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Travel Agent Center -- Home



The Contact and Resource Center is Amtrak's online destination for travel agents.

Here, Travel Agents have a convenient location to:

- Obtain answers to frequently asked questions,
- Access brochures and materials, such as GDS booking procedures, and order materials online, and
- Find contact information for the Amtrak departments with whom you most frequently do business.

We are pleased to support Travel Agents in the sale of the Amtrak products through this online resource.

For those visitors that are not travel agents please click on Amtrak home at the top of this page to continue your online visit.

[Frequently Asked Questions](#)

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Contact the Travel Agency Service Center in Reference to...

- GDS Booking Questions
- Clarifying Promotional Material
- Ticketing Questions
- Processing Refunds / Exchange of Tickets
- Handwriting Tickets
- Ticket Usage

Travel Agency Service Center Hours:

Monday - Friday, 8:30 am - 6:30 pm

Telephone: 1-800-525-2550

Fax: 1-215-349-1807

Email: wecanhelp@amtrak.com

[Travel Agent Center -- Home](#)



ASTA Member Resource Center

| Agency Operations

Rail Commission Grid

This chart contains the standard commission policies of the major rail lines as of December 20, 2002 for U.S. based agents. When making a booking, please consult with the rail line's sales department to verify their commission policy. Please [e-mail us](#) if you discover an error in our chart.

COMMISSIONS

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Rail Commission Grid

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Rail Europe (2002)	Call Center	Internet/GDS
Eurailpasses, Eurail, Selectpasses, Europasses	7%	9%
Premier, Hotel Trains and Point-to-Point Tickets	5%	8%
National & Regional Passes (except UK 7 Germany)	8%	10%
German Railpass	7%	9%
BritRail (UK) Passes	5%	5%
Day Tours, Sightseeing Tours & City Transport Sleepers	5%	5%
Al Andalus, British Pullman, Northern Belle & Luxury Touring Trains	8%	8%

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