

Amtrak – Acela Express

Conditions valid from 01 Jan to 31 Dec 2010



I. Routes and Travel times

The Acela Express operates along the Northeast Corridor (NEC) in the Northeast United States and offers regular service between Washington, D.C. and Boston via Philadelphia and New York.

Route

Boston – New Haven – New York – Philadelphia – Baltimore – Washington, DC

Length of trip

The trains operate at a top speed of 150 mph which makes journey times shorter than before:

- Boston-New York in **3 hours**
- New York-Washington in **2h45**

Acela Express offers hourly service downtown to downtown during peak morning and afternoon rush hours between New York, Washington, DC, and intermediate cities, as well as many convenient round-trips between New York and Boston.

II. Onboard services

The Acela Express experience includes:

- A faster trip with fewer stops
- Reserved First Class and Business Class seating
- At-seat electrical outlets for your laptop or DVD player
- Adjustable lighting and large tray tables
- Conference tables
- Quiet Car

Business Class

Minimum class of service on Acela Express

- Comfortable headrests and footrests
- Ample legroom
- Conference tables or fold-down tray tables
- Overhead reading lights
- Standard AC electrical outlets for every pair of seats
- Complimentary newspaper and non-alcoholic beverage (served in Cafe Car) available on some trips.

First Class

- Spacious seating configurations
- At-seat attendant service
- At-seat meal and beverage service (hot breakfast, lunch and dinner selections)
- Access to ClubAcela lounges with a same-day Amtrak ticket in Boston South, New York Penn, Philadelphia 30th Street and Washington DC Union stations.
- At-seat standard AC electrical outlets
- Ample legroom
- Movable arm- and footrests
- Extra-large tray tables

ClubAcela Lounges

ClubAcela facilities offer a wide array of amenities and services designed for the busy business traveller:

- Complimentary soft drinks, juice, pastries, and snacks
- Comfortable, quiet lounge seating
- A selection of newspapers and periodicals

- Credit card long-distance telephones with data ports for computer usage
- Complimentary use of photocopy and fax machines
- Complimentary Internet access
- Conference rooms equipped with speaker phones and VCRs available for rental
- Information on local dining and entertainment options
- Friendly staff to assist with Amtrak reservations and ticketing

Other onboard services

- Café car, credit cards (MasterCard, American Express, Visa, and Discover) are accepted for payment in Café cars on all Acela trains.
- At Seat Cart Service on select trains in First Class

III. Individual fares

Code	Pax type	Age	Discount	Fare name in Euronet	Sales conditions
F	Adult	16 years old & more	0%	Accommodation type Adult	none
-	Infant	0 to 2 years old inclusive	Free		One infant per paying adult

PTP Pricing:

- Pricing is the combination of a Rail Fare per pax + an optional discount applied on Rail Fare according to the pax type + optional accommodation charge.
- No Roundtrip fares
- In case of multi segments, Amtrak applies per passenger an End to End Rail Fare for all the journey, an optional discount (according pax type) and optional sum of accommodation charges of each segment (according night accommodation grouping if needed).
- 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.
- One child under 2 years old may ride free with each fare-paying adult.
- Special accommodations
 - o Auto: maximum of 1 auto per passenger. Only saleable on OD Lorton, VA – Sanford, FL.
 - o Bicycle: maximum of 1 bicycle per passenger. Sealable on Conventional trains of NE Corridor.

IV. Exchange/Refund

- Before ticketing: **Amtrak PTP ticket** (Rail Fare + Accommodation charge) is 100% refundable
- After ticketing, special aftersales rules apply:
- Rail Fare (includes Unreserved, Reserved, Lower Level Coach Seats, Acela Business class):
 - o 10% penalty applies with a maximum of USD 100
- Accommodations (includes Roomette, Bedroom, Vehicle, Bicycles...):
 - o 10% penalty applies with a maximum of USD 100 if cancelled more at least 7 days prior to the TDD
 - o Only a voucher in the amount of the accommodation will be issued for future travel if cancelled between TDD-7 and TDT-1
 - o Thereafter, non refundable & no voucher will be issued
- If in USA, please advise the customer to call 1 800 872 7245 to make effective the cancellation so they can try to claim for a refund once they are back home

V. Groups

- If 10 people up to 24 are travelling together, they are considered as a group. For parties of more than 24 passengers, you must fill in the group booking request form and send it to groups@raileurope.fr

VI. Check-in procedures

- Ticket control and passport checks will occur on board the train.

VII. *Specific to this train*

- Business or First class only. No standard Class available.
- **TOD ticket.** Ticket must be retrieved locally at an Amtrak ticket window or by using one of the Quick-Trak at the station (please check the Quick-Trak document for further information on how to use).

VIII. *Seat map*

- No seat map available.

IX. *Cover to be used with this pass*

