

Rail Safeguard Plan

Rail Safeguard Plan for M-Passes

ACP Rail International (“ACP”) presents to you its Rail Safeguard Plan (RSP) for all M-pass products issued through our systems. These passes have been delivered to you via electronic means such as mobile phone, e-mail or download. This plan protects you in the event of trip cancellation or trip interruption. Please review the terms and conditions below for full details.

Applying for an M-Pass Trip Cancellation under the Rail Safeguard Plan

M-Passes are only eligible for cancellation and subsequent refund if they have not been activated and are within the pass validity period. Once an M-Pass has become activated for use, regardless if it has been used for travel or not, it is no longer eligible for cancellation. As such, partially used M-Passes cannot be cancelled and are not eligible for partial refunds.

If the M-Pass has not been activated and a valid RSP has been bought in conjunction with the M-Pass, the following steps must be followed for cancellation and refund:

Customers will be given a full refund to the original form of payment with no penalty and equal to the value of the M-Pass in question when the below stipulations are met:

- 1) Request for Rail Safeguard Plan cancellation must be sent to the original office where the purchase was made or via e-mail to the ACP Help Desk at info@acprail.com.
- 2) Once the cancellation request has been reviewed, travelers will be notified by email on the status of their request and if their M-Pass has been deemed activated or not. If the above conditions are met, we will proceed to the refund as mentioned above.

Applying for a Refund in the case of Interruption under the Rail Safeguard Plan

If, while traveling abroad, your trip is interrupted or stopped due to a rail strike or inclement weather causing the railway to stop operating, you will be reimbursed for the value of the unused travel day of your M-Pass.

In the event that an M-Pass holder experiences a trip interruption and the full travel day could not be used as a result, the traveler must possess an M-Pass that is activated for the day(s) which could not be used. In the event the rail pass travel day was partially used, no refund is possible for that travel day.

Customers will be given a reimbursement for the value of the impacted travel day of the M-Pass to the original form of payment when the below stipulations are met:

1. Requests must be sent to the original office where the purchase was made or via e-mail to the ACP Help Desk at info@acprail.com within 4 months from the last day of validity.
2. Once the request has been reviewed and once the M-Pass interruption has been investigated with the railway, travelers will be notified by email on the status of their request.
3. Refund requests due to strikes and inclement weather while traveling abroad must be received within thirty (30) days of the traveler’s return home.



The Rail Safeguard plan protection does not apply for any other types of interruptions including National holidays, missed connections, acts of terrorism, acts of rebellion, military action, or Acts of God. We encourage travelers to take travel insurance to cover for such events.

More details for submitting a request:

All Rail Safeguard Plan requests for M-Passes will be processed within 14 business days upon receiving the initial request.

The timeline to receive one's refund will vary depending on the country of residence and the bank or form of payment's processing time.

Further stipulations for all Rail Safeguard Plans:

ACP's Rail Safeguard Plan is non-refundable and non-exchangeable.

Seat Reservations bought in conjunction with an M-Pass are not covered by the RSP. Seat Reservations are non-Refundable.

Any claims made under false pretenses will be void and no benefits will be available. All information given to ACP regarding the claim will be truthful, accurate and complete.

Only ACP is allowed to make changes to the Rail Safeguard Plan.

Should the traveler already have benefits similar to the Rail Safeguard Plan from another program, please consult the terms and conditions of that product before purchasing the Rail Safeguard Plan.

The Terms and conditions for the Rail Safeguard Plan are governed by the laws of Quebec, Canada. If no amicable settlement can be reached, all disputes concerning it will come under the jurisdiction of Quebec, Canada.

Please print or keep a copy of these Terms & Conditions with your travel documents.

Rail Safeguard Plan for Paper Passes

ACP Rail International (“ACP”) presents to you its Rail Safeguard Plan (RSP) for all Paper-pass products issued through our systems. These passes have been delivered to you via mail. This plan protects you in the event of trip cancellation or trip interruption. Please review the terms and conditions below for full details.

Applying for a Paper Pass Trip Cancellation under the Rail Safeguard Plan

Paper Passes are only eligible for cancellation and subsequent refund if they have not been validated at the station and are within the pass validity period. Once a Pass has been validated for use, regardless if it has been used for travel or not, it is no longer eligible for cancellation. As such, partially used Paper Passes cannot be cancelled and are not eligible for partial refunds.

If the Paper Pass has not been validated and a valid RSP has been bought in conjunction with the Paper Pass, the following steps must be followed for cancellation and refund:

Customers will be given a full refund to the original form of payment with no penalty and equal to the value of the Paper Pass in question when the below stipulations are met:

- 3) Request for the Rail Safeguard Plan cancellation waiver along with the physical unvalidated Paper Pass must be sent to the original office where the purchase was made or mailed to the ACP Help Desk (Contact: info@acprail.com for further details).
- 4) Once the cancellation request has been reviewed, travelers will be notified by email on the status of their request and if their Paper Pass has been deemed validated or not. If the above conditions are met, we will proceed to the refund as mentioned above.

Applying for a Refund in the case of Interruption under the Rail Safeguard Plan

If, while traveling abroad, your trip is interrupted or stopped due to a rail strike or inclement weather causing the railway to stop operating, you will be reimbursed for the value of the unused travel day of your Paper Pass.

In the event that a Paper Pass holder experiences a trip interruption and the full travel day could not be used as a result, the traveler must possess a Paper Pass that is validated for the day(s) which could not be used. In the event the rail pass travel day was partially used, no refund is possible for that travel day.

Customers will be given a reimbursement for the value of the impacted travel day of the Paper Pass to the original form of payment when the below stipulations are met:

4. Requests must be sent to the original office where the purchase was made or via e-mail to the ACP Help Desk at info@acprail.com within 4 months from the last day of validity.
5. Once the request has been reviewed and once the Paper Pass interruption has been investigated with the railway, travelers will be notified by email on the status of their request.
6. Refund requests due to strikes and inclement weather while traveling abroad must be received within thirty (30) days of the traveler’s return home.



The Rail Safeguard plan protection does not apply for any other types of interruptions including National holidays, missed connections, acts of terrorism, acts of rebellion, military action, or Acts of God. In addition, the Rail Safeguard plan protection does not cover Paper Passes which are lost, stolen, mutilated or destroyed. We encourage travelers to take travel insurance to cover for such events.

More details for submitting a request:

All Rail Safeguard Plan requests for Paper Passes will be processed within 14 business days upon receiving the initial request and all required documentation.

The timeline to receive one's refund will vary depending on the country of residence and the bank or form of payment's processing time.

Further stipulations for all Rail Safeguard Plans:

ACP's Rail Safeguard Plan is non-refundable and non-exchangeable.

Seat Reservations bought in conjunction with a Paper Pass are not covered by the RSP. Seat Reservations are non-Refundable.

Any claims made under false pretenses will be void and no benefits will be available. All information given to ACP regarding the claim will be truthful, accurate and complete.

Only ACP is allowed to make changes to the Rail Safeguard Plan.

Should the traveler already have benefits similar to the Rail Safeguard Plan from another program, please consult the terms and conditions of that product before purchasing the Rail Safeguard Plan.

The Terms and conditions for the Rail Safeguard Plan are governed by the laws of Quebec, Canada. If no amicable settlement can be reached, all disputes concerning it will come under the jurisdiction of Quebec, Canada.

Please print or keep a copy of these Terms & Conditions with your travel documents.

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