

# Gotthard Panorama Express.

Sales manual 2024.

[sbb.ch/en/gotthard-panorama-express](http://sbb.ch/en/gotthard-panorama-express)







## Gotthard Panorama Express

**When the journey becomes an adventure, experience history on the Gotthard Panorama Express. Your journey by boat and train between central Switzerland and Ticino.**

### The Gotthard Panorama Express.

- runs from 20 April to 20 October 2024, Tuesday to Sunday (including public holidays).
- travels on the railway line from Arth-Goldau to Lugano in three hours. In Arth-Goldau, there are additional options for combining the trip with other interesting experiences:
  - A trip up the Rigi on the cog railway, followed by a boat trip from Vitznau to Lucerne
  - The Voralpen-Express
  - Long-distance trains heading to Lucerne/Basel/Zurich
  - Return journey through the Gotthard Base Tunnel (the longest railway tunnel in the world)
- operates as a 1st class panorama train with increased capacity. A total of 216 seats are offered across four panorama coaches. The popular photo coach is also included in the train.
- requires a supplement of CHF 24 per person for the railway line. The supplement includes the mandatory seat reservation.
- offers a 30% group discount for groups of 10 or more.
- For individual passengers, we offer an on-site luggage service from the station Lucerne Bahnhofsquai to Lugano Bahnhof (or vice-versa).





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# Information about the route.



## Points of interest.

On its way from Lucerne to Lugano, the Gotthard Panorama Express passes the following highlights:



### 1 The city of Lucerne.

The popular tourist town is a mix of tradition and modernity. The Kapellbrücke (Chapel Bridge), built in 1356, and the magnificent hotel buildings from the 19th century are a quintessential part of Lucerne's cityscape.



### 2 The Rigi.

The most popular panoramic mountain for the Swiss is situated like a peninsular between Lake Lucerne, Lake Zug and Lake Lauerz. The Rigi has long been known as a classic hiking mountain.





### 3 The Rütli.

According to legend, this idyllic meadow is the site of the historical origin of the Swiss Confederation: In 1291, the representatives of the founding cantons are said to have sworn the “Rütli oath” here and thus founded Switzerland.



### 4 Tell's Chapel on the Tellsplatte.

Tell's Chapel is located directly on the lake shore and was built in 1879/80. According to legend, this is the spot where William Tell is said to have saved himself by jumping out of bailiff Gessler's boat.



### 5 Flüelen.

Flüelen is a transfer station for the Gotthard Panorama Express – from boat to panorama train. In 1837, the first steamboats travelled to Flüelen carrying all sorts of merchandise. Until the railway station was opened in 1882, goods were unloaded from the boats and mounted on ox carts, wagons, mules and horses. Today, Rudenz Castle (13th century) and the «Old Church» from 1664 are the town's main landmarks.





## 6 Baroque church of Wassen.

At Wassen, the railway line loops around twice back and forth. This route is famous for passing the church of Wassen, perched on top of a hill, a total of three times.



## 8 Loop Tunnels.

Along two terrain levels (Piottina and Biaschina) with two helical tunnels each, a total of 650 vertical metres are covered within half an hour from Rodi-Fiesso (942m above sea level) to Biasca (293m above sea level).



## 10 Castles of Bellinzona.

The three imposing castles of Bellinzona – Castelgrande, Montebello and Sasso Corbaro – were built in the 15th century by the Dukes of Milan and later conquered by the Confederates. Today, they are a UNESCO World Heritage Site.



## 7 Gotthard Tunnel.

The 15-kilometre-long Gotthard Tunnel is the central and largest engineering structure on the Gotthard railway line, which opened in 1882. Construction on the tunnel lasted from 1872 to 1882 – a master achievement for its time.



## 9 Giornico.

The climate in lower Leventina is just right for wine-growing. Giornico is one such viticulture hotspot, where three beautiful churches rise up from the vines.



## 11 Lugano.

The journey ends in Lugano, a city with Mediterranean flair. The economic and tourist centre of Ticino features many attractive buildings, magnificent palazzi and well-manicured parks.





## Our guests are our focus.

**Our Gotthard Panorama Express on-board team includes a tour guide, catering service team and train crew. Every day, we do all we can to ensure that our guests feel at home.**

### **Tour guide.**

We love interacting with our guests from all over the world and a variety of different cultures. We do our best to give our guests a wonderful experience on the route, pointing out the most important sights and sharing exciting information. For us, this is both a source of joy and our duty.

### **Catering service.**

Guests can sit back and enjoy delicious specialities and choice wines from the region as they take in the breathtaking panorama. Whether small snacks to tide you over or a traditional Ticinese cold platter – we serve everything to you directly at your seat on the panorama train.

### **Train driver.**

Beyond professional competence, driving our trains requires one thing above all else: a lot of experience

and tact. This mountain route involves steep inclines and varying weather conditions (hot, cold and wet weather), which certainly adds to the challenge. Various slow speeds on this route demand every ounce of the train driver's attention. Journeys where the speedometer drops to 8km/h really show who the most experienced drivers are.

### **Photo coach.**

My personal highlight on the Gotthard Panorama Express is the photo coach. It's in the centre of the train and free for all passengers to use as they wish during the journey. The windows in this coach can be opened, meaning you can take great photos to keep as a memory. For example, you can even experience the Gotthard Tunnel up close and personal with open windows – nothing standing between you and the era when the tunnel was built.





## Journey by boat.



### Experience.

- An unforgettable steamboat or motorboat ride across Lake Lucerne from Lucerne to Flüelen.
- The boat passes by the historical sights of early Switzerland, such as the Rütli meadow, Tell's Chapel, the Schiller Stone and Treib.
- During the boat trip, the landscape changes dramatically, from rolling hills near Lucerne to fjord-like scenery featuring towering, steep rock faces lining the shores of Lake Uri near Flüelen.
- The journey takes place at midday on the lake in both directions, providing the perfect opportunity for guests to enjoy lunch in the boat's comfortable restaurant (lunch not included in the price).



### Culinary experiences.

Both the atmosphere and time of day of the boat journey from Lucerne to Flüelen (or vice versa) offer the ideal opportunity to enjoy either a full lunch or a simple midday snack. A wide range of food and drink with seasonal and regional delicacies is available in the on-board restaurant.





## Journey on the panorama train.



### Experience.

- Multilingual tour guide on the panorama train.
- Reserved seat in the 1st-class panorama coach.
- The train has a photo coach with windows that open (ideal for taking photos).
- Travel on the historic Gotthard railway along a spectacular route with numerous bridges and many helical tunnels, from Flüelen to the Mediterranean region of Ticino.
- Travel guide with information on the points of interest along the route, including a route description.
- Informative announcements, plus the story of the creation of the Gotthard Railway shared via speakers.



### Culinary experiences.







A selection of snacks and drinks is available on board the train. Guests can sit back and take in the breathtaking panoramic views while enjoying delicious regional specialities. Whether small snacks to tide you over or a traditional Ticinese cold platter, our catering team serves everything to you directly at your seat on the panorama train.



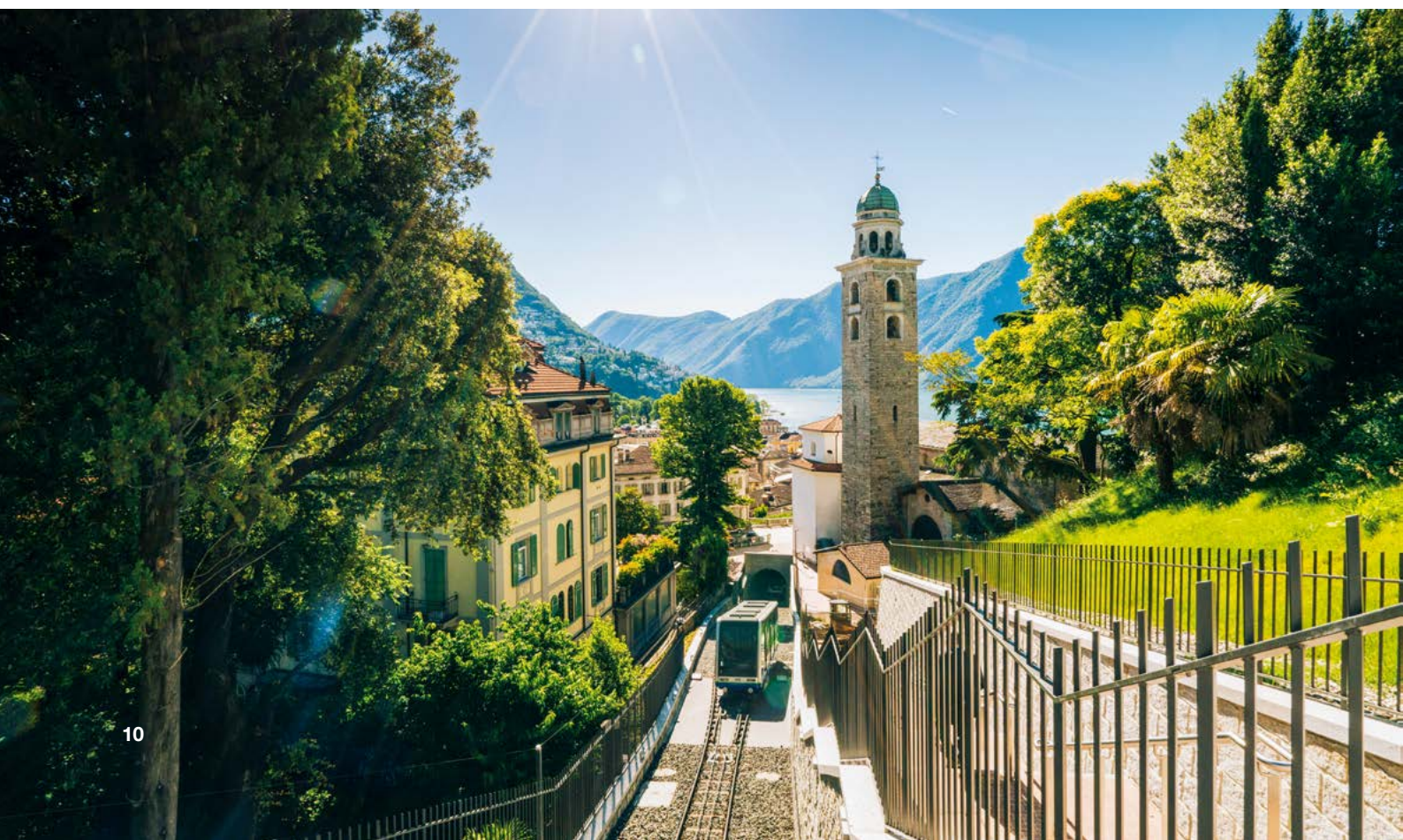
# Timetable 2024.

The Gotthard Panorama Express runs everyday Tuesday to Sunday, from Sunday, 20 April until Sunday, 20 October 2024 (including public holidays).

The Gotthard Panorama Express runs to and from Arth-Goldau. This means that other excursion combinations are made possible for passengers. In Arth-Goldau, there are connections to trains to the Rigi and long-distance trains to Basel, Zurich, Lucerne, St. Gallen and Lugano.

Gotthard Panorama Express. Lucerne ⇄ Lake Lucerne ⇄ Flüelen ⇄ Gotthard ⇄ Lugano						Gotthard Panorama Express (train only). Arth-Goldau ⇄ Gotthard ⇄ Lugano						
<b>BAT 13</b>		<b>Motorboat or steamboat</b>		<b>BAT 18</b>		<b>PE 3093</b>		<b>1st-class panorama train</b>		<b>PE 3092</b>		
11:12	dep.	↓	Lucerne	↑	arr.	14:47	↓	Arth-Goldau	↑	arr.	12:00 <sup>3</sup>	
12:10	dep.		Vitznau		arr.	13:48		Flüelen		arr.	11:38 <sup>2</sup>	
13:11	dep.		Brunnen		arr.	12:47		Göschenen		dep.	11:05	
13:55	arr.		Flüelen		dep.	12:00		Airolo		dep.	10:48	
<b>PE 3093</b>		<b>1st-class panorama train</b>		<b>PE 3092</b>		16:06 <sup>2</sup>		arr.		Bellinzona	dep.	09:53 <sup>1</sup>
14:09 <sup>1</sup>	dep.	↓	Flüelen	↑	arr.	11:38 <sup>2</sup>		↓		Lugano	↑	dep.
14:47	arr.		Göschenen		dep.	11:05						
15:09	arr.		Airolo		dep.	10:48						
16:06 <sup>2</sup>	arr.		Bellinzona		dep.	09:53 <sup>1</sup>						
16:41 <sup>2</sup>	arr.		Lugano		dep.	<b>09:18<sup>1</sup></b>						

<sup>1</sup> Stop only for boarding  
<sup>2</sup> Stop only for alighting  
<sup>3</sup> Rigi Railways departure at 12:08





# Prices and supplement.

The price for the Gotthard Panorama Express is comprised of the ticket for the boat and rail route and the mandatory Gotthard Panorama Express supplement.

## Tickets accepted.

All national and international transport tickets are recognised in accordance with their areas of application, including the GA Travelcard, Half Fare Travelcard, Municipal Day Pass, Swiss Travel Pass, etc. Interrail/Eurail are subject to certain restrictions (additional ticket required for the Lucerne–Flüelen boat route in both directions). The family discount in accordance with Tariff 600.3 and the STS Family Card are both valid.

## Sales notice.

- Issue tickets from Lucerne to Flüelen (or vice versa) «by boat».
- On the boat, passengers can choose between 1st and 2nd class. The seats on the panorama train are exclusively 1st class.
- Passengers holding a 2nd class ticket or travel-card must pay for a class upgrade for the corresponding route on the panorama train.
- All children under the age of 6 travel for free. Children and young people aged from 6 to under 16 pay half the standard fare. The seat reservation supplement must be paid in full for all passengers.
- Groups benefit from a 30% discount on tickets (does not apply to the supplement).

## Supplement.

- In addition to a valid ticket for the route being travelled, a supplement of CHF 24 per person is required for all passengers on the panorama train between Arth-Goldau/Flüelen and Bellinzona/Lugano. The supplement will be charged as a seat reservation.
- Seat reservations cannot be made on board the boat.

## Services included with the supplement.

- Multilingual tour guide.
- Reserved seat in the 1st-class panorama coach.
- Photo coach with windows that open.
- Informative announcements, plus the story of the creation of the Gotthard Railway shared via speakers.
- Travel guide and brochure with information on the points of interest along the route.
- More surprises on board the panorama train.



## Individual passengers.

Pricing example for the routes indicated in 1st class (excluding supplement). The prices also apply in the opposite direction of travel.

	Luzern – Lugano	Arth-Goldau – Lugano	Flüelen – Lugano
Without Half Fare Travel Card	CHF 164.00	CHF 96.00	CHF 82.00
With Half Fare Travel Card, Swiss Half Fare Card, Children (6–16 years)	CHF 82.00	CHF 48.00	CHF 41.00
2nd Class GA Travelcard, Swiss Travel Pass, Day Pass <sup>1</sup>	CHF 31.50	CHF 20.00	CHF 17.00
1st Class GA Travelcard, Swiss Travel Pass, Day Pass	CHF 0.00	CHF 0.00	CHF 0.00

<sup>1</sup> Price for class upgrade





## FIT passengers up to 9 people.

### FIT purchase process via rail sales system.

Due to a system upgrade at SBB, this booking process will not be available until Q2 2024.

#### **Booking procedure.**

The booking and cancellation conditions for the relevant railway sales system for Swiss trains apply.

Use the following train numbers for the reservation:

- South-to-north journey PE 3092  
(e.g. Lugano–Flüelen)
- North-to-south journey PE 3093  
(e.g. Flüelen–Lugano)

### Via Agentur Client.

Due to a system upgrade at SBB, this booking process will not be available until Q2 2024.

#### **Booking procedure.**

FIT seats can now also be booked in AgentClient. The relevant booking and cancellation conditions apply.

### Online purchase process.

Seat reservations are made directly on the end customer page. Specific seats can be selected for the entire season.

[www.gotthard-panorama-express.ch/en](http://www.gotthard-panorama-express.ch/en).

#### **Booking procedure.**

During the purchase process, the desired seats can be selected directly in the system. When booking, the personal data of the customers (with the exception of the e-mail address) must be recorded. The voucher will be delivered via e-mail. No commission will be granted.

- Payment is to be made by credit card. Visa and MasterCard are accepted.
- Online bookings cannot be cancelled.





## Table reservations in the boat's restaurant.

Seat reservations cannot be made on board the boat. A table reservation in the boat's restaurant is recommended for individual passengers.

Reservations are accepted up to 3pm on the day before travel.

Online at: [lakelucerne.ch/table-reservation](http://lakelucerne.ch/table-reservation)

## FIT Luggage Service.

For individual passengers, an included luggage transfer service is available between Luzern, Bahnhofsquai and Lugano (or vice versa). Luggage must be dropped off at the relevant desk no later than 10 minutes before departure.

- In Lucerne: directly on Pier 1.
- In Lugano: directly by the train in sector D.
- This service is only available for individual travellers.
- Weight limit of 23kg per item of luggage.

### **SBB Lost and Found Service.**

Loss reports for items on the Gotthard Panorama Express must be submitted online to the following office:

SBB Lost and Found Service  
[sbb.ch/en/lostandfound](http://sbb.ch/en/lostandfound)

State the place, date of loss and the exact description of the lost item.

### **Passengers in wheelchairs.**

The Gotthard Panorama Express is not wheelchair accessible. Therefore, passengers with reduced mobility can only travel on the Gotthard Panorama Express in a very limited way.

Find out about your options via the Contact Center Handicap of the SBB:

Telephone: 0800 007 102

Free in Switzerland (from 5am to 12pm).

From abroad: +41 800 007 102

Online at [sbb.ch/en/handicap](http://sbb.ch/en/handicap)

Passengers in wheelchairs can board and alight the boat without any problems and do not have to make any arrangements in advance.





## Groups of 10 people or more.

### Via AgentClient.

Book the reservation conveniently directly with us: [sales-gopex@sbb.ch](mailto:sales-gopex@sbb.ch). Then simply pay the price supplement directly on AgentClient.

### Destination Management Company (DMC).

Various DMCs / land operators include the journey with the Gotthard Panorama Express in their programmes.

Switzerland Travel Centre (STC), the DMC of Switzerland Tourism and the Swiss public transport industry, is a specialist for the Gotthard Panorama Express!

### Via the SBB Contact Center.

Bookings can also be made via the SBB Contact Center in Brig (Switzerland):

Telephone: +41 (0)51 225 78 16

E-mail: [br342@sbb.ch](mailto:br342@sbb.ch)





## Reservation on the boat.

For groups of 10 people or more, reservations are mandatory for the boat's restaurant. Reservations must be made at least 10 days in advance.

Telephone: +41 (0)41 367 66 16

E-mail: [gruppen@lakelucerne.ch](mailto:gruppen@lakelucerne.ch)

## Groupe luggage.

The Express Door-to-Door Group Luggage offer is available for groups of at least 10 people travelling through Switzerland by train, bus and boat. 10 to a maximum of 50 items of luggage are delivered door to door within Switzerland within one day. Luggage collection takes place by 9am at the latest; delivery by 6pm.

- Each passenger using this service must have a valid ticket for the entire route in question.
- Cost per transport: flat-rate CHF 300.

Orders can be made via the following channels up until five business days before the desired date of transport:

Online: [sbb.ch/en/group-luggage](http://sbb.ch/en/group-luggage)

E-mail: [baggage@sbb.ch](mailto:baggage@sbb.ch)

## Contact us.

Our sales team will be happy to help you:

SBB AG

Gotthard Panorama Express

Vulkanplatz 11

8048 Zurich / Switzerland

E-mail: [sales-gopex@sbb.ch](mailto:sales-gopex@sbb.ch)





# Train formation.

The Gotthard Panorama Express carries four air-conditioned panorama coaches with large panoramic windows in 1st class. The panorama coaches of the Gotthard Panorama Express offer a high level of travel comfort with spacious seating. Thanks to the large window panes, you are closer than ever to the Gotthard massif with its mountains, glaciers, gorges and rivers. All this contributes to making your journey on the historic Gotthard Railway – with all its tunnels and bridges – one to remember.

In the middle of the train is the photo coach with windows that can be opened. This non-air-conditioned coach is perfect for taking pictures and is open to all guests for free use throughout the journey.

Panorama coach 11	54 reservable seats
Panorama coach 12	54 reservable seats
Photo coach 13	Cannot be reserved
Panorama coach 14	54 reservable seats
Panorama coach 15	54 reservable seats

Towards Flüelen  
←

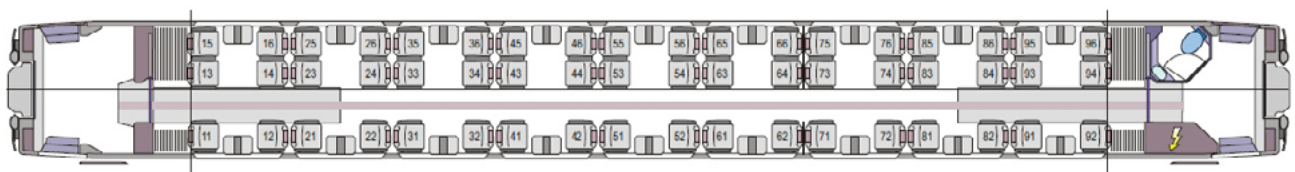
→  
Towards Lugano



**Panorama coach 11   Panorama coach 12   Photo coach 13   Panorama coach 14   Panorama coach 15**

## Panorama coach seating diagram.

The following coach diagram applies to all panorama coaches.







## Boat fleet.

Five nostalgic steamboats from the Lake Lucerne Navigation Company (SGV) AG can be found on Lake Lucerne. The oldest of the five steamboats belonging to the SGV fleet is the DS Uri, which has been in service since 8 May 1901. The other four also all have an eventful past: the 118-year-old Unterwalden steamboat is a protected historical monument. The DS Schiller has been navigating Lake Lucerne for 114 years and the fastest steamboat of them all, the Gallia, made its maiden voyage 107 years ago. The City of Lucerne is the grand

dame of the lake. Since 1928, this two-class steamboat has been in operation with a large saloon on the upper deck. It has been called the «Queen's Salon» since Queen Elizabeth's visit on 2 May 1980. On the boat, you can dine in the same place as the Queen of England once did. The boat has hosted other famous passengers such as General Henri Guisan, adding to its noble charm even today.

### Boat trips.

The boats take to the lake at different times depending on the season; boat changes are possible.

#### Lucerne-Flüelen (course 13).

20.04. – 20.10.24      Steamboat

#### Flüelen-Lucerne (course 18).

20.04. – 20.10.24      Motorboat or steamboat

25.05. – 08.09.24      Steamboat

09.09. – 20.10.24      Motorboat or steamboat





## Access to sales documents and contact.

information, video material and images of the Gotthard Panorama Express are available for download at [www.mydrive.ch/login](http://www.mydrive.ch/login). Please note the copyright information.

### You can log in directly with the following credentials:

Username: media@gopex  
Password: gopex123

Would you like to receive further documentation or do you have any questions about the Gotthard Panorama Express? Our tour guide will be happy to assist you on the journey and the product management team of the Gotthard Panorama Express will be available to help you at a later stage.

After the journey, please get in touch by e-mail at [sales-gopex@sbb.ch](mailto:sales-gopex@sbb.ch). We will be happy to respond to your queries.



Christoph Leu  
Marketing and Sales Manager  
Gotthard Panorama Express



[www.mydrive.ch/login](http://www.mydrive.ch/login)





# All the highlights on one route.

The Gotthard Panorama Express is part of the Grand Train Tour of Switzerland. This unique route combines all the panoramic routes into one breathtaking journey. Any time of the year, this journey of 1,280 kilometres takes you from Switzerland's most beautiful cities to Alpine villages, through UNESCO World Heritage Sites and past world-famous sights.

## The stages of the journey.

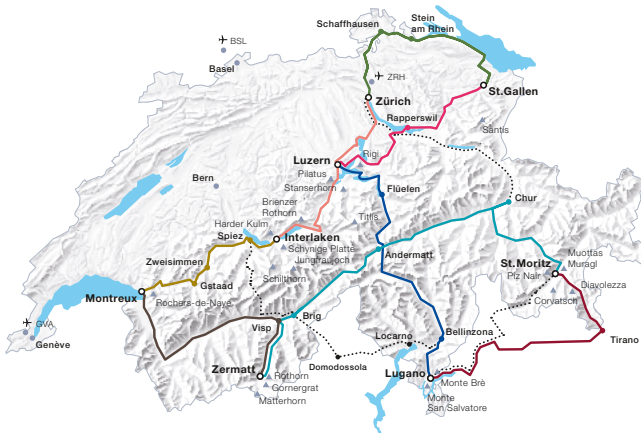
- Zürich–Luzern–Interlaken ⌚2¼ h
- GoldenPass Express ⌚3¼ h
- Montreux–Visp–Zermatt ⌚2½ h
- Glacier Express ⌚7¼ h
- Bernina Express ⌚6¼ h
- Gotthard Panorama Express ⌚5½ h
- Voralpen-Express ⌚2¼ h
- St. Gallen–Schaffhausen–Zürich ⌚2½ h

## The app for the tour.

All the must-sees along the Grand Train Tour of Switzerland can be found at a glance on the app. In addition to receiving push notifications for upcoming points of interest, travellers can use the app to collect fun stamps and awards along the way. On top of that, there are gifts and discounts available with integrated digital coupons.

## myGrandTrainTour booklet.

This booklet is an attractive souvenir to take home and can be used to collect nine unique stamps at various destinations along the Grand Train Tour of Switzerland route. It also includes an impressive amount of exciting travel information.



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**Gotthard**  
Panorama Express

**Turning travel into an experience ...**  
[sbb.ch/en/gotthard-panorama-express](https://sbb.ch/en/gotthard-panorama-express)

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Version December 2023.