



Lost Ticket Refund Application Limitation of Liability and Indemnity Agreement

Last Name (type or print legibly)		First Name	Phone Number: — —
Street Address			
City	State/Province	ZIP/Postal Code	<i>Be sure to make a copy of this application for your records before sending it.</i>

No claims will be processed until the lost ticket numbers are identified and a completed, signed application is received by Amtrak Customer Refunds, Box 70, 30th St., Station, 2955 Market Street, Philadelphia, PA 19104-2898.

- If you purchased the tickets directly from Amtrak, an Amtrak agent may be able to assist you with determining the ticket numbers.
- If you purchased the tickets from a travel agency, contact that agency for assistance in determining the ticket number.
- If you paid by credit card, the ticket numbers may appear on your credit card statement; if you paid by check, the ticket numbers may appear on your cancelled check.

Lost Ticket Numbers:			
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Location where the lost tickets were purchased. _____ Date of Purchase: ____/____/____

How were the lost tickets paid for? Cash Check American Express Discover Card Diners Club
 Master Card Visa Air Travel Card Other (describe) _____

Tickets are missing because they were:

Lost Stolen Destroyed Lifted in error by Amtrak on Train No. _____ on date ____/____/____

Were new tickets purchased? Yes No

If yes, **attach the original receipts from the repurchased tickets to this application if:**

- The original tickets were not refundable, and you want a refund of the repurchase, rather than an exchange voucher.
- The original tickets were not refundable and not exchangeable, and you want any kind of adjustment (refund or exchange voucher).
- You want the refund to be based on the form of payment of the repurchased tickets rather than the form of payment of the original tickets.

How would you like Amtrak to refund your tickets? (check one)

- With the form of payment used to purchase the lost tickets; \$75.00 service charge and 10% refund fee apply
- With the form of payment used to purchase the new tickets (if applicable); \$75.00 service charge and 10% refund fee apply
- With a non-refundable exchange voucher good toward future Amtrak travel within one year; only a \$75.00 service charge applies

Conditions of Refund:

1. The undersigned applicant hereby represents that the information on this Application is true and correct and that the tickets are owned by the applicant and have not been used by him or her, and that they have been lost, stolen, or destroyed.
2. The application must be submitted no later than one year after the purchase date of the lost tickets.
3. The ticket numbers of all lost tickets must be identified and all must have been paid for by the person whose name is at the top of this application.
4. The application will be processed five months after it has been received by Amtrak Customer Refunds.
5. No refund will be made if the lost tickets have been honored previously for transportation or refunded to or exchanged by any person.
6. A service charge of \$75.00 will be imposed for processing this Application and claim, and will be deducted from the amount of the refund or exchange voucher.
7. A separate refund fee of 10% of the remaining amount that is actually refunded will also be imposed on all cash, check and credit refunds. To avoid this 10% refund fee, the applicant may elect to receive a non-refundable exchange voucher instead of a refund; the exchange voucher is not refundable but may be applied toward future Amtrak travel within one year of its issue.
8. If the original ticket is not refundable, an exchange voucher is the only option unless the original receipts from the repurchased tickets are attached to this application. In this case the form of the refund will be based on the form of payment of the repurchased tickets. If the original ticket is both not refundable and not exchangeable, no adjustment of any kind will be made unless new tickets were purchased and the original receipts are attached to this application.
9. If the lost ticket is found, the applicant must send the ticket, and a statement that a Lost Ticket Refund Application had been submitted, to Amtrak Customer Refunds.
10. All refunds are subject to audit.
11. **The applicant acknowledges that Amtrak will not be liable for failure to identify the person using a ticket, or presenting a ticket for refund, as being the true owner of the ticket. The applicant agrees to indemnify and hold Amtrak harmless against any and all loss, damage, claim, or expense, including, without limitation, reasonable attorney's fees which Amtrak may suffer or incur by reason for issuing such refund and/or the subsequent presentation of said ticket for transportation, refund or any other use whatsoever.**

Signature of Applicant: _____ Date: _____

Amtrak Use Only

Refund Approved Processed by _____ on date _____

Amount of lost tickets \$ _____ less \$75.00, less 10% refund fee \$ _____ Net refund \$ _____ Check credit card
OR less service charge \$75.00 Exchange voucher amount \$ _____ Voucher No. _____

Refund Denied Reason: Ticket used on Train No. _____ on date _____
 Ticket Previously Refunded Ticket Exchanged at _____ on date _____
 Other _____