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SUMMER 2020: WHAT TO EXPECT TRAVELING ABOARD THE ALASKA RAILROAD

At the Alaska Railroad, passenger safety is always our highest priority. That's why we've implemented new practices and protocols designed to keep passengers safe during the COVID-19 pandemic. Here's what to expect when traveling aboard the Alaska Railroad in summer 2020.

BEFORE TRAVELING

- Purchase tickets prior to day of travel. Tickets can be purchased online at AlaskaRailroad.com or by calling 800.544.0552.
- Ensure all members of your travel party have a face covering. Face coverings are required to enter Alaska Railroad depots and board trains.
- Children under the age of two, passengers who are unable to remove the face covering without assistance, and passengers who have an underlying medical condition (including the use of a breathing device) that prevents them from being able to wear a face covering in alignment with best practice guidelines from the CDC are exempt from the face covering requirement.
- We ask passengers to communicate their exemption to us prior to travel by calling 800.544.0552. Alaska Railroad staff will inform onboard personnel of passengers who have an exemption.
- If any member of your travel party has had recent exposure to COVID-19, or is experiencing cold or flu symptoms, do not travel – take advantage of our flexible cancellation or rescheduling policy.

AT THE DEPOT

- Face coverings are required to enter Alaska Railroad depots and board trains. **Service will be denied to any non-exempt person not wearing a face covering.**
- Alaska Railroad trains will be capped at 50% occupancy to allow for extra space between passengers.
- Hand sanitizer dispensers are stationed within depots.
- Depot ticket windows will be outfitted with new windows to protect passengers and employees at time of check in.
- Boarding processes will be staggered to allow for small group boarding.

ONBOARD THE TRAIN

- Face coverings are required while boarding and onboard the train. Face coverings may be removed while eating or drinking.
- Alaska Railroad trains will be capped at 50% occupancy to allow for extra space between passengers.
- Onboard the train, a dedicated custodial porter will sanitize surfaces, door handles, and restrooms every 30 minutes, and seating areas after passengers disembark along the route.
- Touchless hand sanitizer dispensers will be stationed within each passenger railcar.
- Passenger trains will undergo a full sanitization each night.

ONBOARD DINING

- GoldStar Dining Room: Enjoy restaurant-style dining with members of your travel party. Dining room capacity will be limited to observe social distancing. Dining room tables will be sanitized after every party.
- Wilderness Café: Choose from grab-and-go sandwiches, wraps, cookies and more. Wilderness Café car capacity will be limited to observe social distancing. Café tables will be sanitized after each guest, as well as every hour.
- Bar service will be available in GoldStar Service as well as the Wilderness Café car. Personal alcohol may not be consumed on any summer 2020 Alaska Railroad train.

Note that onboard processes and protocols may be subject to change based on public health guidance or legal requirements. For the most current information, visit AlaskaRailroad.com/passenger-information. Further questions? Contact Alaska Railroad reservations at 800.544.0552 or reservations@akrr.com.