



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 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 Door-to-Door Group Luggage offer will be carried out from 1 January 2017 to 31 December 2019.

Express Door-to-Door Group Luggage offer

The Express Door-to-Door Group Luggage 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	Door-to-Door
Service points	Available between any two Swiss addresses. Also possible as Express Foreign-Airport-to-Door Group Luggage (see separate document).
Pick-up/Delivery	Express Same day pick-up and delivery
Within Switzerland	Pick-up: 09.00h latest Delivery: 18.00h latest
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 transportation.
Booking Express Door-to-Door Group Luggage	Online booking form at: sbb.ch/en/luggage-groups or by e-mail to baggage@sbb.ch .

	When booking transportation, the following information is required:		
	<ul style="list-style-type: none"> • Name, address and contact info of tour operator • Group name • Pick-up date • Requested pick-up time Exact pick-up address or despatch station • Delivery date • Preferred pick-up time • Exact destination address or station • Estimated number of luggage items • Group size • Description of items (e.g. suitcase, ski equipment etc.) • Ticket type and total price • Comments 		
Express Door-to-Door Group Luggage booking process	1	Tour operator	Order online 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 info on documents.
	4	SBB	Reminder e-mail 3 days before the transport
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.