

Express group luggage door to door

Valid from: 1 January 2025

travelswitzerland.com

Many groups travel through Switzerland by tour coach. Groups often decide against travelling by train, bus and boat because of their luggage. With the incentive of an attractive offer for group luggage, it is expected that groups will opt for Swiss public transport as their preferred way to travel around Switzerland.

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	<ul style="list-style-type: none"> Collection: between 7 am and 9 am Group luggage with same-day delivery may be consigned at the SBB counter at Zurich Airport until 11.45 am. Delivery: until 7 pm (Zermatt until 7.30 pm). Exact time stated in the confirmation.
Group size / no. of luggage items	<ul style="list-style-type: none"> Minimum 10 persons Maximum 50 items of luggage Maximum weight per piece of luggage 23 kg. Clients and tour leaders are to be informed accordingly.
Transport price	CHF 500 – 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 pm (CET/CEST) two days before the transport is scheduled. In case of late cancellations, 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 (Monday-Friday) before the scheduled transport.
Express group luggage door to door service booking information	<ul style="list-style-type: none"> • Online booking form at: sbb.ch/en/luggage-groups • Tour operators booking more than 15 groups per year (1 or more transports per group) can apply for direct access via baggage@sbb.ch. The application may be rejected by SBB.
Queries, changes, cancellations	Contact SBB by e-mail baggage@sbb.ch or telephone +41 (0)51 222 28 28
Payment options	<ul style="list-style-type: none"> • By invoice with bank transfer (invoice from SBB) on quarterly or half-yearly basis. • By credit card or cash at a station with luggage service. • The payment modalities are specified by SBB

Prices and offer expressly subject to change.

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