



Switzerland.
by train, bus and boat.

Market Test Express Foreign-Airport-to-Door Group Luggage

As of: 1 April 2019

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Many groups currently travel through Switzerland by tour coach. The most common argument against travelling by train, bus and boat is the problem of luggage transportation for an entire group. For this reason, an attractive group luggage transportation offer is to be launched in the form of a 2-year market test. The aim is to encourage more groups to use Swiss public transport.

The Market Test Express Foreign-Airport-to-Door Group Luggage will be carried out from 1 January 2017 to 31 December 2019.

Express Foreign-Airport-to-Door Group Luggage offer

The Express Foreign-Airport-to-Door offer will be available for groups of 10 to 50 persons travelling through Switzerland by train, bus and boat. The Swiss Federal Railways (SBB) will assume responsibility for booking, transportation and accounting.

Delivery method	Foreign-Airport-to-Door (another country–Switzerland)
Service points	Service available from any airport abroad to any Swiss address, including car-free destinations. Also possible is the Express Door-to-Door Group Luggage between any two Swiss addresses (see separate document).
Pick-up/Delivery	Express Same day pick-up and delivery
Specific terms and conditions:	Available for flights landing at Zurich airport until 11.30h (excl. Geneva). Delivery from 18.00h – specific times provided with quotation.
Group size	Minimum 10 persons, maximum 50 persons Larger groups on request
Transport price	CHF 200 – net without commission.
Precondition	Transportation is only possible if each person holds a valid ticket for the entire transport distance.
Change / Cancellation of order	The order can be cancelled free of charge until 09.00h (CET/CEST) on the day before the transport starts. Later cancellations will be charged at 50% of the costs.
Insurance	In this case, SBB is liable 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 before departure abroad (also at the tour operator's discretion as to whether there is enough time to send the green labels).		
Booking Express Foreign-Airport-to-Door Group Luggage	<p>Online booking form at: sbb.ch/en/luggage-groups or by e-mail to baggage@sbb.ch.</p> <p>When booking transportation, the following information is required:</p> <ul style="list-style-type: none"> • Product name “Express Foreign-Airport-to-Door Group Luggage” must be referenced in the comments section on the online booking form or at the beginning of the e-mail. • Name, address and contact info of tour operator • Group name • Landing date, flight number and landing time (only for arrivals in Zurich airport until 11.30h) • Pick-up date • Preferred pick-up time • Exact destination address or station • Number of luggage items • Group size • Description of items (e.g. suitcase, ski equipment, etc.) • Ticket type and total price • Comments 		
Express Foreign-Airport-to-Door Group Luggage booking process	1	Tour operator	Order using the online booking form or by e-mail.
	2	SBB	Acknowledgment of receipt sent with information about the expected despatch time and the final transportation confirmation.
	3	SBB	Production of transport plan and dispatch of transportation confirmation to the tour operator including transport labels and customs declaration.
	4	Tour operator	Dispatch of green label cover and transport labels including customs declaration to customer or tour operator.
	5	SBB	Reminder e-mail 3 days before the transport.
	6	Customer	Customer must have filled out and signed the customs declaration before handing over their luggage abroad and must attach these to their luggage together with the transport labels in the green label cover. Additional address labels with group name, telephone number of tour operator and destination address, for example the hotel.
	7	Tour operator	Before departure and after check-in abroad, report the exact number of luggage items via text message to +41 (0)79 223 17 85 or by e-mail to baggage@sbb.ch .
Questions, changes, cancellations, event giving rise to a claim	Contact SBB by e-mail at baggage@sbb.ch or telephone on +41 (0)51 285 30 00		
Accounting	SBB invoice direct to tour operator.		

Prices and offer expressly subject to change during the market test.
Feedback from group travel operators welcome at baggage@sbb.ch