



Switzerland.
by train, bus and boat.

Market Test Express Door-to-Door Group Luggage

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Many groups currently travel through Switzerland by tour coach. The most frequently cited 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 Door-to-Door Group Luggage will be carried out from 1.1.2017 to 31.12.2019.

Express Door-to-Door Group Luggage

The Express Door-to-Door service for group luggage 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, accounting and transportation.

Delivery method	Door-to-Door
Service points	Available for luggage shipments between any Swiss address. Also possible as Express flight luggage airport abroad-to-door.
	Car-free destinations For example – Zermatt, Saas Fee, Wengen, Mürren. Individual luggage transportation to destination hotel or address. Divergent "Pick-up or collection time" will be announced with booking confirmation
Pick-up / Delivery	Express Same day pick-up and delivery
Flight luggage Another country- Switzerland	Landing: no later than 13.00 hrs Delivery: from 18.00 hrs, exact time follows with offer

Within Switzerland	Pick-up: 09.00 hrs latest Delivery: 18.00 hrs latest		
Group size	Minimum 10 persons, maximum 50 persons. Larger groups on request.		
Transport price	CHF 200 per transport – net without commission		
Precondition	Ticket for each person for entire transport distance must exist.		
Booking change / cancellation	Up to 09.00 hrs (CET/CEST) on the day before start of transport, free of charge / later 50% of cost		
Insurance	SBB liability in accordance with guidelines of Swiss public transport legislation (maximum CHF 2000 coverage in event of damage or loss, CHF 200 per 24 hours in event of delay; insured at original value).		
Booking deadline	At the latest, 5 business days before transportation		
Booking	<p>Online booking form on: sbb.ch/en/luggage-groups</p> <p>When booking transportation, the following information is required:</p> <ul style="list-style-type: none"> - Name, address and contact info of tour operator - Pick-up date - Requested pick-up time - Exact pick-up address or despatch station - Delivery date - Preferred delivery time - Exact destination address or station - Estimated total of luggage items - Group size - Description(s) – for example, cases, skis, etc. - Total price and type of ticket - Remarks 		
Booking process	1	Tour operator	Order through online booking form
	2	SBB	Acknowledgment of receipt and information about planned dispatch date of the confirmation/transport plan
	3	SBB	Producing and dispatch the confirmation/transport plan and all necessary documents. In addition, for flight luggage orders: etiquettes, customs declarations etc.
	4	SBB	Reminder-email 3 days before the transport
Questions, changes, cancellations, loss-causing event	Contact SBB by Email or telephone: baggage@sbb.ch +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 under baggage@sbb.ch.