



# Swiss Travel System

## Tailor-made articles (TAM)

Valid from 1 August 2015

Dear Partner

Are you looking for customized public transport solutions for package arrangements in Switzerland? Swiss Travel System AG provides the perfect product – tailor-made to your requirements at attractive prices.

### 1. Definition

Tailor-made products (TAM) are customized travel services oriented to the individual needs of tour operators at net prices. These services may be sold only as part of a package (see point 6). TAM products are complex, and in some cases special regulations apply.

### 2. General

- 2.1. Calculation of a tailor-made offer (discounted) on the basis of the Swiss Transfer Ticket or Swiss Transfer Ticket Combi (STTC).
- 2.2. The discount is guaranteed on all routes covered by the respective STT area of application (Tariff 673). All other routes in the area of application (Tariff 673) can be added at normal prices – for example, mountain excursions.
- 2.3. A maximum of 8 transfers will be offered.
- 2.4. We offer you free of charge a tailor-made ticket within 10 working days (annual orders by arrangement).
- 2.5. The price of a tailor-made offer is valid for six months and must be confirmed by the tour operator.
- 2.6. Programming and activation in Railticketing (RT) will commence within 15 working days at the earliest after order date. This service is free of charge for you.

### 3. Services covered by a tailor-made STT or STTC

- 3.1. Route-related price calculation on the basis of Tariffs 600, 603 and 604. No deviation possible.
- 3.2. On transfer days the tailor-made ticket is valid only on the route specified by the tour operator and calculated accordingly. No deviation is possible. Passengers must present their travel programme if so requested by ticket inspectors. Responsibility for communicating this information to passengers lies with the tour operator. Any additional subsequent payments incurred by clients (resulting from deviation from the pre-defined route) will in principle not be refunded by Swiss Travel System AG.
- 3.3. The STTC-based TAM entitles purchase – from the first to the last validated day of travel (maximum one month) – of an unlimited number of tickets at the discounted price, as also with a Swiss Half Care Card Combi (SHFCC) in accordance with Tariff 673. However, monthly cards at Swiss Half Fare Card tariff is excluded.
- 3.4. On request, TAM offers can cover the FIT net prices for mountain excursions contractually negotiated between the KTU and STS. These prices will not be further discounted.
- 3.5. The purchase of RailAway offers with STTC-based TAM (Half Fare tariff or, on transfer days, GA tariff) is possible. Important: RailAway combi services must be purchased before travel from the departure station; otherwise the reduced tariff can not be applied.

- 3.6. In the event that travel by privately-operated and mountain railways are not included on transfer days, clients with STTC-based TAM will receive a reduction on mountain railways listed under Tariff 673.
- 3.7. The Swiss Museum Pass is not included in TAM articles.

#### **4. Programming pre-conditions**

The processing and other costs involved in an offer are not to be underestimated, either before or after programming. To keep these costs under control, you as the tour operator must fulfil certain minimum requirements per offer. Any deviation from these requirements must first be authorized by Swiss Travel System AG.

- 4.1. The minimum price per TAM article is CHF 100 (basis: adult, 2nd class).
- 4.2. In order to work on a cost-covering basis, minimum annual total sales of 100 articles or turnover of CHF 10,000 must be generated.
- 4.3. To enable you, as tour operator, to test new TAM articles, you will be offered a maximum two-year test period. If the turnover target is not reached, the articles will no longer be activated at the end of the test period.
- 4.4. If a TAM product does not meet (or no longer meets) programming pre-requirements – and you as tour operator adhere to the article – we will invoice you CHF 450 for the renewal per article per year.

#### **5. Tariff basis**

Unless covered in these guidelines, TAM articles are subject to the regulations of Tariff 673. These form the basis for TAM products.

Website Tariffs VoeV: <http://www.voev.ch/de/ch-direct/Tarife-und-Vorschriften/Aktuelle-DV-Tarife>

#### **6. Swiss Federal Law on Package Travel**

The TAM product may be offered only as part of a package arrangement. Package travel is defined as the pre-determined combination of at least two of the following components, when sold or offered for sale at an all-inclusive price and when the service covers a period of more than 24 hours or includes overnight accommodation:

- transport
- accommodation
- other touristic services not directly related to transport or accommodation, but accounting for a significant proportion of the package

#### **7. Cancellation**

STS offers of a TAM product are in principle provided free of charge and without obligation. Cancellation of an ordered TAM article is also possible free of charge at any time and without stating any reasons.

#### **8. Order**

The tour operator is responsible for the prompt ordering or prolongation of TAM products.

## 9. Refund

As tour operator you can request a (partial) refund for transfer tickets which have not been fully used on the appropriate transfer days – on condition that any such refund is passed on to the clients. The tour operator is responsible for providing documentary proof as follows:

- Documented illness or accident
- Documented refund at location of travel interruption
- Confirmation from a railway office
- Ticket posted from the location of travel interruption to the point-of-sale

If such proof is not provided – or only partially provided – there can be no entitlement to refund.

Request for refund must be made within one year of the first day of validity of the partly used ticket. Swiss Travel System AG accepts no refund requests from tour operators. Such requests should be submitted (together with the original RT-issued ticket(s) and all relevant refund documentation) to: Swiss Federal Railways (SBB), Personenverkehr / P-FI-CSA, Wylstrasse 123/125, 3000 CH-Bern 65.

Any deviating agreements are subject to the principle of goodwill and require the approval of Swiss Travel System AG.

With best wishes

Your STS team

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