



AccesRail Product: SBB

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About SBB:

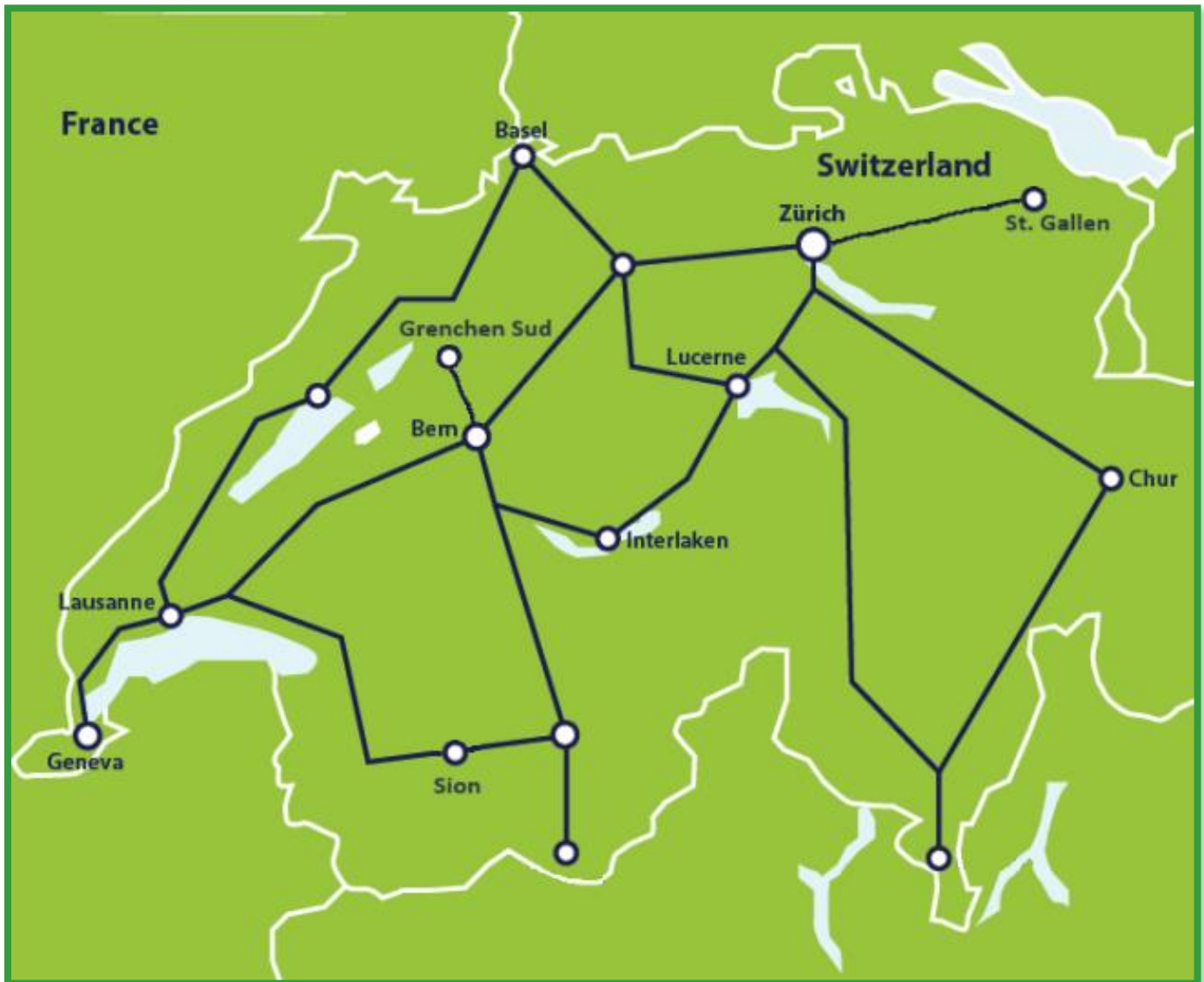
SBB is the primary train operator in Switzerland formed in 1902 and ranked number one in the 2017 European Railway Performance Index for its safety and quality of service. SBB carries almost a million passengers around the country every day on over 3,000 kilometers of rail. Traveling on SBB trains in Switzerland offers a seamless and efficient way to explore the country. With scenic views of the Swiss countryside, passengers can experience picturesque landscape, through large windows as they travel between Geneva and Zurich. AccesRail offers SBB services from Geneva and Zurich airports.

9B and Provider:

The train range is: 1300 - 1999

All services are available as Rail-Air and Air-Rail.

Map of 9B SBB Services:





Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Zurich Airport	ZRH	Basel	ZDH	1hr 30min
Zurich Airport	ZRH	Bern	ZDJ	1hr 15min
Zurich Airport	ZRH	Chur	ZDT	2hrs 25min
Zurich Airport	ZRH	Fribourg	ZHF	1hr 50min
Zurich Airport	ZRH	Geneva Airport	GVA	2hrs 50min
Zurich Airport	ZRH	Grenchen Sud	ZHI	50min
Zurich Airport	ZRH	Interlaken	ZIN	2hrs 20min
Zurich Airport	ZRH	Lausanne	QLS	2hrs 30min
Zurich Airport	ZRH	St. Gallen	QGL	50min

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Geneva Airport	GVA	Bern	ZDJ	2hrs
Geneva Airport	GVA	Fribourg	ZHF	1hr 45min
Geneva Airport	GVA	Lausanne	QLS	55min
Geneva Airport	GVA	Lucerne	QLJ	3hrs 15min
Geneva Airport	GVA	Sion	SIR*	1hr 55min
Geneva Airport	GVA	St. Gallen	QGL	4hrs
Geneva Airport	GVA	Zurich	ZLP	2hrs 50min
Geneva Airport	GVA	Zurich Airport	ZRH	3hrs 10min

*Marked destinations include bus connection

Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.



Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

Passengers 3 years of age or older use Adult Fare.

No group bookings allowed.

No applicable discounts for airline staff.

Refunds are according to Airline Tariff Rules.

Services:

Travel in either First Class or Economy Class on SBB trains. Wi-Fi is available on IC trains with the SBB FreeSurf app.

Economy has air conditioning, comfortable seats, and ample space for luggage in a 2x2 seating configuration.

First class has air conditioning, comfortable seats with ample legroom, a power socket at each seat, and an ample space for luggage. Seating may be in a 2x1 configuration on some trains.

9B RBD	SBB Classes
F	First Class
Y	Economy

Pets:

For passengers who will be travelling with their pets, please call +0848 44 66 88 for more information.



SBB Trains:



Figure 1: SBB Train Exterior

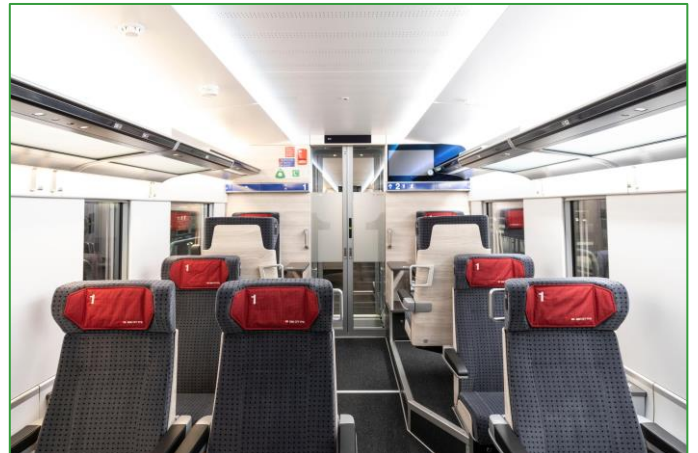


Figure 2: First Class SBB Trains



Figure 3: Economy Class SBB Trains

Check-in Process:

Check-in is essential to ensure a smooth travel experience.

Passengers must check-in to retrieve their actual travel documents (Figure 4). Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accessrail.com/#/step1> (Figure 5) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

When passengers check-in they will receive their travel document which can be used to board the train. As well, passengers who depart from either Geneva Airport or Zurich Airport will receive instructions on how to reach the train stations located under or near the airport.

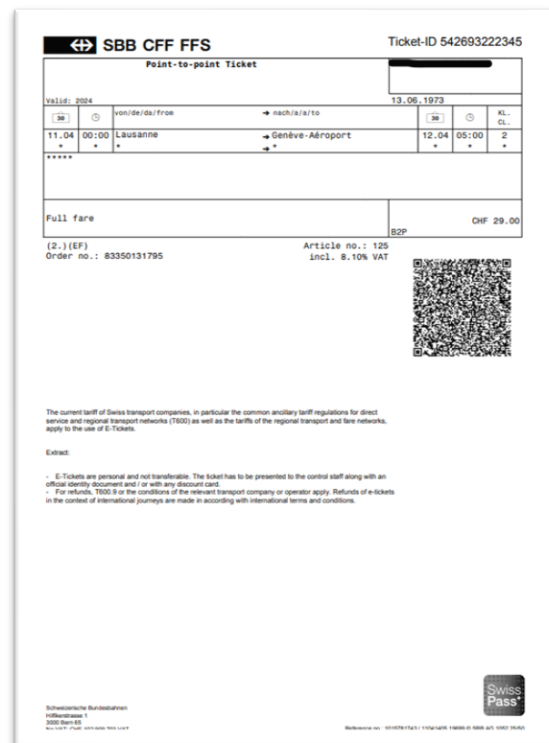


Figure 4: SBB Train Ticket Example



Figure 5: Check-in Page

How to Get to the Train:

SBB tickets come with a “Second Page” that gives directions on how to get to the train station at either Geneva Airport or Zurich Airport. There is signage in the airport that can direct the passengers to the train station. In Geneva Airport the train station is located just 250m from the airport via a covered walkway. In Zurich Airport the train station is located on the lowest level underneath the Airport Centre.

Figure 6: Airport Transfers Information



Luggage:

SBB luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

On-board Meals:

Meals and other food items can be purchased at the Restaurant car that is available on certain trains. SBB offers a menu for the Restaurant car. Cash (CHF and EUR), debit and credit card, as well as, Reka and Twint can be used as payment methods.

Mobility Assistance:

Mobility assistance must be requested at least 1 hour prior to boarding and 2 hours prior to departure if a shuttle service is required. For international travel, mobility assistance must be booked 24 hours prior to departure. Mobility assistance is requested by contacting SBB's Contact Center Handicap at +0800 007 102 between 5am and 12am CET or +41 800 007 102 for passengers who are abroad.

Delays:

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, ticket can be used on all departures on the day of validity (point-to-point tickets are always valid from midnight until 5am of the following day).

SSR Message:

Please note that the SSR message will contain check-in information.

FAQ:

1. Is this a TRN or BUS service?
SBB is a TRN (Train) service.

2. Are seat reservations included?

No, seat reservations are not included with the reservation. If passengers would like a seat reservation, they may do so at the train station for a nominal fee.

3. Do I have to check-in?

Yes, passengers must check-in in order to receive their actual travel document which they will use to board the train.