



Train Treks – FAQ's



What is the minimum passenger amount for group travel?

- The minimum number of passengers required is 20 to be eligible for the group travel discount.
- Before submitting your group travel request, please have an **exact count** of children and adults who will be traveling. You will be required to pay for the number of seats you have requested.
- Chaperones Required: 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.
- Chaperone Shortage: If you are short of chaperones, we will automatically add them to your travel request to start your request process 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 have a passenger who uses a wheelchair, please notify your group travel coordinator (or representative) in advance if the passenger is a youth or adult. Also, let us know if he/she will be transferring to a seat or staying in the wheelchair during their trip.

How far in advance can I submit my travel request?

- Submit your travel request form at least 21 or more days prior to your intended travel date. We will not process any travel requests submitted less than 21 days prior to your intended travel date.
- Adjustments to the reservation cannot be made after you've submitted your travel request. No refunds are given after tickets are purchased and you will be required to pay for the number of seats you have requested.

How do I know if my group has been approved?

- Capitol Corridor/Amtrak 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.

Can I make changes after I submit my request?

- No. If you need to make changes to your travel request, you must cancel your original request and resubmit a new one at least 21 days prior to your intended travel date. Please allow 6-8 business days for us to respond with an approval or denial.

Can I add more passengers after I submit my request?



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- No. Unfortunately, you cannot add additional passengers at the Train Treks discounted 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/.

Some people in my group can't come. Do I still need to pay for them?

- Yes. If you have a passenger or passengers who aren't able to make it on the trip, you are still required to pay for the number of seats you've requested on your original request form (including the chaperone count based on your original travel request), because your trip reservation was confirmed at that amount/price.

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 separate public reservation for themselves and their infant. The adult with infant cannot be considered a chaperone on the group reservation. To make a separate reservation please call Amtrak at **1-800-872-7245**.

Passengers using wheelchairs

Wheelchair Specifications - The wheelchair lift is designed to transport a standard 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 standard 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 cannot be accommodated.

My train or travel date has been denied. What do I do?

- We will work with you to find a solution and will resubmit your request. Resubmitting your request for your alternate date or another train is based on space availability.
- Groups can be denied for an outbound train or an inbound train, or both. Each time we resubmit a request for you, whether it is 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 of an approval or denial as soon as we can.



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- 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 current ridership. Requests for these deeply discounted seats must be reviewed and approved by Capitol Corridor/Amtrak management well in advance of your trip date.

My group has been confirmed. What do I do next?

- 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.

Where do I purchase my group ticket?

- **Pay for your ticket at any staffed Amtrak station. 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.
- **Pay by the deadline!** If payment is not made by or on due date, the system will automatically cancel your trip and cannot 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 have a student who couldn't make the trip. Can I add a chaperone instead?

- You can swap one youth for one youth or one chaperone for one chaperone, but cannot swap one chaperone for one youth. (or vice versa) The number of passengers on your passenger name list must match what was requested on your original travel request.

Restrictions

Many trains are unable to accommodate groups due to high ridership demand during peak travel periods. Group travel is not permitted on most of our connecting bus routes.

For train schedule, please visit: http://capitolcorridor.org/route_and_schedules/train_schedules.php



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If you are planning to bring luggage, please see the following:

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.

Are there any storage lockers?

No. As of September 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 photo I.D. to do so.

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.