

# **IMPORTANT AMTRAK E-TICKET INFORMATION**

## **Exchanging e-ticket Tickets/Passes:**

The e-ticket voucher PNR needs to be exchanged prior to boarding. Please allow time to do this. We recommend at least 1 hour.

Sector tickets can be picked up at self service Quick-Trak kiosks (any day/time prior to travel) or at any ticket office located at all major Amtrak stations- just use your credit card to activate the kiosk and enter your 6 digit e-ticket voucher reservation number. YOUR CREDIT CARD WILL NOT BE CHARGED. The Quick-Trak Kiosk will print your tickets.

Rail Passes can only be picked up at any staffed Amtrak Station, and the pickup location must be advised at time of booking. Further information and train station addresses can be found by visiting [www.amtrak.com](http://www.amtrak.com), clicking on the 'stations' tab, and loading the 3 digit Pickup station code.

## **Basic Document Requirements:**

If your trip involves an International border crossing, you must carry with you proof of citizenship, and proof of identity.

Amtrak requires passengers to carry a passport at all times as proof of identity.

## **Reservations:**

Seats/sleepers are subject to availability and booking in advance is recommended so you secure the best rate and dates/times you require. You have several different options for reserving your trains.

**In Australia:** Rail Plus can make reservations for you up to 11 months in advance.

**In America:** Over the phone: This is the best way to make reservations locally. You can get information and make reservations 24 hours a day by calling 1-800-USA-RAIL (1-800-872-7245). 'Julie', Amtrak's automated voice-activated agent, is happy to help. Or, if you need live, personal assistance, just say 'agent' or press the 'O' button on your telephone. Due to the length of time it can take to make all your reservations, Amtrak advise this method of booking as the best. Making reservations in advance is advised.

**In America:** At the station: You can also make reservations in person at any staffed Amtrak station. Due to the booking process this can be a lengthy process and this is why Amtrak recommend calling the 1-800 number. Passengers should not turn up just before a train is due to depart as there is a possibility that the booking transaction will not be completed in time and you will miss the train's departure.

## **Basic Document Requirements:**

If your trip involves an international border crossing, you must carry with you both:

Proof of citizenship, and  
Proof of identity

## **A new procedure in effect on border crossings between Canada and America:**

Visitor's carrying a foreign passport and/or who are required to complete a form I-94 are enrolled in US-Visit at the secondary inspection area. (This does not apply to most Canadian Citizens or, initially, to Mexican Citizens who use their border crossing cards or "laser visas").

A 10-finger scan will be required for all first time visitors to the US. Subsequent entries and exits by the same person at air, sea and land border ports will require 2-finger scans for verification.

Visitors will also have a digital picture taken. US Customs and Border Protection officers will review travel documents and ask questions about the visitors stay in the United States. This process should take about 4 minutes per passenger.

An additional fee of \$6.00 (payable in US currency, a US postal money order, a personal check drawn on a US bank, a Canadian money order issued in US funds, or a US dollar traveler's check) will be collected by the border agents.

**US and Canadian Citizens:** We strongly recommend that US and Canadian citizens carry a passport.

If you do not have a passport, we require that you have a certified copy of a birth certificate and current, valid government-issued photo identification.

**Citizens of other countries:** We require that citizens of all other countries carry a passport. Additionally, in many cases, you must obtain a visa prior to travel and carry it with you.

**Passengers under 18 (not traveling with both parents):** We require that passengers under 18 years old (if not traveling with both parents) carry a notarized letter from any parent or legal guardian not present which gives permission for the child to cross the border. This letter must include the address and telephone number of the parent or parents not present.

If one parent is deceased, a copy of that parent's death certificate will minimize questions and delay. Please contact the appropriate government agency for additional information.

### **Date of birth information and full legal name required**

Information required: When your trip includes a border crossing, Amtrak and VIA Rail Canada will ask you for your full legal name, your date of birth, country of citizenship, type of passport, passport number, passport expiry and gender of each person traveling with you.

We cannot issue tickets, nor can we accept payment, until this information is supplied.

Inaccurate information in the reservation will subject you to inspection and questioning at the border. Please make sure you supply us with complete and accurate information.

**How we use this information:** This information will be entered into your reservation record and supplied to Customs and Immigration officers in order to facilitate clearance. Amtrak will not use this information for any other purpose.

**Country of citizenship:** The term "country of citizenship" in most cases means the country that issued your passport, or that considers you its citizen. It is not necessarily your country of birth or country of residence.

### **No guarantee of entry**

Permission to enter the United States or Canada is solely at the discretion of Customs and Immigration officers. Accordingly, possession of required documentation and the provision of a date of birth and country of citizenship in no way guarantees entry into the United States or Canada.

Neither Amtrak or VIA Rail Canada, nor any other carrier, is in any way liable in the event that you are denied entry, nor can trains or buses be delayed at the border if you are detained for lengthy inspection or questioning.

### **Delays are possible**

Please be aware that you may experience delays at border crossings. Such delays are usually due to US and/or Canadian customs and immigration procedures and are beyond Amtrak's control.

## **Baggage:**

For the safety and comfort of passengers, we strictly enforce the baggage limits stated in the guidelines below. We encourage all passengers to read these guidelines when making travel plans.

If you have any questions regarding these baggage guidelines, please call 1-800-USA-RAIL (1-800-872-7245). Please be sure that you understand and are prepared to follow all baggage guidelines before arriving at your departure station.

### **Carry on baggage**

The following guidelines apply to baggage you bring onboard with you.

**Two-piece limit:** Each passenger may bring aboard two pieces of carry-on baggage. Not included in this limit are personal items such as briefcases, purses, laptops, and infant paraphernalia such as strollers, diaper bags and car seats. Please be considerate of other passengers when stowing your carry-on bags.

**50-pound limit:** Each carry-on bag may weigh no more than 50 lbs.

**Size limit:** Each carry-on bag may not exceed 28 x 22 x 14 inches in size.

**Visible tag required:** Each carry-on bag must be visibly tagged with the name and address of the passenger. Passengers may use their own personal identification tags, or may obtain Amtrak baggage identification tags at station ticket offices, or onboard trains from a member of the train crew.

**Special items:** Ski equipment, snowboards, golf clubs and bicycles may generally only be handled as checked baggage on Amtrak trains. Items are permitted onboard when they can be safely stowed in the exterior lockers of Superliner equipment, or onboard equipment that is specifically designed to safely accommodate the storage of the items.

### **Checked baggage**

The following guidelines apply to baggage you check, and which is stored in separate baggage storage areas on a train.

**Three-piece limit:** Each ticketed passenger may check up to three pieces of luggage at no charge. You may also check up to three additional pieces upon payment of \$10.00 per piece.

**50-pound limit:** Each checked bag may weigh no more than 50 lbs. We will not accept heavier pieces.

**Size limit:** Each checked bag may not exceed 36 x 36 x 36 inches in size.

**Suitable bags:** Please be sure to pack your baggage using sturdy luggage or containers that are capable of withstanding normal handling. Please note that we do not accept plastic storage containers, lightweight suit bags, and other similar items as checked baggage.

**Baggage tags:** Attach your name and address to each item. Free identification tags are available at stations or from crew members, or you may use your own.

**Check-in time:** Please check all baggage at least 30 minutes prior to departure, and longer for special items. Baggage checked less than 30 minutes prior to departure may be delayed.

**Claiming checked baggage:** Checked baggage will be available to be claimed within 30 minutes of arrival. Always identify your baggage by the claim check numbers. Storage charges apply to baggage not claimed within 2 days of arrival.

**ID required:** To check baggage you must have a valid photo ID.

**Special items:** Amtrak accepts a number of special items such as baby strollers, bicycles, golf bags, musical instruments and skis. In most cases there is a handling charge of \$5.00 per special item.

**Bicycles:**

Contact Rail Plus before you leave Australia for more information or visit [www.amtrak.com](http://www.amtrak.com)

**Prohibited items:**

The following kinds of items are prohibited as both checked and carry-on baggage.

- Any type of gun, firearm, ammunition, explosives or weapon.
- Incendiaries, including flammable gases, liquids and fuels.
- Large sharp objects such as axes, ice picks and swords.
- Corrosive or dangerous chemicals or materials such as liquid bleach, tear gas, mace, radioactive and harmful bacteriological materials.
- Batteries with acid that can spill or leak (except those batteries used in motorized wheelchairs or similar devices for mobility-impaired passengers).
- Club-like items, such as billy clubs and nightsticks.
- Fragile and/or valuable items (including but not limited to electronic equipment).
- Animals (except service animals).
- Oversized and/or overweight items.

Please note: This is not an exhaustive list. Any item similar to those listed, even if not specifically mentioned here, is prohibited from being carried onboard or checked as baggage.

**Liability:**

**Limits:** Amtrak disclaims liability for carry-on baggage. We accept liability for checked baggage to a maximum of \$500.00 per ticketed passenger. You may declare a higher value for an item up to \$2,500.00. Payment of an applicable charge is required for such additional coverage. We disclaim liability under certain circumstances and for certain items.

**Submitting claims:** You must submit all claims within 30 days of travel. For best results, submit your claim at your arrival station. To submit a claim after you have left the station, please call 1-800-USA-RAIL (1-800-872-7245).