



Switzerland.
by train, bus and boat.

Express group luggage door to door.

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Many groups travel through Switzerland by tour coach. Groups often decide against travelling by train, bus and boat because of their luggage. With the incentive of an attractive offer for group luggage, it is expected that groups will opt for Swiss public transport as their preferred way to travel around Switzerland.

Express group luggage door to door

The Express group luggage door to door offer is available for groups of 10 or more persons travelling through Switzerland by train, bus and boat. The Swiss Federal Railways (SBB) assume responsibility for booking, transportation and accounting.

Delivery method	Door to door
Service points	Available between any two Swiss addresses
Collection/delivery	Express Collection and delivery on the same day
Within Switzerland	<ul style="list-style-type: none">Collection: between 7 am and 9 am Group luggage with same-day delivery may be consigned at the SBB counter at Zurich Airport until 12.30 pm (latest landing at 11.30 am).Delivery: until 7 pm (Zermatt until 19.30 pm). Exact time stated in the confirmation.
Group size / no. of luggage items	<ul style="list-style-type: none">Minimum 10 personsMaximum 50 items of luggageMaximum weight per piece of luggage 23 kg. Clients and tour leaders are to be informed accordingly.
Transport price	CHF 300 – net without commission
Requirement	Transportation is only possible when each person holds a valid ticket for the entire route.
Change / cancellation policy	The order can be cancelled free of charge until 20.00h (CET/CEST) two days before the transport is scheduled. In case of late cancellations, 100% of the cost will be charged.
Insurance	SBB is liable for damages in accordance with the guidelines of the Swiss Federal Passenger Transport Act PTA (maximum CHF 2,000 coverage in the event of loss or damage, CHF 200 per 24 hours in the event of delay). Insured at original value.
Booking deadline	No later than 5 business days (Monday until Friday) before the scheduled transport.
Express group luggage door to door service booking information	Online booking form at: sbb.ch/en/luggage-groups or by e-mail to baggage@sbb.ch . The following information is required at the time of booking:

Swiss Travel System AG

Lagerstrasse 33, CH-8004 Zürich, mystsnet.com

	<ul style="list-style-type: none"> • Name, address and contact details of person booking offer as well as billing address incl. tax number (if available). • Name and mobile number incl. international dialling code of the tour leader or main contact during the trip. • Group name • Pick-up date and requested pick-up time • Exact pick-up address or dispatch station • Delivery date and preferred pick-up time • Exact destination address or station • Estimated number of luggage items (The number of luggage items must be indicated as accurately as possible when booking). • Group size • Description of items (e.g. suitcase, ski equipment etc.) • Ticket type and total price • Comments 		
Express group luggage door to door booking process	1	Tour operator	Order by online booking form or by e-mail
	2	SBB	Acknowledgment of receipt sent with information about the expected delivery time of the final transportation confirmation
	3	SBB	Sends transport plan and delivery of transportation confirmation to the tour operator including info on documents
	4	SBB	Reminder e-mail 3 days before the transport
Queries, changes, cancellations, reporting damaging events	Contact SBB by e-mail at baggage@sbb.ch or telephone on +41 (0)51 222 28 28		
Payment options	<ul style="list-style-type: none"> • By invoice with bank transfer (invoice from SBB) • By credit card or cash at a station for luggage 		

Prices and offer expressly subject to change.

Feedback from group travel operators welcome at baggage@sbb.ch.

As of: November 2023