

THINGS HAPPEN

We want to assure you that we are taking steps to minimize the inconvenience to you and make any waiting time as comfortable as possible.

OUR PROMISE

We understand the importance of your time and thank you for your patience.

DELAY	PROMISE
15-30 minutes	Enjoy complimentary snack beverage service at Good to Go or onboard.
30-60 minutes	Receive a credit equivalent to 50% of fare paid for one trip segment. Enjoy continued complimentary snack & beverage service at Good to Go or onboard.
1+ hour	Receive a 100% credit equal to a roundtrip fare at the same rate of the original trip. Enjoy continued complimentary snack & beverage service at Good to Go or onboard.

Credit compensation is determined based on the time of arrival of delayed departures or the next available departure time for cancelled trains. Credits will be issued as voucher codes. Vouchers are redeemable at checkout or can be loaded to a Brightline account for future use. Delay and cancellation credits expire 90 days from issuance.

QUESTIONS?

Let us know how we can help.

Send an email to guestservices@gobrightline.com with your ticket information and we'll get back to you as soon as possible.

Ticket Information:

Name(s) on ticket(s)

Date of Reservation

Ticket Number

If you believe you may not have included an email address in your reservation, let us know! We'll send vouchers to you directly or let you know we've added them to your GoBrightline Account.

TAKE OUR SAFETY PLEDGE AND HELP US DELIVER THE MESSAGE.

Crossing train tracks while gates are down and lights are flashing is **against the law**.
It's **trespassing!**

Trying to outrun a train is **never** a good idea.
Trains may be crossing from **one** or **both directions**.

Trains are **faster, quieter and closer** than they appear.

Always abide by the law and **stay off train tracks** - only walk or bike at **designated crossings**.

Make the right choice:

LOOK. LISTEN. LIVE.



**OPERATION
LIFESAVER®**

Florida

brightline

GoBrightline.com