

Holiday Travel Tips

During peak holiday travel periods, Amtrak trains and stations are generally busier than average. In some instances, when there is higher demand, Amtrak will operate schedules with additional frequencies and capacity. Regular Amtrak booking procedures apply, and some typically unreserved trains require reservations in advance of travel.

During these times, here are some travel tips to ensure a smooth trip during the holiday season:

- **Download the Amtrak app:** 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.
- **Buy Tickets Early:** Tickets will sell out quickly. Travelers can easily purchase tickets using [Amtrak.com](https://www.amtrak.com), or on the [Amtrak mobile app](#).
- **Avoid the Rush, Arrive Early:** Customers are encouraged to arrive 45 minutes before departure.
- **Capacity Indicator:** When searching for travel options, customers will see a volume percentage next to each train for helpful insight about which trains are less crowded. The percentage displayed is available in real-time when customers search for their train.
- **Seamless Gate Service:** To reduce crowds at departure boards, [Amtrak app](#) users can receive gate and track information via push notifications at select stations.
- **Enhanced Experience:** Amtrak trains feature the freedom to use electronic devices (no “airplane mode”), large spacious seats, ample leg room and no middle seat.
- **Travel with Your Furry Friend:** For as low as \$29, [cats and small dogs](#) (20 pounds or less) are welcome for trips up to seven hours on several routes.
- **Check Train Schedules:** Check holiday train schedules and status before arriving at the station on [Amtrak.com](https://www.amtrak.com), [Track Your Train](#) (on Amtrak.com), or using the [Amtrak mobile app](#).
- **Carry Photo ID:** Customers are required to show travel documents and a valid photo ID.
- **Safety First:** If you see something, say something. Report any suspicious activity or unattended items to an Amtrak employee or member of the Amtrak Police Department at (800) 331-0008, by calling 911, or by sending a text to APD11 from a smartphone, or to 27311 from a standard cell phone.

Customers can easily connect directly with Amtrak before, during and after their travels:

Amtrak App

- Download the [Amtrak app](#) for easy booking and travel updates.
- Customers may opt-in via the Amtrak mobile app to receive push notifications for information on delays, cancelations and major service disruptions. Customers can also subscribe to receive these same alerts via SMS text or email, with or without an existing reservation, at [Amtrak.com/delayalerts](https://www.amtrak.com/delayalerts)
- Whether due to a delay or cancellation, in the case that an alert impacts a customer's trip, there are several options, including the ability to self-modify travel within the [Amtrak app](#) or via [Amtrak.com](https://www.amtrak.com).

Customer Service

- To connect with customer service follow [Amtrak](#) on Facebook and [@Amtrak](#) on Twitter.
- For real time service alerts, follow [@AmtrakNECAAlerts](#) for updates within the Northeast Region and [@AmtrakAlerts](#) for any other alerts outside of that region.
- Text with a customer service representative at 268725 (AMTRAK), chat via Amtrak.com or send an email to [Amtrak.com/contact-us/email](https://www.amtrak.com/contact-us/email).

Social Sharing

- We encourage customers to share their Amtrak experience on all social media channels by tagging [@Amtrak](#) and using the hashtag #Amtrak in their posts.

Revised: 11/27/23