

First time group travelers. Train Treks – FAQ

What is the minimum for group travel?

- The minimum number of passengers required is 20. All travel request forms must be submitted 21 or more days prior to your intended travel date. The Capitol Corridor will notify you within 6 to 8 business days (weekends do not count) whether your trip has been confirmed. You will receive a fax and/or email with your reservation number, confirmation documents, and invoice if your group has been approved. Please note your trip is not confirmed until you receive confirmation documents. Each travel request, regardless of group size, is individually reviewed and approved based on space availability. Some requests, regardless of group size may be denied if space is unavailable. The Train Treks for Kids Program is a discounted program which takes advantage of available seats based upon computer prediction of availability. Requests for these deeply discounted seats must be reviewed and approved by Capitol Corridor/Amtrak management well in advance of your trip date.

What is the chaperone ratio? Can I make changes after I submit my request?

- When planning your trip, please note that one adult chaperone (18 years or older) is required for every six children. The total number of adults can equal, but not exceed the total number of children traveling. Before submitting your group travel request, please have an accurate count of the number of children and adults who will be traveling. Adjustments to the reservation cannot be made after you've submitted your travel request and you will be required to pay for the seats you have reserved. No refunds are given after tickets are purchased. If you are short of chaperones, we will automatically add them to your travel request to get the process going and will notify you via telephone or email. Please be advised that the fare prices are the same whether it is one way or round trip.
- If you'd like to make changes to your travel request, you must cancel your previous request and resubmit a new one with 21 days prior to your intended travel date.

Can Infants travel with Train Treks – Schools on Trains?

The Amtrak-Schools on trains program is specifically for school aged children age **5 to 18** years old (**K-12th grade**). Children under 5 years old are not permitted to travel with Amtrak-Schools on Trains. Parents traveling with infants are required to make a public reservation for themselves and their infants. This would be a separate reservation from the group and the adult cannot be considered a chaperone on the group reservation. To make a separate reservation please call Amtrak at **1-800-872-7245**.

My group has been confirmed. What do I need to do?

- If your group is approved and confirmed, you will be sent a blank Passenger Name List and Trip Finalization Form that you must return to Capitol Corridor prior to your trip. Please be sure to have full first and last names of the passengers on your name list before submitting. These forms are due **10 days** before your date of travel. You may either fax the forms to the Group Desk at 510-464-6901 or scan and email them to groupdesk@capitolcorridor.org. ***There is no need to wait for a reply when your passenger name list and finalization form is submitted. We will notify you if we haven't received it.*** You will also receive a payment and passenger name list reminder as it gets closer to your travel date. This is a friendly reminder. If you've already paid for your group ticket, submitted your passenger name list and trip finalization form, you do not need to respond to that reminder.

Where do I purchase my group ticket?

- ***We do not accept payment by phone or by mail,*** please bring your confirmation letter, invoice, and a copy of your Passenger Name List to any staffed Amtrak station, at least **seven** days prior to your date of travel to purchase your tickets. Please pay with cash, a credit card or school/ business check made out to "Amtrak." Personal checks are not accepted. There will only be one ticket for the entire group. Also, please note that if payment is not made by or on due date, the system will automatically cancel your trip and will not be reinstated. **Adjustments to the reservation cannot be made after you submit your travel request.** You will be required to pay for the seats you have reserved. ***No refunds are given after tickets are purchased.***

I am unable to make payment by due date. What do I do?

- Please email Groupdesk@CapitolCorridor.Org before your payment due date to ask for a payment extension. When payment is not made by your payment due date, the system will automatically cancel your trip and will not be reinstated.

I need to cancel my trip. What do I do?

- The cancellation of your trip needs to be in writing. Please email Groupdesk@CapitolCorridor.Org to cancel your trip.

Passengers with wheelchairs

- Wheelchair Specifications - The wheelchair lift is designed to transport a common wheelchair no larger than 30x48 inches and total weight with occupant not to exceed 600 lbs. The following is a list of devices that meet the definition of a common wheelchair:
- Non-powered wheelchairs
- Motorized wheelchairs (battery powered)
- Three-wheel and four-wheel scooters (battery powered devices with small wheels and a chair mounted above a motorized platform)
- Segway personal transporters do not qualify and will not be accommodated.

Please advise your group travel coordinator if the disabled passenger is a youth or adult. Also, will be transferring to a seat or will be staying in the wheelchair when submitting your request.

Can I add more passengers after I submit my request?

- Unfortunately, you cannot add additional passengers at the Train Treks special low fares. However, additional passengers are welcome to purchase full-fare tickets for the same trip (space permitting). Due to the special arrangements made to accommodate groups, there is no guarantee that add-ons will be able to sit with the rest of the group. To purchase full-fare tickets for additional passengers, please go to : http://www.capitolcorridor.org/fare_finder/ or call 1-877-974-3322 and select option #3.
- Please note that if you have a passenger or passengers that aren't able to make it on the trip, you are still required to pay for the amount of seats you've requested on your original request form.(Including the chaperone count based on your original number of passengers on your original travel request).

I have a student that couldn't make the trip. Can I add a chaperone instead?

- You can swap 1 youth for 1 youth or 1 chaperone for 1 chaperone, but cannot swap 1 chaperone for 1 youth. (or vice versa) The amount of passengers on your passenger name list will have to match what was requested on your original travel request.

My train or travel date has been denied. Why is it taking so long?

- Resubmitting your request for your alternate date or another train is based on space availability.
- There will be groups that will be denied either for an outbound train or an inbound train or both. Each time we resubmit a request for you, whether if it's for another train or travel date, it will take another 6 to 8 business days, so please be patient as we are working diligently to coordinate travel for your group. We will notify you once we have answers on approvals and denials. All travel requests must be approved by Capitol Corridor/Amtrak Management.

Restrictions:

Trains that are not able to accommodate groups include: #523, #529, #536 and #542.

For Train Schedule, please visit:

http://capitolcorridor.org/route_and_schedules/train_schedules.php

For bus schedule, please visit:

http://capitolcorridor.org/route_and_schedules/motorcoach_bus_routes.php

Luggage Information:

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, handbags, laptops and infant paraphernalia such as strollers, diaper bags and car seats. Please be considerate of other passengers when stowing your carry-on bags. Please consult the conductor if you have questions about any other items.

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 available at station ticket offices, or on board trains from a member of the train crew.

For group travel routes other than Capitol Corridor, please dial 1-800-872-1477. This number is also given to customers who wish to make a payment over the phone who are out of the area that are unable to dial 1-877 numbers.

Are there any storage lockers?

As of 9/11/2001, we no longer provide storage lockers. However, you can ask a station agent at any staffed station for "Parcel Check" which will cost you \$4.00 per day per item. You will need to provide a valid I.D. to do so.