



**Switzerland.**  
by train, bus and boat.

# Express group luggage door to door.

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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 door to door

The Express group luggage door 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	Door to door
Service points	Available between any two Swiss addresses
Collection/delivery	Express Collection and delivery on the same day
Within Switzerland	Collection: no later than 09.00h Delivery: after 18.00h, exact time in quotation
Group size / no. of luggage items	Minimum 10 persons, maximum 50 items of luggage Others on request Maximum weight per piece of luggage 25 kg
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 the transport starts. 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 transportation
Express group luggage door to door service booking information	Online booking form at: <a href="http://sbb.ch/en/luggage-groups">sbb.ch/en/luggage-groups</a> or by e-mail to <a href="mailto:baggage@sbb.ch">baggage@sbb.ch</a> .  The following information is required at the time of booking: <ul style="list-style-type: none"><li>• Name, address and contact info of tour operator</li><li>• Group name</li><li>• Pick-up date</li><li>• Requested pick-up time</li><li>• Exact pick-up address or dispatch station</li></ul>

	<ul style="list-style-type: none"> <li>• Delivery date</li> <li>• Preferred pick-up time</li> <li>• Exact destination address or station</li> <li>• Estimated number of luggage items</li> <li>• Group size</li> <li>• Description of items (e.g. suitcase, ski equipment etc.)</li> <li>• Ticket type and total price</li> <li>• Comments</li> </ul>		
Express group luggage door 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	Production of transport plan and delivery of transportation confirmation to the tour operator including info on documents
	4	SBB	Reminder e-mail 3 days before the transport
Queries, changes, cancellations, reporting damaging events	Contact SBB by e-mail at <a href="mailto:baggage@sbb.ch">baggage@sbb.ch</a> 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](mailto:baggage@sbb.ch).