



## GROUP LEADER GUIDE

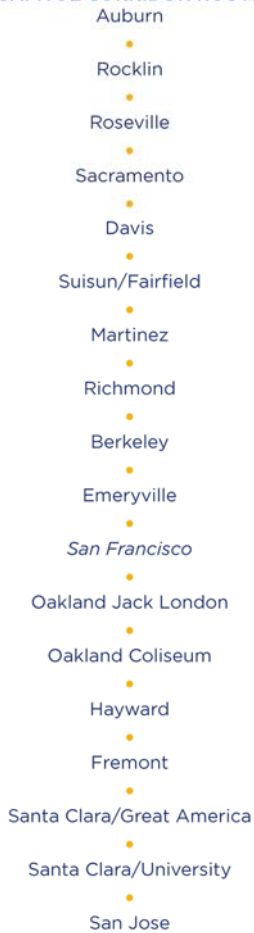
Each one of our Group Travel excursions begins with the Group Leader. Here's a guide to help you through the planning stages of your trip right up until you board the train.

### GROUP TRAVEL CONTACTS

CAPITOL CORRIDOR GROUP DESK  
(877) 974-3322, Option 3  
groupdesk@capitolcorridor.org

AMTRAK GROUP DESK  
(800) 872-1477  
amtrak-schoolsontrains@amtrak.com

### CAPITOL CORRIDOR ROUTE



### STEP ONE: GROUP RESERVATIONS

Once you successfully submit the Online Group Travel Request, it will be reviewed and sent for approval. If approved, your Confirmation Packet will be sent from [Amtrak-SchoolsonTrains@amtrak.com](mailto:Amtrak-SchoolsonTrains@amtrak.com) in 7-10 business days. Your packet will contain:

- Confirmation Letter
- Finalization Form
- Itinerary
- Invoice
- Passenger Name List Form
- Travel Tips

(Be sure to check spam settings and junk folders if confirmation packet not received in a timely manner)

### STEP TWO: FINALIZING TRIP

- 10 days before trip – Email Passenger Name List and Finalization Form to: [Groupdesk@capitolcorridor.org](mailto:Groupdesk@capitolcorridor.org) or faxed to (800) 872-3298
- 7 days before trip – Make payments at a staffed Amtrak Station\* and please bring along: Confirmation Letter, Itinerary, and Invoice
  - Phone and online payments are not accepted
  - If you have any trouble getting payments processed, please contact the Amtrak Group Desk at (800) 872-1477.
  - No refunds are provided after tickets are purchased
  - For cancellations or if unable to make payment by due date, contact: [Groupdesk@capitolcorridor.org](mailto:Groupdesk@capitolcorridor.org).
- Subscribe to Capitol Corridor [Service Alerts](#) for train status updates.

### STEP THREE: DAY OF TRIP

- Arrive at least 30 minutes prior to departure
- Check-in your group with Ticket Agent if boarding at a staffed Amtrak Station\*
- Alert the conductor of your group once you arrive on the platform
- Parking
  - If you plan on leaving your car(s) at the station during your trip, please refer to: [www.capitolcorridor.org/home/stations](http://www.capitolcorridor.org/home/stations) for parking information.
- Modifying Group Size
  - Once Group Travel Requests are submitted, we are unable to adjust group sizes. Additional passengers are welcome to purchase full-fare tickets for the same trip provided space is available on the train; however, we cannot guarantee that they will be seated with the rest of the group. Also, payments are not adjusted for passengers who are unable to make the trip.

**Thank you for traveling with the Capitol Corridor and have a great trip!**

\*Staffed Stations Include: Sacramento, Davis, Martinez, Emeryville, San Francisco Transbay Temporary Terminal, Oakland Jack London, and San Jose