



General Information Bulletin

Subject: Amtrak Ticket Refund and Cancellation Policy Changes

DATE: March 2, 2020

CL #: 871

GROUP #: All

DESCRIPTION: Amtrak Ticket Refund and Cancellation Policy Changes Effective March 1, 2020

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The Office of General Services (OGS) would like you to be aware that on March 1, 2020 Amtrak modified their ticket refund and cancellation policy for several fare types.

Additional information and updates are posted on Amtrak's website at: <https://www.amtrak.com/refund-and-cancellation-policy>

The New York State Amtrak Government Fare ticket refund and cancellation rules were updated. Please go to: <https://ogs.ny.gov/procurement/amtrak-single-ticket-rates-and-rules>

According to Amtrak, this policy change does not apply to the Amtrak Multi-Ride eTicket for New York State Government Travelers. Please go to: <https://ogs.ny.gov/procurement/amtrak-multi-ride-eticket-new-york-state-government-travelers>