



AccesRail Product: Brightline

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About:

Brightline is a high-speed intercity train company that runs between Miami and Orlando. Brightline offers a modern and efficient train travel experience in Florida, connecting major cities like Miami, Fort Lauderdale, West Palm Beach, and Orlando. Between Orlando and Miami passengers can enjoy a seamless and scenic experience, connecting two of Florida's most vibrant cities with comfortable seating, free Wi-Fi, and a range of onboard amenities, ensuring a pleasant trip from start to finish. AccesRail 9B offers Brightline services in Southern Florida from Orlando to Miami and stops in between.

9B and Provider:

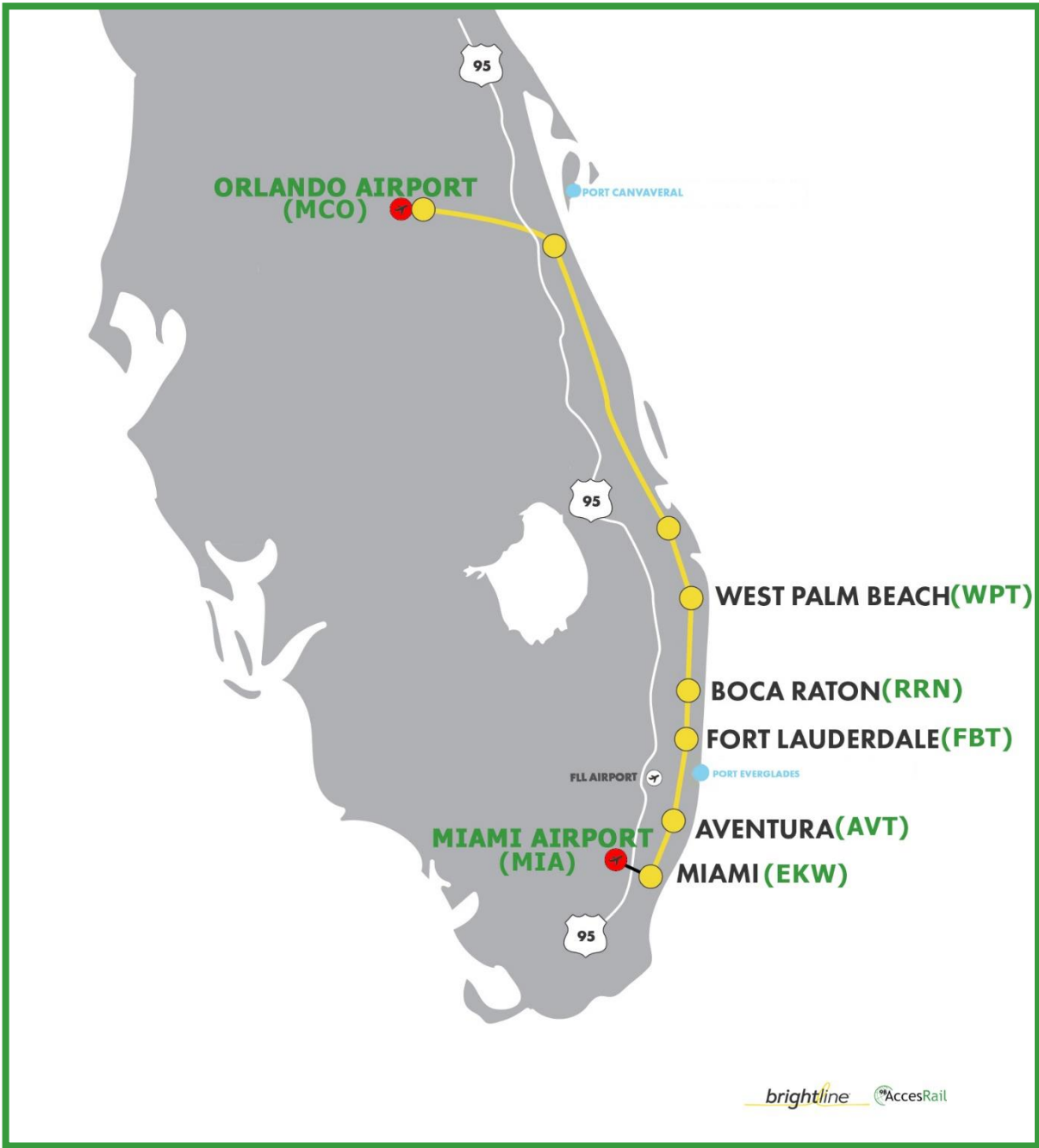
Train Range: 9B 3800 – 3999

All services available as Air-Rail and Rail-Air.





Map of 9B Brightline Services:





Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Miami Airport	MIA*	Orlando Airport	MCO	4hrs
Miami Airport	MIA*	Fort Lauderdale	FBT	35min
Miami Airport	MIA*	West Palm Beach	WPT	1hr 20min
Miami Airport	MIA*	Boca Raton	RRN	55min
Miami Airport	MIA*	Aventura	AVT	20min

*Shuttle between Miami Airport and Brightline Miami Train Station is included in ticket.

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Miami Brightline Station	EKW	Orlando Airport	MCO	4hrs
Miami Brightline Station	EKW	Fort Lauderdale	FBT	35min
Miami Brightline Station	EKW	West Palm Beach	WPT	1hr 20min
Miami Brightline Station	EKW	Boca Raton	RRN	55min
Miami Brightline Station	EKW	Aventura	AVT	20min

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Orlando Airport	MCO	Miami Airport	MIA*	4hrs
Orlando Airport	MCO	Miami Central	EKW	3hrs 30min
Orlando Airport	MCO	Fort Lauderdale	FBT	2hrs 50min
Orlando Airport	MCO	West Palm Beach	WPT	2hrs 10min
Orlando Airport	MCO	Boca Raton	RRN	2hrs 35min
Orlando Airport	MCO	Aventura	AVT	3hrs 10min

*Shuttle between Miami Airport and Brightline Miami Train Station is included in ticket.

Services:

Passengers can travel in Premium (J) or Smart (Y) class.

Passengers in Premium class can enjoy travel in large comfortable chairs, complimentary Wi-Fi, access to a power socket at their seat, complimentary snack and drink, and access to the Premium lounge.



Passengers in Smart class can enjoy travel in comfortable chairs, complimentary Wi-Fi, and access to a power socket at their seat.

9B RBD	Brightline Classes
J	Premium
Y	Smart

Pets:

Passengers may bring their cat or dog on board in a carrier. Pets must be added to the reservation at least 10 minutes prior to train departure. This can be done at the train station. Fees may apply.

Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is only available for children under the age of 13 in Smart Class on routes to and from Orlando. Child fare is not available in Premium class or on other routes.

Tickets are only valid for the OD pair indicated on the ticket.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

Carrier Conditions apply.

Group Bookings:

To book groups: Up to 9 passengers with unique names per PNR when booking with 9B AccesRail. Example: A group of 20 will be booked on three different PNRs (PNR 1: 9 pax, PNR 2: 9 pax, PNR 3: 2 pax).





Brightline Trains:



Figure 1: Brightline Premium (J) Class Seating



Figure 2: Brightline Smart (Y) Class Seating



Figure 3: Orlando Station, Train Exterior



Figure 4: Brightline Train Exterior



Figure 5: Touchless Train Bathroom



Figure 6: Miami Station Exterior



Figure 7: Orlando Train Station Entrance



Figure 8: Ticketing and Security Entrance



Figure 9: Premium Class Lounge Entrance



Figure 10: Mary Mary Bar



Figure 11: Brightline Service Desk



Check-in Process:

Check-in is essential to ensure a smooth travel experience.

Passengers must check-in to retrieve their actual travel documents. Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (See Figure 6) using the passenger’s name as it appears in the booking and either the booking reference or 13-digit ticket number.

Passengers who arrive at/depart from Miami Airport will receive their ticket which indicates that they can take the shuttle bus and a Second page of instructions on how to go between Miami Airport and Brightline Miami Train Station.

Seat reservations are included.

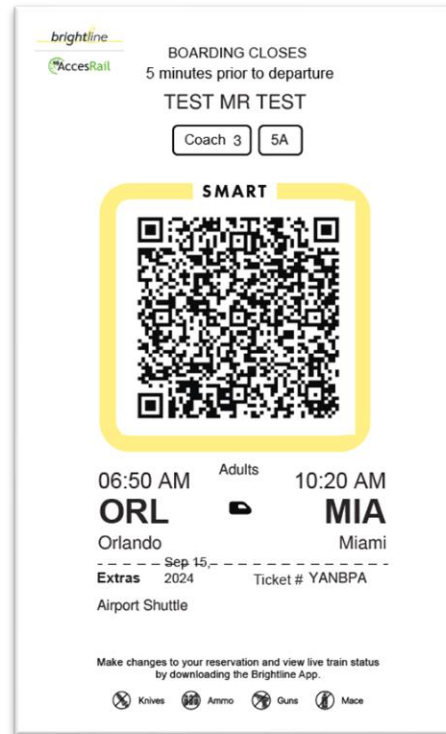


Figure 12: Brightline Train Ticket Example

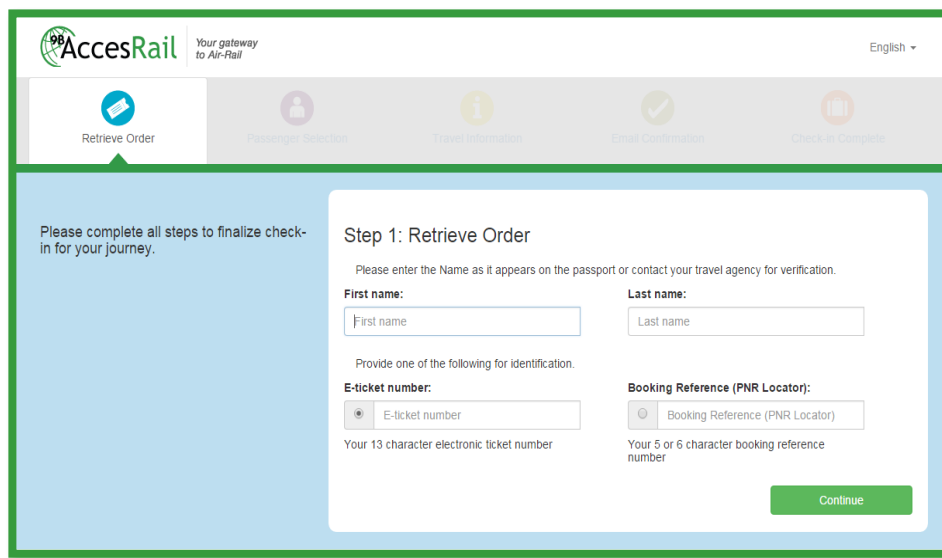


Figure 13: Check-in Page



How to Get to the Train:

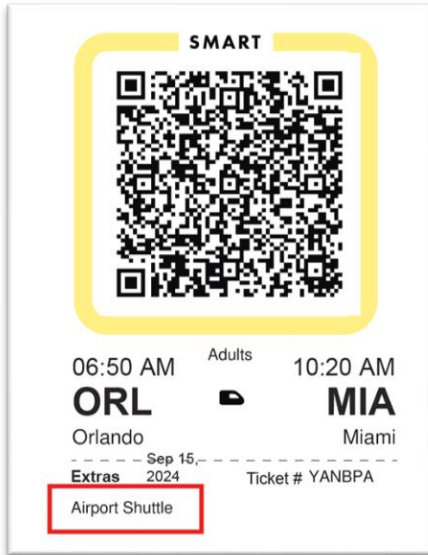


Figure 14: Train Ticket with Airport Shuttle

Miami:

Tickets for passengers who arrive at or depart from Miami Airport will show “Airport Shuttle” at the bottom of the ticket (See Figure 7) and a Second page which contains instructions on how to go between Miami Airport and Brightline Miami Train Station. Passengers will use the Brightline shuttle bus (See Figure 8).

At Miami Train Station passengers will go from the ground level, exit through the east exit past Joe & The Juice to the pickup area to board the shuttle.

At Miami Airport passengers will be able to board the shuttle at the North Terminal, Concourse D, Door 6, Bus Zone 1; Central Terminal, Concourse E, Door 11, Bus Zone 2; and South Terminal, Concourse H, Door

22, Bus Zone 4.

<p>brightline</p> <p>Getting to Miami International Airport (MIA) from Miami Train Station</p> <p>Your train ride ends at Miami Station.</p> <p>Your train ticket includes a shuttle service from the train station to the airport.</p> <p>Shuttles depart 10 minutes after train arrival. The trip takes 16 minutes in average.</p> <p>Shuttles boarding point: From the ground level, exit through the east exit past Joe & The Juice to the pickup area.</p> <p>Hours of operation: Mon - Sun 7:20am – 7:55pm. First shuttle departs the station at 7:25am, Last shuttle departs the station at 7:25pm.</p>	<p>brightline</p> <p>Baggage Policy</p> <p>Carry-on Items</p> <p>Up to two (2) carry-on items per passenger are allowed on board BL trains, subject to space availability. Each standard size carry-on item must not exceed 50 lbs. (22 kg) in weight and 28" x 22" x 14" (71 x 56 x 35 cm) or 64 linear inches (162 linear cm) in exterior dimensions. Items must fit comfortably within the overhead luggage area, under the seat or in the luggage tower available in each train coach. Items may not be stored in empty seats, aisles, vestibules or other areas where they present a safety hazard or cause annoyance to other passengers.</p> <p>Additional small personal items needed for the duration of the trip may be carried on the train and will not count toward the carry-on allowance. Such items include but are not limited to:</p> <ul style="list-style-type: none"> • Required medical devices and containers • Pillows, blankets and outer garments • Small briefcases and purses 	<p>brightline</p> <ul style="list-style-type: none"> • Umbrellas • Non-alcoholic liquids and food <p>Checked Bag</p> <ul style="list-style-type: none"> • Brightline will waive fees up to (2) Checked bags in SMART Business Class and PREMIUM First-Class, 3+ bags are subject to baggage fee • Documentation will need to be provided: AccesRail/Brightline Boarding Pass, Inbound/Outbound Flight Boarding Pass • Limited space available for Checked Bags • Must check-in 30 minutes prior to departure at Guest Services to Check Bags • For stations where there are no staff, the customer has to bring all bags on the train (no checked bags)
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Figure 15: Second Page Example



Orlando:

At Orlando Airport passengers will [make their way to Terminal C](#) to take the Brightline train. Passengers who arrive at Terminal A and B can take the terminal link to Terminal C. Once at Terminal C, passengers can follow the signs from the pedestrian bridge to the train station.

Passengers departing from Orlando Airport can follow the signage from the train station to the pedestrian bridge to Terminal C. From Terminal C passengers can take the terminal link if they are [departing from Terminal A and B](#).

At Brightline Train Stations:

At Brightline train stations passengers will go through security before boarding the train. Passengers will have their luggage scanned at the station and must pass through a metal detector.

Passengers are prohibited from bringing hazardous material with them on board: Firearms, ammunition, incendiary devices, sharp objects, containers with propellants, gasoline-powered hand tools, flares/flare guns, corrosive or dangerous chemicals, mace or pepper spray, bows, crossbows or arrows, martial-arts and self-defense items.



Figure 16: Miami Airport Shuttle

Luggage:

Brightline luggage rules apply. Passengers must be able to carry their luggage to their respective train and vice-versa. Passengers are responsible for their own luggage during the train journey.

Carry-on Items:



Up to two (2) carry-on items per passenger are allowed on board BL trains, subject to space availability. Each standard size carry-on item must not exceed 50 lbs. (22 kg) in weight and 28" x 22" x 14" (71 x 56 x 35 cm) or 64 linear inches (162 linear cm) in exterior dimensions. Items must fit comfortably within the overhead luggage area, under the seat or in the luggage tower available in each train coach. Items may not be stored in empty seats, aisles, vestibules or other areas where they present a safety hazard or cause annoyance to other passengers.

Additional small personal items needed for the duration of the trip may be carried on the train and will not count toward the carry-on allowance. Such items include but are not limited to:

1. Required medical devices and containers
2. Pillows, blankets and outer garments
3. Small briefcases and purses
4. Umbrellas
5. Non-alcoholic liquids and food

Checked Bag:

1. Brightline will waive fees up to (2) Checked bags in SMART Business Class and PREMIUM First-Class, 3+ bags are subject to baggage fee
2. Documentation will need to be provided: AccesRail/Brightline Boarding Pass, Inbound/Outbound Flight Boarding Pass
3. Limited space available for Checked Bags.
4. Must check-in 30 minutes prior to departure at Guest Services to Check Bags.
5. For stations where there are no staff, the customer has to bring all bags on the train (no checked bags)

Food and Beverage:

Passengers have access to food and drinks at the train stations, as well as on the train. At Orlando, Fort Lauderdale, West Palm Beach, and Miami passengers can purchase drinks at the Mary Mary Bar. Passengers can purchase food at MRKT at Aventura and Boca Raton stations, and MRKT Place at Orlando, West Palm Beach, Fort Lauderdale, and Miami.





Passengers with Premium tickets have access to the Premium lounge where passengers can enjoy complimentary snacks and drinks.

On-board Meals:

Passengers in Premium class can enjoy complimentary snacks and beverages while on board, as well as complimentary breakfast for travel between Orlando and Miami.

Passengers in Smart class can enjoy snacks and beverages purchased from the onboard menu.

Mobility Assistance:

For wheelchair space reservation please use SSRs: WCBD, WCBW, WCHC, WCLB. If confirmed, a wheelchair space will be reserved. Assistance getting on and off is not guaranteed.

Delays:

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, passengers will be accommodated by visiting the Brightline Trains USA Service Desk. However, the same class of service is not guaranteed in such cases.

SSR Message:

Please note that the SSR message will contain check-in information. For wheelchair space reservation please use SSRs: WCBD, WCBW, WCHC, WCLB.

FAQ:

1. Is Brightline a BUS or TRN?
Brightline is a train (TRN) service. Note, a shuttle service between MIA and EKW.
2. Do I have to check-in?
Yes, passengers must check-in in order to receive their actual travel document which they will use to board the train. Passengers can [check-in on AccesRail](#) for each segment of their journey.





3. Can I upgrade my ticket?
Unfortunately, tickets are unable to be upgraded at the station or while on the train.
4. How do I get to Miami Brightline Station from Miami Airport?
A shuttle service is available for passengers booked to/from Miami Airport (MIA). Tickets will indicate if shuttle is included under “Extras”.
5. Can I get off the train at a station before the one indicated on my ticket?
Tickets are only valid for the points indicated on the ticket; passengers must travel from origin to destination as booked.
6. How early should I arrive at the train station?
Passengers should arrive at the train station 30 minutes prior to train departure.
7. Who can I contact for further assistance?
Please contact 9B AccesRail at info@accesrail.com for further questions or check-in assistance.