



ScandinavianRail



# Central Station to Great Destinations

[www.acprail.com](http://www.acprail.com)



# Rail Pass & Ticket Safeguard Plan

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

# Ticket Wallet



## Agreement

ACP Rail International will reimburse the holder(s) named on the Rail Pass or Ticket issued by ACP Rail International for theft or accidental loss of Rail Pass or Ticket, subject to Exclusions, Conditions and Limitations listed below.

The Rail Pass or Ticket Safeguard Plan is non-refundable, non-exchangeable and non transferable once it has been issued.

Loss: Loss means the theft or accidental loss while traveling of the Rail Pass or Ticket.

## Conditions

(1) Each claim will be reimbursed for up the unused value of the original lost or stolen pass or ticket to the Individual who paid for the coverage and met all requirements as described herein.

(2) The holder is responsible for the safety, security and supervision of the Rail Pass or Ticket.

(3) The holder must file a police report within 24 hours of the loss and submit a copy with the claim.

(4) The holder must purchase either a replacement Rail Pass or Ticket or point-to-point Rail Tickets. (Air and bus tickets do not apply.)

(5) Notice of any claim must be given to ACP Rail International within 30 days of your return home. Submit a notarized written report with the claim that includes the holder's name, the date of validation, the original police report and your airline tickets (travel destination to home).

(6) All original receipts showing amounts paid for Rail Pass or Ticket issued by ACP Rail International or an authorized outlet, including replacement passes/train tickets and receipts must be submitted to validate claim.

(7) If any claims made under this program are covered by any other valid and collectable insurance or indemnity, ACP Rail International will only pay the difference between the amount paid under the other policy and the total amount which would otherwise be payable under this program.

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

(9) No legal action may be submitted against this program within 60 days after a claim has been submitted as required herein. No legal action may be brought after one year from the time that a claim is required to be filed.

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

No claim can be processed if any of these are missing: the original receipt, the replacement tickets and receipt, the airline ticket (travel destination to home) or the police report.

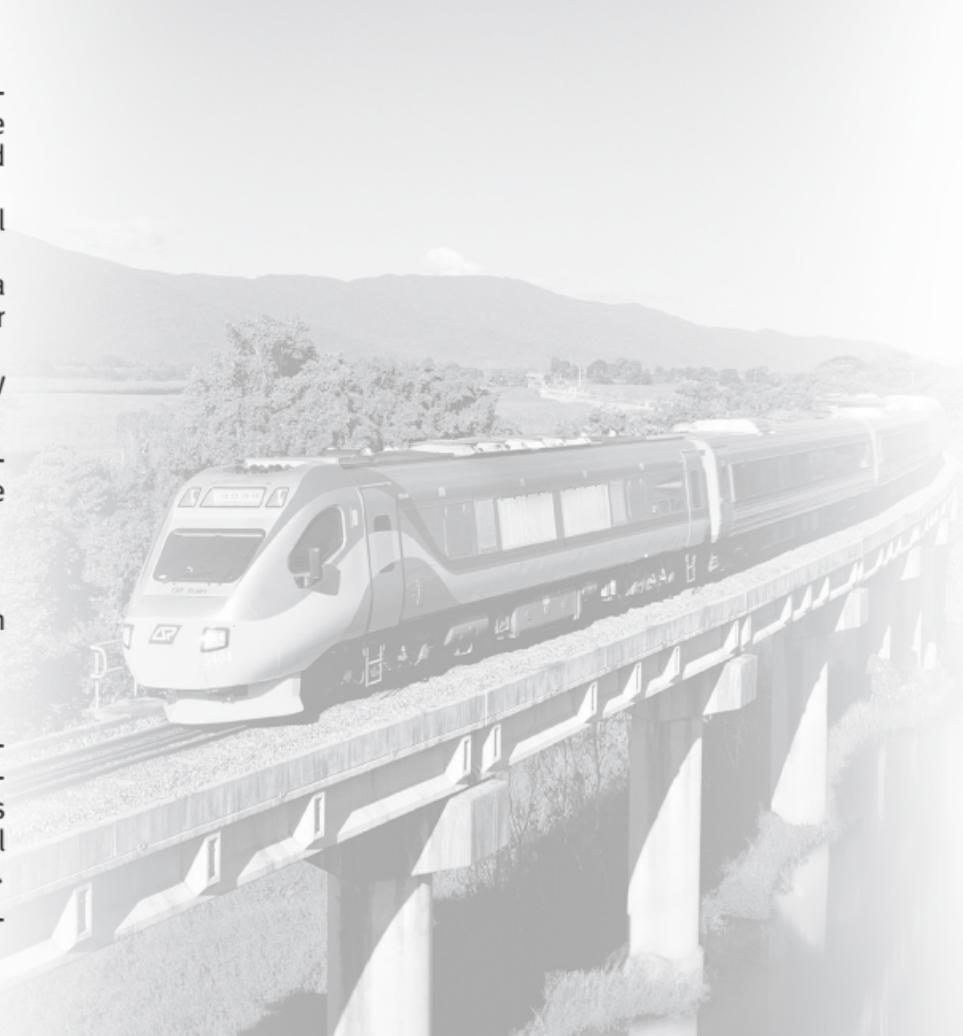
## Effective period:

The Rail Pass & Ticket Safeguard Plan is strictly limited to loss or theft occurring in the destination country.

## Limits of Liability:

The limit of the Program Providers Liability shall be the lesser of the cost of a replacement pass or ticket(s) or the unused portion of the Rail Pass which is calculated by the total number of valid days allowed within the Rail Pass duration less 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 Rail Pass & Ticket Safeguard Plan does not cover the costs of direct reservations.



## Limits of Liability: (continued)

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 police.

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 forging of documents in respect to a claim is prohibited and the offender(s) shall be prosecuted.

## Exclusions:

The Rail Pass & Ticket Safeguard Plan does not offer coverage for:

- (1) Product(s) lost prior to your departure.
- (2) E-tickets (Print at Home or Ticket on Departure) lost or stolen during travel.
- (3) Rail Passes, Tickets and Seat Reservations purchased through a vendor other than ACP or its retail partners.
- (4) Air Tickets, Bus Tickets, City Passes and Tours.

This program does not apply to any loss caused by:

- (1) Rail Pass or Ticket not in the holder's actual possession at the time of loss.
- (2) Any dishonest, fraudulent or criminal act by the holder.
- (3) Damage due to wear and tear and deterioration.
- (4) Delay or detention or confiscation by Customs Officers or Railway Officials or Police or other Security Officers.
- (5) War, invasion, act of foreign enemy or terrorism, hostilities (whether war

be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

## Filing a Claim:

For instructions, call ACP Rail International, at 1 (514) 733-5247 or write to ACP Rail International, Customer Relations Department, 8375 rue Bougainville, Suite 100, Montreal, Quebec, Canada, H4P 2G5.

All claims must be accompanied by the appropriate documentation listed in the conditions above. Terms and Conditions for the Rail Pass & Ticket Safeguard Plan are 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.

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



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