



Switzerland.
by train, bus and boat.

Group reservations for public transport in Switzerland.

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Dear Partner,

Group reservations for public transportation in Switzerland (trains, buses and boats) can be made free of charge via plabe.gruppen@sbb.ch.

Please note, however, this regulation does not apply to special trains on which fare supplements are charged (for example Glacier Express, Bernina Express or Gotthard Panorama Express). These trains/buses/boats should be booked directly with the rail operator in question. You will find their addresses on SwissTravelSystem.com or under your Railticketing account in the "Info" section.

Are you perhaps unfamiliar with PLABE? Not sure how this group reservation system functions? On the following page, you will find all the essential information.

For further information, your STS Market Manager is at your service and will be happy to advise and assist you.

With best wishes,

Your STS Team

Group reservations at a glance.

Reservations*	Group reservations (minimum 10 persons) for public transport companies in Switzerland – via plabe.gruppen@sbb.ch.
How to book	Reservations can be made at any time under plabe.gruppen@sbb.ch . You will normally receive confirmation within 48 hours. In exceptional cases (for example, change of timetable, service disruption, major events, etc.) definitive confirmation will follow in consultation with the agents.
Booking deadline	New reservations and changes to existing bookings can be accepted up to 12 hrs on the day before the scheduled journey.
Booking information	<p>To ensure speedy processing of your reservations and trouble-free travel for your clients, the following information must be provided:</p> <ul style="list-style-type: none"> • Name of travel guide • Travel guide correspondence language: English/German/French/Italian • Mobile telephone number of travel guide or responsible person • Preferred means of communication: E-Mails/sms (please always provide international code). In the case of trains with specific seat allocations and numbers, the carriage and seat numbers will be communicated to you shortly before the start of journey (via the E-Mail address and/or mobile telephone number you have provided) • Group name • Number of participants: 1st class / 2nd class <p>For groups travelling to Switzerland from abroad, please also provide:</p> <ul style="list-style-type: none"> • Flight or train number of arrival in/departure from Switzerland • Date and time of arrival in/departure from Swiss Airport or border station
Cancellations	Confirmed reservations can be cancelled free of charge without reason up to 12 hrs on the day before the scheduled date of arrival. However, cancellations must be communicated via plabe.gruppen@sbb.ch .
No-show	In many cases, transport companies have to exchange entire carriage compositions, in order to ensure the most efficient and enjoyable travel experience for your group(s). This operation is time and cost-intensive. In the event of cancellations not being communicated to us and resulting in "no shows", the Swiss Travel System and transport companies in question will invoice for compensation payment of CHF 200.
Booking address	All bookings must be made in writing to: plabe.gruppen@sbb.ch Any questions? Please contact PLABE: <ul style="list-style-type: none"> • Telephone +41 (0)51 222 24 09 • Fax: +41 (0)51 222 24 89

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