WHAT TO EXPECT TRAVELING ABOARD THE ALASKA RAILROAD

Masks are Required: Federal law requires passengers to wear a mask over their nose and mouth for the duration of travel, including in depots, onboard trains, and while boarding and disembarking. Refusing to wear a mask is a violation of federal law and may result in denial of boarding, removal from trains or depots, and federal penalties.

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

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, including those who have recovered from COVID-19 or are vaccinated, have a face covering. Face coverings are required by federal law to enter Alaska Railroad depots and ride trains.
• Children under the age of two, and passengers who cannot wear a mask because of a disability are exempt from the mask requirement. For safety, the Alaska Railroad may seat persons with disabilities who cannot wear a mask safely in a less crowded section of the train or depot.
• Communicate a mask exemption to us prior to travel by calling 800.544.0552. Alaska Railroad staff will inform onboard personnel of passengers who have an exemption.
• Learn more about the federal mandate and mask information from the CDC.
• If any member of your travel party has had recent exposure to COVID-19, or is experiencing cold or flu symptoms, do not travel – contact our reservations department for cancelation and rescheduling options.

AT THE DEPOT

• Face coverings are required by federal law to enter Alaska Railroad depots and board trains. Service will be denied to any non-exempt person not wearing a face covering.
• Alaska Railroad depots will operate at reduced capacity to allow for social distancing between passengers.
• Touchless hand sanitizer dispensers are stationed within depots.
• Depot ticket windows are outfitted with barriers to protect passengers and employees at time of check in.
• Boarding processes are staggered to allow for small group boarding.

ONBOARD THE TRAIN

• Masks are required to board and must be worn for the duration of travel. Face coverings may be removed for brief periods while eating or drinking.
• Alaska Railroad trains will operate at reduced capacity to allow for social distancing between passengers.
• Onboard the train, a dedicated custodial porter will sanitize surfaces, door handles, and restrooms every 30 minutes.
• Touchless hand sanitizer dispensers will be stationed within each passenger railcar.
• Passenger trains will undergo a full sanitization each night.
Refusal to properly wear a mask, or refusal to cease other disruptive behavior, may result in removal from the train at the earliest practicable opportunity. Passengers removed for noncompliance are responsible for all of their own travel arrangements and expenses, including lodging, meals and alternative transportation to their destination.

ONBOARD DINING

- 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. Personal alcohol may not be consumed on any 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.