtrak Experience

• The train is part of the vacation experience
• Amtrak is the blending of the words America and Track
• The railroad is also known as the National Railroad Passenger Corporation
Benefits of (Amtrak) Rail Travel

- Freedom to relax, move around, meet people and make new friends
- There is unrivaled scenery at “see” level
- There are several dining options
- Most of all there is quality of time for conversation, observation & introspection
Amtrak Network

• Nationwide rail network
  – 500 destinations
  – 46 states
  – Over 21,000 miles of routes

• National Long-Distance Service
  – 15 long-distance trains
  – 18,500 route miles
  – 39 states
  – Usually provide single daily departure

• Corridor Trains (Medium and Short Distance)
  – 23 states, primarily Northeast, Midwest and along Pacific Coast
  – Connect high density city business centers
  – 6,000 mile route system
  – Frequent departures

• Thruway Services
  – Non-rail
  – Charter Transportation (by Amtrak)
Products

- USA Rail Pass
- Tickets

All products will be sold as e-tickets and must be picked up/printed at the station.
USA Rail Pass

- USA Rail Pass
  - 8 segments / 15 days
  - 12 segments / 30 days
  - 18 segments / 45 days

“Passholder” reservations (for each segment) must be made directly with Amtrak:
1-800-USA-RAIL (1-800-872-7245)
Children & Discount Programs

• Amtrak Child Policy
  – Children aged 2-15: Children 2 to 15 years old ride for half-price when accompanied by a full fare-paying adult. Two children are permitted per adult fare.
  – Children under 2: One child under 2 years old may ride free with each fare-paying adult.

• Amtrak Discount Programs (AAA, ISIC, etc)
Accommodations

• Coach Class
  – Reserved Coach Seats
    • Advanced reservations required
  – Unreserved Coach Seats
    • On certain short-distance routes, coach seating is unreserved.

Reserved Coach Seat
  DETAILS AND AMENITIES
  Reservations are required for coach travel on all trains that operate with overnight service (for both daytime and overnight travel) and on many shorter distance trains as well. Please make your reservations in advance for these reserved trains.

Unreserved Coach Seat
  DETAILS AND AMENITIES
  On certain short-distance routes, coach seating is unreserved. Unreserved seats are available to boarding passengers on a first-come, first-served basis. While every effort is made to provide seats for every passenger on unreserved trains, seating is not guaranteed.
Accommodations - Upgrades

• Upgrade to Business Class Seats
  – Business Class is the minimum class of service on Acela Express.
• On Acela Express trains, you can upgrade to First Class service.
• Overnight accommodations

Business Class Seat

DETAILS AND AMENITIES

Business Class is the minimum class of service on Acela Express and is offered as an upgrade to Coach Class seating on many of our long-distance and short-distance trains. Every seat is reserved, with ample legroom and many amenities.

Amenities vary, and may include:

► Standard AC electrical outlets for every pair of seats
► A complimentary non-alcoholic beverage served in the Café Car (Available on many short-to medium-distance trips. Not available on Acela Express.)
► Conference tables
► Complimentary newspaper (on some trips)
Accommodations - Overnight

• Overnight accommodations are upgrades
• Three types offered
  – Roomette
  – Bedroom
  – Accessible Bedroom
• Amenities vary by train
• Meals are included with reservation of sleepers, not seats
Train Types

• Acela Express (High Speed)
• Auto Train
• Long Distance Trains
  – Viewliner
  – Superliner
• Short and Medium Distance Trains
  – Northeast Corridor & Regional Trains
Amtrak Premium Train Service

The Acela Express Route:
Boston - New York - Philadelphia - Baltimore - Washington, DC

Acela Express offers convenient daily service to all major Northeast cities, ensuring you will get to your destination quickly, safely, and comfortably!
Acela Express

- Boston-New York-Washington, DC
- 1st Class and Business Class
Acela Express: Business Class

Enjoy Business class seating!
- comfortable reclining seats
- ample legroom
- fold-down tray tables
- overhead luggage racks
- overhead reading lights

**seat dimensions:**
Our comfortable Business class seats provide plenty of legroom and many amenities!
- seat height = 31"
- seat width = 21"
- seat pitch = 42"
Acela Express: First Class

• Complimentary meals, beverages and newspaper
• Access to ClubAcela® lounges
Acela Express Café Car

- Wide variety of sandwiches and light meals
- Snacks including cookies and chips
- Beverages including beer and wine

The Café Car offers a bistro like setting for casual dining & socializing:

- Capacity for 34 passengers
- Lounge area with pedestal seating
Auto Train

• Auto Train takes you and your vehicle non-stop to and from the Washington, DC area to Florida
• Coach and Sleeping Car accommodations available
• Meals included for all passengers
Auto Train
Long Distance Trains: Viewliner

• Most long distance trains in the East use Viewliner equipment
  – Single level cars featuring coach and sleepers
  – Dining and lounge car services are available
  – 3 room types
Viewliner Routes

1. Crescent
2. Cardinal
3. Lake Shore Limited
4. Silver Service/ Palmetto
Viewliner Accommodations

- 3 room types + connecting room
- Coach seats also available

<table>
<thead>
<tr>
<th>On Viewliner Trains</th>
<th>Recommended Capacity</th>
<th>Number of Beds</th>
<th>In-room Toilet?</th>
<th>In-room Shower?</th>
</tr>
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<tbody>
<tr>
<td>Roomette</td>
<td></td>
<td>2 Adult</td>
<td>1</td>
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</tr>
<tr>
<td>Bedroom</td>
<td></td>
<td>2 Adult</td>
<td>1</td>
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</tr>
<tr>
<td>Bedroom Suite</td>
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<td>2</td>
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Viewliner Accommodations

- Roomettes (green)
- Bedroom (blue w/purple = bedroom suite)
- Accessible Bedroom (yellow)
- Bathroom/Showers (pink)
Viewliner Roomette

The Viewliner Roomette is designed for one or two passengers, with comfortable reclining seats on either side of a sweeping picture window. At night, the seats convert to a bed, and an upper berth with its own picture window folds out from the upper wall.

**Dimensions**

**Room:**
3'6" x 6'8"

**Lower Berth:**
2'4" x 6'6"

**Upper Berth:**
2'4" x 6'2"

Capacity for two small suitcases and garment bag.

**Details and Amenities**

- Meals included
- Two berths (upper and lower)
- Two reclining seats which convert to a bed; upper berth which folds down from wall
- Picture window
- Sink and toilet in room
- Showers nearby
- Electrical outlets
- Climate control
- Individual reading lights
- Garment rack
- Fold-down table
- Fresh towels and bed linens
- Soap and shower amenities
- Personal service (turn-down, coffee, paper, make-up bed)
- Bottled water
- Daily newspaper
Viewliner Bedroom

The Viewliner Bedroom is designed for two passengers (but can accommodate three in a pinch). The Viewliner Bedroom is a step up from the Viewliner Roomette, and offers a private, self-enclosed toilet and shower in the cabin. Like the Roomette, the Bedroom has comfortable reclining seats on either side of a sweeping picture window. At night, the seats convert to a bed, and an upper berth with its own picture window folds out from the upper wall.

Dimensions

Room: 6'8" x 7'1"

Lower Berth: 3'4" x 6'0"

Upper Berth: 2'4" x 6'2"

Capacity for two suitcases

Details and Amenities

► Meals included
► Space for two adults (maximum of three, with two children or smaller persons sharing the lower berth)
► Private enclosed restroom in cabin with sink, vanity, toilet
► Private, self-enclosed shower in the cabin
► Upper and lower berths
► Sofa (converts to lower berth)
► Upper berth folds down from wall
► Separate armchair
► Can be combined in to a Suite
► Electrical outlets
► Climate control
► Individual reading lights
► Garment rack
► Fold-down table
► Fresh towels and bed linens
► Soap and, shower amenities
► Personal service (turn-down, coffee, paper, make-up bed)
► Bottled water
► Daily newspaper
Viewliner Accessible Bedroom

Our Viewliner Accessible Bedroom is designed for easy access. The room can accommodate a maximum of three adults, but is best suited to two adults (one passenger with a mobility impairment and a companion). The room includes a sofa with seating for three, plus an upper and lower berth for sleeping. Upper and lower windows allow impressive sightseeing opportunities from both berths. A curtained window facing the aisle provides additional light when desired.

Dimensions

Room: 6'8" x 7'1"

Lower Berth: 3'4" x 6'0"

Upper Berth with Steps: 2'4" x 6'2"

Capacity for wheelchair, two small suitcases and garment bag

DETAILS AND AMENITIES

- Meals included
- Space for up to three adults
- Wheelchair accessible restroom separated by movable partition in cabin with sink, vanity, toilet
- Wheelchair storage space
- Attendant call buttons in bedroom and restroom
- Sofa with seating for three
- Upper and lower berths
- Electrical outlets
- Climate control
- Video display
- Individual reading lights
- Garment rack
- Fold-down table
- Fresh towels and bed linens
- Accessible shower on same level
- Personal service (turn-down, coffee, paper, make-up bed)
- Meals served in Dining Car or attendant will serve in room
- Bottled water
- Daily newspaper
Long Distance Trains - Superliner

- Long distance trains west of Chicago use Superliner equipment
  - Bi-level coach and sleeping cars
  - Sightseer lounge
  - Dining Car service
  - 3 room types
Superliner Routes

1. California Zephyr
2. Empire Builder
3. Southwest Chief
4. Texas Eagle
5. Capitol Limited
6. Sunset Limited
7. Coast Starlight
8. City of New Orleans
Superliner Accommodations

- Five room types
- Coach seats also available

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Superliner Accommodations

**Upper level**
- Roomettes (green)
- Bedrooms (blue)
- Bedroom Suite (purple)
- Bathroom/Shower (pink)

**Lower level**
- Roomettes (green)
- Family Bedroom (yellow)
- Accessible Bedroom (purple)
- Shower & Changing Rooms (pink)
Superliner Roomette

Dimensions
Roomette: 3'6" x 6'6"
Lower Berth: 2'4" x 6'6"
Upper Berth with Steps: 2'0" x 6'2"
Capacity for two small tote bags

Details and Amenities
- Meals included
- Picture window
- Two reclining seats which convert to a bed; upper berth which folds down from wall
- Available on both upper and lower levels of the Superliner
- No in-cabin toilet or shower; restrooms, showers nearby in same train car
- Electrical outlets
- Climate control
- Individual reading lights
- Garment rack
- Fold-down table
- Fresh towels and bed linens
- Soap and shower amenities
- Personal service (turn-down, coffee, paper, make-up bed)
- Bottled water
- Daily newspaper
Superliner Family Bedroom

Family Bedroom:
5'2" x 9'5"

2 Adult Berths with Ladder
Lower Berth: 3'4" x 6'3"
Upper Berth: 2'4" x 6'2"

2 Child Berths
Lower Berth: 2'3" x 4'9"
Upper Berth: 2'0" x 4'7"
Capacity for two to three suitcases

Details and Amenities

- Meals included
- Space for up to two adults and two children
- Upper and lower berths
- Sofa (converts to lower berth)
- Two reclining seats (convert to a bed)
- Electrical outlets
- Climate control
- Individual reading lights
- Garment rack
- Fold-down table
- Fresh towels and bed linens
- Soap and shower amenities
- Toilet and shower available nearby in same train car
- Personal service (turn-down, coffee, paper, make-up bed)
- Bottled water
- Daily newspaper
Superliner Bedroom

**Bedroom:**
6'6" x 7'6"

**Lower Berth:**
3'4" x 6'3"

**Upper Berth with Ladder:**
2'4" x 6'2"

Capacity for two suitcases

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**DETAILS AND AMENITIES**

- Meals included
- Designed for two passengers
- Large picture window
- Upper and lower berths
- Armchair and sofa (converts to lower berth)
- Private sink, vanity, private toilet and shower
- Electrical outlets
- Climate control
- Individual reading lights
- Garment rack
- Fold-down table
- Fresh towels and bed linens
- Soap and shower amenities
- Personal service (turn-down, coffee, paper, make-up bed)
- Bottled water
- Daily newspaper
Superliner Accessible Bedroom

• The Superliner Accessible Bedroom is a lower-level room that provides ample space for a wheelchair. The room spans the entire width of the train and is designed for use by two adults: a passenger with a mobility impairment and a companion.

• Can only be booked by Amtrak

**Dimensions**

**Room:**
6'9" x 9'5"

**Lower Berth:**
2'4" x 6'6"

**Upper Berth with Steps:**
2'0" x 6'2"

Capacity for wheelchair and two suitcases

**Details and Amenities**

- Meals included
- Space for two passengers
- Ample space for a wheelchair
- Wheelchair accessible private toilet and sink separated by a privacy curtain
- Attendant call buttons in both bedroom and restroom areas
- Windows on both sides of cabin
- Upper and lower berths
- Electrical outlets
- Climate control
- Individual reading lights
- Fresh towels and bed linens
- Accessible shower on same level
- Personal service (turn-down, coffee, paper, make-up bed)
- Bottled water
- Daily newspaper
Dining Services

- On Long Distance trains all passengers can enjoy meals at tables in the Dining Car
- Variety of menu options for breakfast, lunch and dinner
- Meal is included with Sleeping Car ticket
Dining Services – Lounge Car

• Socialize with other passengers in a casual atmosphere, where you can enjoy beer, wine, sandwiches and other snacks.
Sightseer Lounge
Medium/Short Distance Service

• Business Class
  • On regional and many short to medium distance trains
  – More leg room
  – Complimentary non-alcoholic beverages
  – Newspaper

• Coach
  – The most economical way to travel

**Business Class Features:**
- Comfortable headrests and footrests
- Fold-down tray tables
- Overhead reading lights
- Overhead luggage racks

**Coach Class Features:**
- Big, comfortable seats
- Fold-down trays
- Individual reading lamps
- Ample legroom
Short to Medium Routes in the East

1) Downeaster
2) The Maple Leaf
3) Adirondack
4) Vermonter
5) Northeast Corridor

*Regional / Corridor trains
Short to Medium Routes in the Midwest

1. Missouri River Runner
2. Michigan Services
3. Hiawatha
4. Illinois Zephyr/Carl Sandburg, Illini Service/The Saluki, Lincoln Service
5. Heartland Flyer
e-tickets

Quik-Trak Locations:
- Baltimore
- Boston
- BWI Airport
- Chicago
- Los Angeles
- New York
- Oakland
- Philadelphia
- Portland
- Sacramento
- Seattle
- Washington
- Wilmington

Credit Cards Accepted:
- Mastercard
- Visa
- American Express
- Discover
- Diner’s Club
- and most debit cards
Refund Policy

- **Passes / Tickets / Upgrades / Accommodations**
  - The USA Rail Pass is only refundable before travel begins.
  - The pass, and all tickets issued with the pass, must be turned into an Amtrak ticket agent no later than the day before the date of the first use written on the pass. A cancellation fee may apply.
  - Substantial cancellation fees apply when sleeping accommodations are canceled less than 24 hours in advance.
Travel Information Review

• Quiet Cars
  – Many short to medium distance trains have a Quiet Car where customers are asked not to use cellular phones, pagers or the sound features of laptop computers, and to speak only in subdued tones.
  – This provides a quiet atmosphere for those who want to work or rest without distraction.
Travel Information Review

• Passenger ID:
  – Amtrak passengers are required to produce photo identification when picking up tickets, checking baggage and traveling on board Amtrak trains. Valid Photo ID includes a Valid Passport.

• Baggage:
  – Carry-on is limited to two pieces per passenger. Luggage may not exceed 50 lbs. per piece and must not exceed 28”x22”x14” in size. Checked baggage is available at many stations and on many trains. Three bags can be checked. All bags must be visibly tagged with passenger information.
Travel Information Review

• Phone Service
  – Unrestricted use of personal cell phones (except Quiet Car). Many trains also have Railfone service which requires a major credit card to use.

• Amtrak Lounges
  – Comfortable waiting area at major Amtrak stations for First Class and Sleeper Car Passengers. Friendly staff, complimentary soft drinks, juice, pastries and snacks, comfortable seating, television monitors and more.
Travel Information Review

- **Coach Seating**
  - reservation required on most trains; first-come, first-served basis. On long distance trains, the conductor may assign seats. A pillow is provided for long distance trains.

- **Connecting Bedrooms**
  - bedrooms on Superliner and Viewliner equipment can be combined to create one large room for parties with more than two passengers.
  - A/B on Viewliner
  - B/C & D/E Superliner
For More Information…

• www.amtrak.com
  – Traveling with Amtrak
  – Download Brochures & Route Guides
Thank you for your attention!