



Schweiz.
mit Bahn, Bus und Schiff.

Express group luggage foreign airport to door

As of: 13 December 2020

mystsnet.com

Many groups travel through Switzerland by tour coach. The most common argument against travelling by train, bus and boat is the issue of luggage transportation for an entire group. With the incentive of an attractive group luggage offer, groups are hoped to be won over to Swiss public transport.

Express group luggage foreign airport to door

The Express group luggage foreign airport to door offer is available for groups of 10 or more persons travelling through Switzerland by train, bus and boat. The Swiss Federal Railways (SBB) assume responsibility for booking, transportation and accounting.

Delivery method	Foreign airport to door (abroad–Switzerland)
Service points	Service available from any foreign airport to any Swiss address, including car-free destinations. Also available: Express group luggage door to door between any two Swiss addresses (see separate document)
Collection/delivery	Express; Collection and delivery on the same day
Specific terms and conditions	Available for flights arriving at Zurich airport no later than 11.30h (excl. Geneva). Delivery after 18.00h – specific times provided with quotation
Group size / no. of luggage items	Minimum 10 persons, maximum 50 items of luggage Others on request
Transport price	CHF 300 – net without commission
Requirement	Transportation is only possible when each person holds a valid ticket for the entire route.
Change / cancellation policy	The order can be cancelled free of charge until 20.00h (CET/CEST) two days before transportation date. In case of later cancellation, 100% of the cost will be charged.
Insurance	SBB is liable for damages 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 departure abroad (at the tour operator's discretion as to whether there is enough time to send the green labels)
Express group luggage foreign	Online booking form at: sbb.ch/en/luggage-groups or by e-mail to baggage@sbb.ch . The following information is required at the time of booking:

airport to door booking information	<ul style="list-style-type: none"> • Product name “Express group luggage foreign airport to door” must be referenced in the comments section on the online booking form or at the beginning of the e-mail. • Name, address and contact info of tour operator • Group name • Arrival date, flight number and arrival time (only for arrivals at Zurich airport no later than 11.30h) • Pick-up date • Preferred pick-up time • Exact destination address or station • Number of luggage items • Group size • Description of items (e.g. suitcase, ski equipment, etc.) • Ticket type and total price • Comments 		
Express group luggage foreign airport to door booking process	1	Tour operator	Order by online booking form or by e-mail
	2	SBB	Acknowledgment of receipt sent with information about the expected delivery time of the final transportation confirmation
	3	SBB	Creation of transport plan and delivery of transportation confirmation to the tour operator including transport labels and customs declaration
	4	Tour operator	Dispatch of green sleeves and transport labels including customs declaration to customer or tour operator
	5	SBB	Reminder e-mail 3 days before transport.
	6	Kunde	<p>Customers must have filled out and signed the customs declaration before handing over their luggage abroad and must attach these to their luggage together with the transport labels in the green sleeve.</p> <p>Additional address labels with group name, telephone number of tour operator and destination address, e.g. hotel.</p>
	7	Tour operator	Reports the exact number of luggage items via text message to +41 (0)79 223 17 85 or by e-mail to baggage@sbb.ch before departure/after check-in abroad.
Queries, changes, cancellations, reporting damaging events	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.

Feedback from group travel operators welcome at baggage@sbb.ch