Central Station to Great Destinations

Rail Pass & Ticket Safeguard Plan

Please keep this ticket wallet separate from your rail pass or ticket in case of loss or theft.

www.acprail.com
Rail International or an authorized outlet, including replacement passes/train tickets (travel destination to home). The holder’s name, the date of validation, the original police report and your airline return home. Submit a notarized written report with the claim that includes a copy with the claim.

The Rail Pass or Ticket Safeguard Plan is non-refundable, non-exchangeable and non-transferable once it has been issued. The holder is responsible for the safety, security and supervision of the Rail Pass or Ticket. The holder must purchase either a replacement Rail Pass or Ticket or point-to-point Rail Tickets. (Air and bus tickets do not apply.) No claim can be processed if any of these are missing: the original receipt, the replacement tickets and the air ticket (travel destination to home) or the police report.

The holder must file a police report within 24 hours of the loss and submit a notarized written report stating as described herein.

The holder must either replace a Rail Pass or Ticket or point-to-point Rail Tickets (the credited receipts do not apply).

Notice of any claim must be given to ACP Rail International within 5 days of the loss date. The Rail Pass or Ticket should be returned without delay to ACP Rail International.

The rail pass or ticket safeguard plan does not cover the costs of direct reservation or the cost of purchasing a replacement ticket in the respective country. Replacement costs of tickets will be the lesser of the original purchase or the cost of purchasing a replacement ticket in the respective country.

The limit of the Program Providers Liability shall be the lesser of the cost of a replacement pass or ticket or the unused portion of the Rail Pass which is calculated by the valid days used. Replacement costs of Tickets will be the lesser of the original purchase or the cost of purchasing a replacement ticket in the respective country.

The loss date shall be the date on which the holder first became aware of the loss of the Rail Pass or Ticket or the date 24 hours prior to the reporting of the loss to the respective police or other Security Officers.

Filing a Claim:

For instructions, call ACP Rail International, at 1 (514) 733-5247 or write to ACP Rail International, Customer Relations Department, 4971 rue Bougainville, Suite 100, Montreal, Quebec, H4P 2G5.

The Rail Pass & Ticket Safeguard Plan is subject to changes without notice. This program is administered by ACP Rail International and can be cancelled at any time. Passes or Tickets issued prior to the cancellation date will still be covered by the program.

No legal action may be submitted against this program within 60 days after a claim has been submitted, the Pass or Ticket should be returned without delay to ACP Rail International.

No change to this program will be valid unless in writing and signed by ACP Rail International.

No legal action may be brought against this program after the cancellation date.

The holder is entitled to file a police report within 5 days after a claim has been submitted as required herein. No claim can be processed if the claim has been submitted more than one year from the time a claim is required to be filed.

The holder is responsible for the safety, security and supervision of the Rail Pass or Ticket. The holder must file a police report within 5 days of the loss and submit a notarized written report stating as described herein.

The holder must file a police report within 24 hours of the loss and submit a notarized written report stating as described herein. Each claim will be reimbursed for up the unused value of the original lost or stolen rail pass or ticket(s) or the unused portion of the Rail Pass which is calculated by the valid days used. Replacement costs of Tickets will be the lesser of the original purchase or the cost of purchasing a replacement ticket in the respective country.

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The holder must file a police report within 5 days of the loss and submit a notarized written report stating as described herein. Each claim will be reimbursed for up the unused value of the original lost or stolen rail pass or ticket(s) or the unused portion of the Rail Pass which is calculated by the valid days used. Replacement costs of Tickets will be the lesser of the original purchase or the cost of purchasing a replacement ticket in the respective country.

The loss date shall be the date on which the holder first became aware of the loss of the Rail Pass or Ticket or the date 24 hours prior to the reporting of the loss to the respective police or other Security Officers.

In the event that a lost or stolen Pass or Ticket is found after a claim has been submitted, the Pass or Ticket should be returned without delay to ACP Rail International.

Any fraudulent claim or forgeries of documents in respect to a claim is prohibited and such claim shall be prosecuted.

Any dishonest, fraudulent or criminal act by the holder.

Damage due to wear and tear and deterioration.

Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimum requirements of such law.

Note: Travelers are responsible for ensuring that they have all necessary visas and appropriate travel documents prior to their departure.

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