



## Amtrak Sets a New Standard of Travel

Amtrak is leading the way by setting a new standard of travel with enhanced safety and cleaning measures. In an effort to simplify and safeguard the travel experience, several cleaning, contact-free and convenience measures have been implemented into every part of the customer journey — from time of booking to the moment of arrival.

With a full-time medical director and public health and safety team who have been on the front lines throughout the COVID-19 outbreak, we have studied, analyzed and made improvements to the Amtrak travel experience – from beginning to end – for the safety and health of our people and travelers.

Amtrak continues to evaluate current practices and launch new initiatives to support personal safety. For more information, follow Amtrak on social media, sign up for Amtrak Guest Rewards and stay updated on the latest news and important information on our services.

Learn more about the important [Amtrak Guest Rewards](#) updates we have made in response to COVID-19.



Click [here](#) to watch a video showing what to expect when you travel on Amtrak



## Amtrak Travel Updates

### Amtrak Guest Rewards:

- **Coupons:** We have paused coupon expiration through September 25, 2020.
- **Points:** We have paused point expiration through September 25, 2020.
- **Tier Status:** For members with tier status, status will be extended for an additional year, through February 28, 2022.
- **Lounge Access:** Amtrak Guest Rewards® World Mastercard® holders have lounge access through August 31, 2020.
- **Travel Flexibility:** We are waiving change fees on all existing or new reservations made before August 31, 2020, including reservations booked with points.

### When You Book:

- **Trip flexibility:** Amtrak is waiving all change and cancellation fees for reservations made by September 30, 2020. This includes reservations booked with points. To modify a reservation, log in to your account, go to 'Modify Trip' on Amtrak.com, or find your reservation from your account on the home screen in the Amtrak app. A fare difference may apply to your new itinerary. If you want to cancel your reservation without a fee, you must call 1-800-USA-RAIL and speak with an agent (not available via Amtrak.com or the Amtrak app).
- **Limiting bookings:** We are limiting bookings on most trains to allow for more physical distancing in seating areas. Individuals traveling alone may use the seat next to them for personal belongings, while friends and family members will easily find seats together.
- **Private rooms:** Offered on many routes, a private room is the perfect option for customers seeking privacy and space on a short trip and added comfort and amenities when traveling overnight.
- **State travel restrictions:** Before traveling on Amtrak, make sure that you have reviewed any advisories or restrictions that may be in place for travel to your destination. Learn more about [state-specific travel restrictions](#).
- **Amtrak RideReserve:** To allow all customers to distance themselves from each other onboard, monthly, ten-ride and six-ride [multi-ride ticket](#) holders will need to confirm their travel on reserved services using [Amtrak RideReserve](#) prior to traveling.

### Enhanced Station Procedures:

- **Station Arrival:** Except for the Auto Train, customers are encouraged to arrive 30 minutes before departure and 60 minutes if in need of ticketing and/or baggage assistance. Priority boarding will be discontinued and boarding procedures will be adjusted at stations in Washington, DC, Chicago, Philadelphia, and New York Penn Station.
- **Seamless gate service:** To reduce crowds at departure boards, Amtrak app users automatically receive boarding gate and track information via push notification at select stations.
- **Enhanced cleaning protocols:** Amtrak has enhanced cleaning frequency and retrofitted protective plastic barriers where necessary. Commonly used surfaces in stations such as door handles, counter tops, seating areas and Quik-Trak kiosks are cleaned with EPA-registered disinfectants.
- **Physical distancing:** Signage has been displayed at our busiest stations to indicate safe distances in high traffic areas. In addition, protective plastic barriers have been installed at customer counters at our busiest stations.



- **Facial coverings:** For your well-being and ours, Amtrak requires that all customers and employees wear a face mask or covering that fully covers the entire mouth and nose while onboard and in stations. If a customer has a medical condition that makes the customer unable to wear such a standard face covering, a facial shield is an appropriate substitute. Children under 2 years old are exempt from wearing a face covering. Amtrak reserves the right to remove a customer or ban them from future travel in the event of noncompliance with Amtrak's face covering policy.

#### Contact-free travel:

- **Amtrak app:** The Amtrak app makes contact-free travel easy. Customers can book, board, check train status and access information from the convenience and safety of a mobile device. Amtrak encourages boarding with eTickets, which conductors scan from the Amtrak app.
- **Seamless gate service:** To reduce crowds at departure boards, Amtrak app users automatically receive boarding gate and track information via push notification at select stations.

#### Onboard:

- **Facial coverings:** Amtrak requires that all customers and employees wear a face mask or covering that fully covers the entire mouth and nose while onboard and in stations. Face coverings can be removed when customers are in their private rooms. If a customer has a medical condition that makes the customer unable to wear such a standard face covering, a facial shield is an appropriate substitute. Children under 2 years old are exempt from wearing a face covering. Amtrak reserves the right to remove a customer or ban them from future travel in the event of noncompliance with Amtrak's face covering policy.
- **Enhanced cleaning protocols:** Amtrak is following industry recommendations for deep cleaning and sanitizing of its trains prior to service, with additional en-route cleaning to disinfect restrooms and frequently touched surfaces along the journey.
- **Limiting bookings:** We are limiting bookings on reserved trains to allow for more physical distancing in seating areas. Individuals traveling alone may use the seat next to them for personal belongings, while friends and family members will easily find seats together.
- **Air Quality:** All of our trains are equipped with onboard filtration systems with a fresh air exchange rate every 4-5 minutes.
- **Reducing exposure:** All non-safety materials have been removed from seatback pockets.
- **Handwashing:** Available in each car's restroom, Amtrak strongly encourages washing hands thoroughly with soap and water.
- **Contactless movement onboard:** To move between cars, customers can use an "automatic door open" button with their foot.
- **Upon arrival:** When the train is approaching a destination, conductors will make announcements regarding where and when customers can disembark to minimize door crowding.

#### Food & beverage:

- **Café service:** When Café service is available, seating in the café will be closed and offered as carryout only. Customers can bring items back to their seats or private rooms.
- **Physical distancing:** For customers placing orders in the cafe, signage and markers promoting physical distancing leading up to the café counter have been added.



- **Protective barriers:** For added protection, protective plastic barriers are being installed at café countertops.
- **Flexible dining:** Amtrak is temporarily offering flexible dining service on all long-distance routes (except Auto Train) and encouraging customers in private rooms to opt for room service.
- **Dining and lounge seating:** Dining and lounge seating will remain available on select long distance routes with physical distancing protocols in place.

### Learn About Amtrak's Air Filtration System

All Amtrak trains are equipped with onboard filtration systems with a fresh air exchange rate every 4-5 minutes. See how our sophisticated [air filtration system](#) provides fresh air onboard our trains:

