

THINGS HAPPEN. LET'S MAKE IT RIGHT

Sorry we're running behind today. It's always our goal to get you there on time but unfortunately delays can get in the way.

To help make it right, we'd like to offer you free credit for future rides. If you already have a Brightline account linked to today's ticket, we'll be in touch soon with an email detailing the next steps. If not, please get in touch with us and we'll make it right!

HOW TO REQUEST A CREDIT

Send an email to guestservices@gobrightline.com with the following information:

Ticket Information:

Name(s) on ticket(s)
Date of Reservation
Ticket Price

Billing Information:

Card Type
Last 4 digits of credit card used
Reservation #

After receiving your information, we'll follow up with details on how to redeem your travel credit.

REFUND AND DELAY POLICIES

DELAY	PRE-DEPARTURE
15-30 minutes	Enjoy complimentary snack & beverage service at Good to Go
30-60 minutes	Receive a credit equivalent to 50% of fare paid for one trip segment If you elect to find an alternative mode of transportation, you'll receive a full Brightline credit equivalent to the fare paid for your trip segment
1+ hour	Receive a 100% credit equal to a roundtrip fare at the same rate of the original trip

DELAY	ONBOARD
15-30 minutes	Enjoy complimentary snack & beverage service onboard
30-60 minutes	Receive a credit equivalent to 50% of fare paid for one trip segment Enjoy complimentary food & beverage service (including alcoholic beverages) in all service classes
1+ hour	Receive a 100% credit equal to a roundtrip fare at the same rate of the original trip