

## Amtrak Announces Simplified Fares Coming Soon

*Changes build on earlier improvements to Amtrak's fare structure*

WASHINGTON – Based on extensive customer research, and in an effort to better meet customer needs, Amtrak will soon introduce a new, simplified fare structure with more flexible and affordable options. The simpler fare structure is scheduled to launch later this fall and builds on other recent improvements Amtrak has made to the booking experience.

“This streamlined fare structure with more affordable and flexible fares is part of Amtrak’s continued commitment to upgrading the customer experience at every step along their journey,” said [Amtrak President Roger Harris](#).

The new fare structure reduces fare types from three categories to two and serves to provide a more consistent booking experience with fare types that are clearly differentiated and easy-to-understand:

- **Flex:** For customers who want a more flexible travel option, these tickets will be fully refundable if canceled, and can be changed without fees before departure<sup>1</sup>; and
- **Value:** For customers who know their travel plans and want a more affordable option, these tickets will be a lower price than Flex tickets, non-changeable and receive a 75% refund if canceled.

In addition to simplifying the fare structure, benefits of the new approach also include:

- Flex fares will often be available starting at lower prices than currently offered.<sup>2</sup>
- Occasional sale fares at an even deeper discount (these will be non-changeable and receive a 50% refund if canceled).
- Any refunds of credit card purchases will be made to the original form of payment, rather than as an eVoucher.<sup>3</sup>

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<sup>1</sup> If a Flex ticket is changed, the new price may differ from the original purchase price. While there are no change fees, a change could result in a fare adjustment that would either be refunded or charged at the time of ticket change.

<sup>2</sup> For comparison, in a hypothetical market the current standard might be a single flexible fare at \$80. In the updated structure, Amtrak would offer many Flex fares, the lowest starting at \$24, signifying a substantial reduction in the cost of flexibility compared to the previous \$80 flexible fare.

<sup>3</sup> Not applicable to room product types.

These changes will make it easier for Amtrak customers to choose the ticket type that best fits their travel needs. Tickets purchased prior to the launch of the new simplified fare structure will remain subject to the existing fare rules and conditions.

These improvements build on other recent pricing enhancements Amtrak has made to make travel more affordable, including:

- Introducing ultra-low [“Night Owl” fares](#), which are as low as \$5 - \$20 on select Northeast Corridor (NEC) routes;
- Enabling [Amtrak Guest Rewards](#) members to redeem tickets with points on more fare types;
- Updating the [children’s discount](#) so that all children (2-12 years old) can travel for 50% off with an accompanying adult (previously limited to 1 child discount per adult fare)<sup>4</sup>;
- Expanding passenger discounts – such as senior and military – to apply to all fares, including sales; and
- Improving [Share Fares](#), which allow groups of 3-8 people traveling together to receive discounts ranging from 17% to 60%.

#### **About Amtrak<sup>®</sup>**

For more than 50 years, Amtrak has connected America and modernized train travel. Offering a safe, environmentally efficient way to reach more than 500 destinations across 46 states and parts of Canada, Amtrak provides travelers with an experience that sets a new standard. Book travel, check train status, access your eTicket and more through the [Amtrak app](#). Learn more at [Amtrak.com](#) and connect with us on [Twitter](#), [Instagram](#), [Facebook](#) and [LinkedIn](#).

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<sup>4</sup> Self-service reservations (Amtrak.com, the Amtrak mobile app and Amtrak kiosks) are limited to eight persons per reservation. However, there is no reservation maximum when booking over the phone (1-800-USA-RAIL).