



Switzerland.
by train, bus and boat.

Market Test Express Door-to-Door Group Luggage

As of: 4 October 2019

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Many groups currently travel through Switzerland by tour coach. The most common argument against travelling by train, bus and boat is the problem of luggage transportation for an entire group. For this reason, an attractive group luggage transportation offer is to be launched in the form of a market test. The aim is to encourage more groups to use Swiss public transport.

The Market Test Express Door-to-Door Group Luggage has been extended and will now be carried out until 31 December 2020.

Express Door-to-Door Group Luggage offer

The Express Door-to-Door Group Luggage offer is available for groups of 10 persons or more travelling through Switzerland by train, bus and boat. The Swiss Federal Railways (SBB) will assume responsibility for booking, transportation and accounting.

Delivery method	Door-to-Door
Service points	Available between any two Swiss addresses. Also possible as Express Foreign-Airport-to-Door Group Luggage (see separate document).
Pick-up/Delivery	Express Same day pick-up and delivery
Within Switzerland	Pick-up: 09.00h latest Delivery: 18.00h latest
Group size / no. of luggage items	Minimum 10 persons, maximum 50 items of luggage Others on request
Transport price	CHF 300 – net without commission
Precondition	Transportation is only possible if each person holds a valid ticket for the entire transport distance.
Change / Cancellation of order	The order can be cancelled free of charge until 09.00h (CET/CEST) on the day before the transport starts. Later cancellations will be charged at 50% of the costs.
Insurance	In this case, SBB is liable 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.

Booking Express Door-to-Door Group Luggage	<p>Online booking form at: sbb.ch/en/luggage-groups or by e-mail to baggage@sbb.ch.</p> <p>When booking transportation, the following information is required:</p> <ul style="list-style-type: none"> • Name, address and contact info of tour operator • Group name • Pick-up date • Requested pick-up time Exact pick-up address or despatch station • Delivery date • Preferred pick-up time • Exact destination address or station • Estimated number of luggage items • Group size • Description of items (e.g. suitcase, ski equipment etc.) • Ticket type and total price • Comments 													
Express Door-to-Door Group Luggage booking process	<table border="1"> <tr> <td data-bbox="571 752 603 786">1</td> <td data-bbox="611 752 823 786">Tour operator</td> <td data-bbox="839 752 1509 786">Order online or by e-mail.</td> </tr> <tr> <td data-bbox="571 797 603 831">2</td> <td data-bbox="611 797 823 831">SBB</td> <td data-bbox="839 797 1509 898">Acknowledgment of receipt sent with information about the expected despatch time and the final transportation confirmation</td> </tr> <tr> <td data-bbox="571 909 603 943">3</td> <td data-bbox="611 909 823 943">SBB</td> <td data-bbox="839 909 1509 1010">Production of transport plan and dispatch of transportation confirmation to the tour operator including info on documents.</td> </tr> <tr> <td data-bbox="571 1021 603 1055">4</td> <td data-bbox="611 1021 823 1055">SBB</td> <td data-bbox="839 1021 1509 1055">Reminder e-mail 3 days before the transport</td> </tr> </table>	1	Tour operator	Order online or by e-mail.	2	SBB	Acknowledgment of receipt sent with information about the expected despatch time and the final transportation confirmation	3	SBB	Production of transport plan and dispatch of transportation confirmation to the tour operator including info on documents.	4	SBB	Reminder e-mail 3 days before the transport	
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Questions, changes, cancellations, event giving rise to a claim	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 during the market test.
Feedback from group travel operators welcome at baggage@sbb.ch.