

Announced Capacity Changes and Ticketing Waivers

U.S. Air, Bus and Rail Carriers, including commuter rail





Tuesday, March 17, 2020. As of 1 p.m. CT

AIRLINES		
CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>United Airlines will cut capacity by about 50% for April and May. It expects these cuts to continue into the summer travel period. Despite this, the carrier expects load factors to decline into the 20 to 30% range, Detail</p>	<p>Tickets purchased from March 3 to 31, 2020 can be changed or canceled without fees for dates through the end of schedule. All tickets purchased prior to March 3, 2020 can be re-booked until December 31, 2020.</p>
	<p>Reducing international capacity for the summer season by 34% versus the previous selling schedule, including a 50% reduction in April trans-Atlantic capacity. Detail. American Airlines will suspend 75% of its long-haul international flights from the U.S., beginning March 16 in response to decreased demand and government travel restrictions put in place to lessen the spread of COVID-19. Detail</p>	<p>Allowing customers who bought tickets before March 1, 2020 and scheduled to travel until April 30 to rebook without a change fee. Tickets need to be changed and travel must start before December 31, 2020.</p>
	<p>Delta Airlines announced Friday it would reduce its flight capacity by 40% for the next four months over the outbreak. Detail</p>	<p>All tickets purchased on or before March 9, 2020 for travel until April 30, 2020 can be changed without a service fee. Tickets must be re-issued and travel must begin by Dec 31, 2020.</p>
	<p>Southwest has not cancelled or suspended any flights or routes due to the current situation, and none of the 103 destinations that Southwest serves are currently listed as geographic risks by the CDC. Detail</p>	<p>No announced changes. Already allows reticketing without penalty.</p>

CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>Has made 5-10% reductions in domestic and international flights Detail</p>	<p>Waiving cancellation and change fees for all flights based on the purchase date.</p> <p>Travel dates of March 10 to April 30, 2020, regardless of the ticket purchase date.</p> <p>Tickets for travel before June 1, 2020 may be exchanged if they were purchased after February 27, 2020.</p>
	<p>Allegiant notes it is “a domestic carrier and does not serve Europe or Asia. We have not suspended any scheduled flights or routes due to the coronavirus (COVID-19)” Detail</p>	
	<p>Reducing flight capacity by about 5 percent. Detail</p>	<p>Has not instituted a date-specific change policy. Instead, they are extending an offer of a one-time fee-free change or cancellation.</p>
	<p>No reported changes. Detail</p>	<p>Tickets may only be modified by phone and only may be modified or refunded for flight credit one time.</p>
	<p>Reducing flight frequencies from Minneapolis-St. Paul airport to 14 airports, including several on West Coast where infections rates have been high. Suspending three Portland, OR, routes---to and from Honolulu, Las Vegas and San Francisco for the entire summer. Detail.</p>	<p>Waiving fees for guests traveling through April 15, 2020.</p>
	<p>No changes</p>	<p>Allowing no-fee changes and cancellations for tickets purchased before February 26, 2020 and new tickets purchase February 27 - March 31, 2020.</p>

INTERCITY RAIL AND BUS LINES		
CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>Northeast Corridor service between Washington and Boston is being reduced by more than 50%, according to the Washington Post. Northeast Regional and Acela services (including regional trains to Virginia, Pennsylvania, Connecticut, New York, Vermont and other states) will operate with reduced frequency. Detail. Amtrak has suspended all nonstop Acela Express service between New York to Washington Detail.</p>	<p>Waiving change fee for all existing or yet-to-be-booked travel scheduled to take place before April 30, 2020.</p>
 (Florida rail operator)	<p>We are postponing all leisure related events and specialty trains. This includes our Buzzer Beater service, this weekend's Dino Train (cancelled), the Havana Rum Train and other station related events.</p>	<p>No changed. Has no cancellation fees for refundable tickets and 15% change fee for nonrefundable tickets.</p>
	<p>No reported changes. Detail</p>	<p>Already allows reticketing for modest fee, ranging from \$3 to \$7.50</p>
	<p>Notes "Currently Greyhound has no cancellations or travel restrictions due to coronavirus." Detail</p>	<p>Already has policy allowing tickets can be changed for \$20</p>
	<p>Has noted "At the moment, our rides operate as scheduled. However, due to operational reasons, delays may occur. FlixBus will suspend its service throughout Italy and particular cross-border connections from and to Italy from March 11, - April 3rd, 2020." Detail</p>	<p>All tickets are refundable following the procedures specified. Detail</p>
	<p>All rides are operating as scheduled.</p>	<p>From March 9 - April 5, 2020, customers can cancel existing travel arrangements and request that a travel credit be placed in their PERKS account to be used for future travel. Detail</p>
	<p>All rides are operating as scheduled. Detail</p>	<p>No changes to policy.</p>

COMMUTER RAIL (largest)		
CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
 Long Island Rail Road	<p>No service cuts but already had an estimated ridership decline of 31% on March 12. Preparing for a potential mandatory city curfew by drafting passes for its workers in case they are stopped by law enforcement during the restriction. Detail</p>	
	<p>NJ Transit will not have any reduction or change in service at least for now as a result of the outbreak Detail</p>	
 Metro-North Railroad	<p>New York's Metro-North reduced train and bus frequencies and other systems are assessing service cuts or operational changes this week. Detail</p>	
	<p>Metra is "monitoring the situation," with cuts a possibility. Metra is "creating contingency plans." Detail</p>	
	<p>The Philadelphia-based provider is adjusting its Regional Rail schedules and offering refund options for some riders, the transportation authority announced Monday, March 16. SEPTA evaluated its Regional Rail schedules after call-outs from conductors and engineers prompted cancellations to about a dozen trains early Monday morning. Detail</p>	
 Massachusetts Bay Transportation Authority	<p>Boston's Massachusetts Bay Transportation Authority announced it will reduce service beginning on Tuesday, March 17 to help slow the spread of coronavirus and due to recent reductions in ridership. Ferries will have no service. Detail</p>	
	<p>Caltrain said that effective Tuesday, March 17, its Baby Bullet Service will not be offered during morning and afternoon peak hour operation. Local and limited Caltrain service will continue to operate as scheduled, as will off-peak service, including midday and weekend operation. Detail</p>	

CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	Maryland's MARC service noted Monday afternoon they are scaling back service starting Tuesday, March 17. Detail	
	Denver's RTD is limiting time in Union Station bus concourse, restricts public access to agency building. Detail	
	No announced changes. Situation could change. Major restrictions imposed on local businesses in past day due to COVID-19 outbreak in Los Angeles area.	
	Virginia Rail Express is scaling back service starting Tuesday, March 17. Detail	

* All carriers also require payment of difference in fare beyond cancellation fees.

This list may not be complete but provides a general overview of announced change. Some information is derived from secondary sources. Corrections and additions welcome.

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