

Passenger's Name _____

GOING

Destination _____

Departure Time _____

Date _____

Car Number _____

Seat Number _____

Location Number _____

RETURNING

Destination _____

Departure Time _____

Date _____

Car Number _____

Seat Number _____

Location Number _____

It is good practice to reconfirm your return reservations by calling the appropriate reservation office listed inside this envelope.

TO OUR METROLINER SERVICE PASSENGERS

Metroliner Service features the following:

- LIMITED STOPS
- RESERVED SPACE in both coach and club cars
- FASTER SCHEDULES than regular service trains
- HOT MEAL SERVICE for club car passengers
- "METROPHONE" for priority reservations service
- Ticket delivery by messenger in New York City and metropolitan Washington, D.C.
- Convenient MEMORY SCHEDULES, with hourly departures from New York on the half-hour and from Washington on the hour during the business day
- PUBLIC TELEPHONE SERVICE on some trains

Amtrak operates Metroliner Service trains with two types of equipment. Many trains use individually powered "Metroliner" cars, but Amtrak is also using its new "Amfleet" cars on

some Metroliner Service Trains in order to offer frequent Metroliner Service schedules. While the older "Metroliner" cars are being upgraded and refurbished, club cars on some Metroliner Service trains will continue to have older parlor car-style individual swivel seats. However, ALL Metroliner club service will eventually feature the newer style fixed seats equipped with fold-down tray tables, two seats abreast on one side of the car and individual seats on the opposite side.

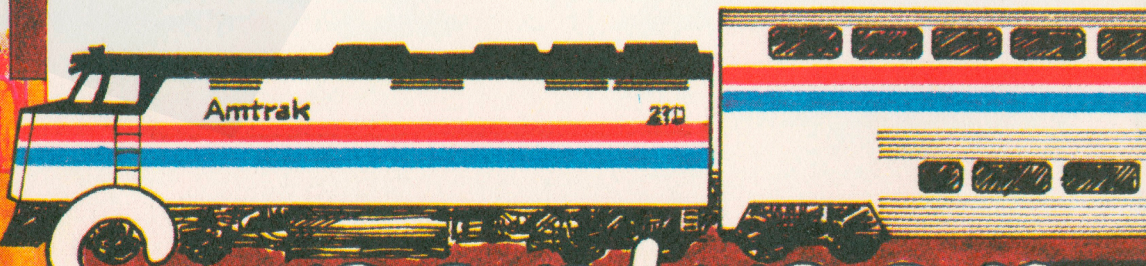
IF YOUR METROLINER SERVICE TRAIN IS MORE THAN 30 MINUTES LATE AT YOUR DESTINATION, you are entitled to a refund of the difference between the Metroliner Service fare and the regular rail fare. If this situation occurs, send your NAME and ADDRESS, the DATE, the TRAIN NUMBER, and your TICKET STUB to: AMTRAK, Att'n: Consumer Relations Department, 400 North Capitol Street, N.W., Washington, D.C. 20001

Amtrak will refund your postage with your ticket refund.



Amfleet
Chicago
LA
metroliner
Superliner

Superliners are coming...



Adequacy of Service

The Interstate Commerce Commission has issued Rules concerning the quality of intercity rail passenger service. Some of the Rules are summarized below.

If you feel that service fails to meet these Rules, notify your conductor or station agent. The general rule is that the carrier has a positive obligation to assist passengers when service failures occur. If the situation is not solved to your satisfaction, please notify Amtrak (or other carrier) and the ICC. Forms for this purpose are available from your conductor or at any station ticket office.

Reservations (Rules 3, 4, and 5): If you hold paid reservations for accommodations which are not available, you are entitled to relief. The carrier must try to provide you with equal or better accommodations if they are available. Some other type of assistance may be required in some circumstances, such as food and shelter while you wait for a later train.

Performance of Trains (Rule 6): If a train arrives more than 30 minutes late (less for certain trains under 500 miles), where safe operation would have permitted earlier arrival, you may be entitled to relief. If the late train causes you to miss certain

guaranteed train connections, you may receive alternate service, or food and shelter, until you can resume your trip. Connections with other scheduled carriers must be reasonably planned in order to receive food and shelter accommodations.

Cancellation en route (Rule 9): If your train is terminated en route, you are entitled to alternate service, food or shelter.

Stations (Rule 12): With certain exceptions, stations must be open for a sufficient time before departure (and after arrival) of a train, and must have adequate lighting, restrooms, telephones and train information availability.

Baggage (Rules 13 and 16): On trains offering checked-baggage service, the carrier must deliver checked baggage within 30 minutes after arrival. If it fails to do so, it must forward the baggage to you at carrier's expense.

Food and Beverages (Rule 17): Complete meals must be available during normal meal hours. Full dining service must be available on trains which travel 12 hours or more.

Coaches (Rules 18 and 20): Coaches must have drinking water and clean restrooms. Leg or foot rests, reclining seats, and clean pillows must be

provided on most overnight trains. Room temperature must be between 60 and 80 degrees F.

Smoking (Rule 22): Smoking is not permitted except in designated cars.

Passenger Response

We encourage you to give us benefit of your comments or suggestions on Amtrak Service. Please send your correspondence to:
Office of Consumer Relations
Amtrak
P.O. Box 2709
Washington, D.C. 20013
Thank you.

Take an Amtrak Tour

For a vacation almost anywhere in the USA discover the world of Amtrak Tours. With one-day independent trips to escorted tours lasting several weeks, we have something for everyone. Summer, spring, fall and in the winter there is our "Pick of the Peaks" with special Amtrak ski packages in the Northeast and out West. For information on Amtrak tours, call Amtrak or see your local Travel Agent.

Amtrak Information/Reservation Numbers

IF YOU ARE CALLING AN 800-NUMBER... please remember all 800-numbers (in some areas 1-800) are toll-free, long-distance numbers. Consult the local telephone directory for the proper way to place toll-free calls.

Albuquerque, NM	800-421-8320	Harrisburg, PA	800-562-5380	New York, NY	(212) 736-4545	Seattle, WA	800-421-8320
Baltimore, MD	800-523-5700	Houston, TX	800-421-8320	Oklahoma City, OK	800-421-8320	Springfield, IL	800-972-9147
Boston, MA	800-523-5720	Indianapolis, IN	800-621-0353	Omaha, NE	800-421-8320	St. Louis, MO	800-621-0317
Champaign-Urbana, IL	800-972-9147	Jacksonville, FL	(904) 731-1600	Orlando, FL	800-342-2520	St. Petersburg, FL	800-342-2520
Chicago, IL	(312) 786-1333	Kansas City, MO	800-621-0317	Philadelphia, PA	(215) 824-1600	Spokane, WA	800-421-8320
Cincinnati, OH	800-621-0317	Los Angeles, CA	(213) 624-0171	Phoenix, AZ	800-421-8320	Tampa, FL	800-342-2520
Denver, CO	800-421-8320	Louisville, KY	800-874-2775	Pittsburgh, PA	800-562-5380	Tucson, AZ	800-421-8320
Detroit, MI	800-621-0353	Memphis, TN	800-874-2800	Portland, OR	800-421-8320	Vancouver, BC	(604) 689-1581
El Paso, TX	800-421-8320	Miami, FL	800-342-2520	Richmond, VA	800-523-5720	Washington, DC	(202) 484-7540
Fargo, ND	800-421-8320	Milwaukee, WI	800-621-0353	Sacramento, CA	800-648-3850	W. Palm Beach, FL	800-342-2520
Fort Lauderdale, FL	800-342-2520	Minneapolis, MN	800-621-0317	San Antonio, TX	800-421-8320		
Fort Worth, TX	800-421-8320	Montgomery, AL	800-874-2800	San Diego, CA	800-648-3850	Eastern Canada	800-263-8130
		Nashville, TN	800-874-2800	San Francisco, CA	800-648-3850	Western & Central Canada	800-263-8170
		New Orleans, LA	800-874-2800	Savannah, GA	800-874-2800		

If you need additional train information or reservations, phone your travel agent or your nearest Amtrak office.

Cancellation and Refund of Tickets

If your plans change, please call any Amtrak Reservation or Ticket Office to cancel your reservation. We would like to make the space released by your call available to other Amtrak travelers, particularly during peak travel times.

Failure to board a train at the origin point specified in your ticket without giving Amtrak advance notice of a change in your travel plans may result in cancellation of the reservation you hold for the re-

maining portion of your trip.

Failure to use tickets for reserved space or failure to cancel them a reasonable time prior to train departure may result in the levy of substantial service charge by Amtrak when tickets are presented for refund or exchange.

Please consult any Amtrak Reservation or Ticket Office for details of applicable cancellation time limits and charges.

Customer Refunds P.O. Box 2514
Main Post Office, Washington, DC 20013

Conditions for Refunds

Amtrak tickets are redeemed in accordance with rules published in the All-America Train Fares Tariff which is available at all ticket offices for public inspection.

Travel Agent Tickets

Refund claims against tickets issued by a travel agency (or commercial account) can only be handled by and must be referred to the issuing agency.

LOST, STOLEN OR DESTROYED TICKETS — Amtrak is not liable for lost, stolen or destroyed tickets. Refunds will not be authorized.