



Important trade information for the Glacier Express 2020

1 Operational concept / timetable 2020

15.12.2019 – 17.04.2020 Trains 902, 923

18.04.2020 – 08.05.2020 Trains 902, 923, 904, 925

09.05.2020 – 11.10.2020 Trains 900¹, 901², 902, 903, 904, 905, 906², 907¹

You will find all the details about the operational concept and timetable below:

www.glacierexpress.ch/touroperator

1 only operate between Zermatt - Chur

2 only operate between St. Moritz - Brig

NEW

2 Changes in price 2020

2.1 Group tariffs 2020

From the change of timetable on 15.12.2019, new group tariffs apply on the Swiss railway network:

- 30% discount on the ticket price from 10 persons and more. No free seats
- 50 % discount for children/juveniles up to the age of 25

2.2 Supplements 2020

From the change of timetable on 15.12.2019, new season prices apply with reservation supplements:

	Short-haul routes	Long-haul routes
15.12.2019 – 08.05.2020	CHF 23	CHF 33
09.05.2020 – 11.10.2020	CHF 33	CHF 43

3 Reservations for groups 2020

3.1 Procedure for group reservations

Up to 02.09.2019 Reservation inquiries to Glacier Express

From October 2019 Dispatch of reservation confirmations by Glacier Express
(specific train, coach and seat number follow at the latest 10 days prior to travel)

Any inquiries received later will be considered if possible.

Please send your reservation inquiries by mail to info@glacierexpress.ch specifying 'Reservation Glacier Express 2020'.



3.2 GTCs for groups in 1st & 2nd class

Please note the [cancellation conditions](#) for group reservations in 1st & 2nd class

4 Excellence Class 2020

4.1 Reservation

Groups: Reservations are accepted by Railservice in exactly the same way as for 1st & 2nd class

Individual passengers: All the well-known sales channels (rail ticketing, Euronet etc.) or the Glacier Express B2B shop (also see 6.)

4.2 Cancellation conditions

Please note the special [cancellation conditions](#) for Excellence Class.

NEW

5. New ticketing policy

For trips taking place from 15.12.2019, vouchers for obtaining tickets will be replaced by e-tickets which will be sent directly by mail. These no longer have to be exchanged at the ticket desk. E-tickets can still be paid for on account or using a credit card.

NEW

6. Glacier Express B2B shop

Resellers of individual seats (up to 9 people) can now book by logging in directly to the B2B shop. This enables a precise seat to be booked and also includes the possibility to book a catering offer.

If you are interested and would like more information, please contact the person responsible for the relevant market or via admin@glacierexpress.ch

7. Sales Manual 2020

You will find all the details in the current [Sales Manual 2020](#).

NEW

8. New booking and information centre

With effect from the end of the 2019 season (13.10.2019), the booking and information centre will change from the MGBahn Railcenter to the Railservice of RhB.

Railservice | Bahnhofstrasse 25 | CH-7001 Chur
Tel.: +41 81 288 65 25 | info@glacierexpress.ch
Opening times | Mon – Sun 7 am – 7 pm

For the current 2019 season, the Railcenter in Brig continues to be responsible for all matters.

Railcenter | Bahnhofplatz 7 | CH - 3900 Brig
Tel.: +41 848 642 442 | info@glacierexpress.ch

Opening times | Mon – Fri 8 am – 6 pm | Sat + Sun without general public holidays 8 am – 2 pm