



Switzerland.
by train, bus and boat.

Swiss Travel Pass Flex as e-ticket

Version: 16.07.2019

mystsnet.com

Unlimited travel by train, bus and boat all through Switzerland – and enjoying full flexibility with it. The Swiss Travel Pass Flex is the perfect ticket for spontaneous-minded travellers.

In August 2019, the Swiss Travel Pass Flex (STPF) will be issued as e-ticket via AgentClient and SBB WebService.

Please note the following points when issuing an STPF as e-ticket:

1. Issuing Swiss Travel Pass Flex
 - Purchase receipt is created; **This is not a ticket.**
2. Transmission/hand-out of the receipt to the customer, incl. information regarding activation (see below)
3. Customers activate each of their freely selectable travel days via activateyourpass.com no later than before the first ride on each respective day.
 - All necessary information for the activation is on the receipt: reference number, first name and family name, date of birth.
 - Per travel day, one ticket valid for travelling is generated.
 - During a ticket check, e-tickets can be shown in printed form or on a mobile device.
4. Activated tickets can be deactivated or changed any number of times by the customer until 1 day prior to the travel day.
 - On the chosen travel day, an activated ticket cannot be deactivated/changed anymore.
5. The validity of the ticket on activated travel days starts at midnight and ends at 05.00h the day following the activated travel day.
6. Refund of a Swiss Travel Pass Flex via AgentClient before the first day of validity is only possible if no travel day has been activated.

Benefits included in the Swiss Travel Pass Flex, see mystsnet.com/swisstravelpassflex

Suggestion for an accompanying letter to Swiss Travel Pass Flex customers

Dear Mrs ... / Mr ...

Thank you for your purchase and confidence. Please find the purchase receipt for your Swiss Travel Pass Flex in the attachment. Please note that this is **not a valid travel document**. Please activate the freely selectable travel days at activateyourpass.com no later than before your first ride on the respective travel day.

You will receive a valid ticket for each activated travel day. Please show this either in printed form or on your mobile device when tickets are being checked. Activated tickets can be deactivated/changed any number of times until 1 day prior to the selected travel day. On the selected travel day, an activated ticket cannot be deactivated anymore.

We wish you a delightful journey and a wonderful stay in Switzerland.