



Switzerland.
by train, bus and boat.

5 September 2022

Group reservations for public transport in Switzerland.

mystsnet.com

Dear Partner,

Group reservations for all Swiss public means of transportation not subject to surcharge can be made free of charge via partnersupport@sbb.ch.

This option does not apply to special trains requiring surcharges (for example Glacier Express, Bernina Express or Gotthard Panorama Express). Such trains, buses & boats need to be booked directly with the respective transport company.

In case you have not used group reservations before and are therefore unfamiliar with the procedures, please find all the essential information in the following overview.

Are you making more than 20 group reservations on Swiss public transport per year? Then you may be interested in the group reservation tool CAPRE. Please contact trade@swisstravelsystem.com for further information,

In case of queries, your STS market manager will be happy to help.

Kind regards

Your STS Team

Group reservations at a glance.

Reservations*	Free group reservations (10 or more persons) for public transport companies in Switzerland – via partnersupport@sbb.ch.
How to book	Reservations can be made at any time under partnersupport@sbb.ch . A confirmation is usually issued within 24 hours on working days. In exceptional cases (e.g. change of timetable, service disruption, major events, etc.) definitive confirmation is made in consultation with the agent.
Booking deadline	New reservations and changes to existing bookings can be made before 15.00h two days before the scheduled departure.
Booking information	<p>To ensure speedy processing of your reservations and trouble-free travel for your clients, the following information has to 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: emails/text messages (please always provide international code) In the case of trains with assigned seats, you will automatically be informed, shortly before departure, of the location of the coach and of the seat number via the email address and/or mobile number you have provided. • Group name • Number of participants in 1st class and 2nd class • Detailed itinerary with travel date, route, departure and arrival times, train numbers <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 explanation before 15 .00h two days before the scheduled departure. Cancellations must be communicated via partnersupport@sbb.ch .
No-show	Please note that transport companies may have to exchange entire coach compositions in order to accommodate your group(s). This is a time-intensive as well as cost-intensive endeavour. In the event of cancellations not being communicated to us, resulting in a no-show, the Swiss Travel System AG and the transport companies in question reserve the right to invoice CHF 30 for compensation.
Booking address	All bookings must be made in writing to: partnersupport@sbb.ch

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