



Booking terms and conditions for the Gotthard Panorama Express 2019

Author(s)	Gotthard Panorama Express Product Management
Last amended on	13 December 2018
Last amended by	Gotthard Panorama Express Product Management
Copyright	This document is protected by copyright. Any commercial use requires express prior approval.



What's new in 2019

The Gotthard Panorama Express ...

- ... will run from 19 April (Good Friday) until 20 October 2019, every Tuesday to Sunday (including major public holidays).
- ... will **now operate only as a 1st-class panorama train**, offering all guests seats with panoramic windows. 2nd-class travel will no longer be offered on the train. Passengers will still be able to travel in 1st or 2nd class on the boat.
- ... still features the popular photography coach with windows that open, now located right next to the panorama coaches. It is no longer possible to reserve seats in the photography coach.
- ... **the supplement is now only CHF 16 per person**. There will no longer be reduced supplements for part routes.

SBB AG

Gotthard Panorama Express Product Management
Langstrasse 175 · 8021 Zurich · Switzerland
Direct tel. +41 51 285 14 68 · Fax +41 51 222 84 60 · Mobile +41 79 503 93 84
andreas.leonhardt@sbb.ch · www.sbb.ch

Contents

1.	Introduction	3
1.1.	The “Gotthard Panorama Express” product	3
1.2.	Offer/experience	3
1.3.	The history of the Gotthard region	4
1.4.	Route	5
1.5.	2019 timetable	7
1.6.	Days of operation in 2019	7
1.7.	Boat trip on Lake Lucerne	7
1.8.	1st-class panorama train	9
1.9.	Catering	10
2.	Travel documents required for a trip on the Gotthard Panorama Express	11
2.1.	Ticket.	11
2.2.	Gotthard Panorama Express supplement/seat reservation	12
3.	Purchasing process/booking instructions for tour operators	13
3.1.	Purchasing process via Railticketing:	13
3.2.	Purchasing process via STC Switzerland Travel Center or RailEurope	14
3.3.	Purchasing process via SBB RailService	15
3.4.	Charter	15
3.5.	High-volume group bookings	15
4.	Purchasing process/booking instructions for individual passengers	16
4.1.	Online purchasing process in the SBB Ticket Shop	16
4.2.	Purchasing process at the counter	18
4.3.	Purchasing process for group tickets (not for tour operators)	18
4.4.	Cancellation and refund policy	18
5.	Final provisions	19
5.1.	Luggage	19
6.	Further information	20



1. Introduction

1.1. The “Gotthard Panorama Express” product

The unforgettable panoramic journey by boat and rail.

It combines boat and train travel and two of the most beautiful regions in Switzerland to give passengers an experience that is second to none.

The Gotthard Panorama Express demonstrates the huge diversity Switzerland has to offer. The journey begins with a trip on a steamboat or state-of-the-art motorboat through the traditional and original heart of Switzerland, the water surrounded by majestic mountains. In Flüelen, passengers can directly board SBB’s 1st-class panorama train, where they are greeted by friendly, multilingual guides. The train continues through the magnificent Reuss Valley and along the world-famous Gotthard route. During the journey to the Mediterranean south of Switzerland, Ticino, passengers will be told exciting stories and be given fascinating background information about the unique Gotthard region.

1.2. Offer/experience

Boat

- An unforgettable steamboat or motorboat ride across Lake Lucerne from Lucerne to Flüelen.
- The boat passes 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.
- Loudspeaker announcements provide information about the sights along the route.
- The journey takes place at midday in both directions, providing the perfect opportunity for guests to enjoy lunch in the boat’s comfortable restaurant (lunch not included in the price)

Panorama train

- Direct step-free connection from the boat to the panorama train in Flüelen.
- Reserved seat in 1st-class panorama coach.
- 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.
- The train has a photography coach with windows that open (ideal for taking photos).
- Loudspeaker announcements provide information on the history behind the Gotthard railway, adding an extra special touch to the journey.
- Presentation in the Gotthard tunnel featuring photos on the tunnel wall about the history of the Gotthard railway.
- Multilingual guides on the panorama train.
- Travel guide (“Gotthard Guide” brochure or app) with information about the sights along the route.
- The panorama train slows down when travelling through the most picturesque places.



1.3. The history of the Gotthard region

In Roman times, St. Gotthard could only be crossed on foot or with a pack animal. Although it was the shortest route between north and south, it was hardly used due to the Schöllenen gorge being so treacherous to cross. In around 1220, the Walsers finally built the Teufelsbrücke (Devil's Bridge) and Twärrenbrücke over the wild Reuss, the river passing through the Schöllenen gorge. These crossings meant that the pass became known across Europe for the first time.

However, significant improvements and developments to the road were not made until 1708. And it took another hundred years (1831) for the first continuous road of over five metres wide to be opened. After this date, stagecoaches travelled between Flüelen and Chiasso three times a week. Even back then, avid travellers took the boat from Lucerne to Flüelen before switching to the stagecoach to cross the Gotthard Pass. At that time, the journey from Lucerne to Lugano took almost 23 hours.

When the first railway was developed in England in the middle of the 19th century, visionaries began to imagine a train line that would cross the Alps from north to south. The influential Swiss politician and railway operator Alfred Escher was the driving force behind the Gotthard line as it still exists today. The construction and completion of the Gotthard railway (1872–1882) required a huge amount of foresight and was a feat of engineering that received global recognition. The 15 km summit tunnel between Göschenen and Airolo was then the longest tunnel in the world as well as being the central structure along the Gotthard route. It was built under the guidance of engineer Louis Favre from Geneva and at times up to 5,000 people were working on it. In particular, the need to overcome differences in altitude along the access routes of almost 1,000 metres posed a huge challenge. The ingenious solution was to construct a number of helical tunnels. Thanks to this spectacular route, today's train passengers can still enjoy a varied journey today. A panoramic train, today known as the Gotthard Panorama Express, has been taking visitors of all ages on a journey through the Gotthard since 1988.



1.4. Route

The journey on the Gotthard Panorama Express begins in Lucerne with a boat ride across the entire length of Lake Lucerne, a meandering expanse of water nestled into the Swiss countryside. The boat passes important sights steeped in Swiss history, such as the Rütli meadow, Tell's Chapel at Tellsplatte, the Schiller Stone and Treib. Countless breathtaking views can be enjoyed of the unique countryside around the lake. During the boat trip, the scenery changes dramatically from rolling hills near Lucerne and Mount Rigi, "the Queen of the Alps", to the fjord-like Lake Uri near Flüelen, which is lined on both sides by towering, steep, rugged rock faces.

In Flüelen, the journey on the Gotthard Panorama Express continues with the panorama train, which awaits passengers next to the boat dock. The Gotthard railway line passes through the narrow Reuss Valley in Uri, soon winding its way up to an altitude of over 700 metres. The train travels through helical tunnels and past Wassen church, which became world-famous thanks to the ingenious routing of this railway line. Wassen church can be viewed a total of three times from different perspectives. After passing through the Gotthard tunnel, the Gotthard Panorama Express reaches Airolo – SBB's highest-altitude train station – and the region of Ticino, which is known as Switzerland's sun trap. The journey continues through the district of Leventina, this time descending almost 1,000 metres to reach Bellinzona. Here, passengers can marvel at the Ticinese stone houses, churches and numerous waterfalls. Another spectacular sight is the view across the Biaschina, where the panorama train climbs 80 metres in two helical tunnels positioned one on top of the other. After leaving Bellinzona, which is home to a group of castles listed as a UNESCO World Heritage Site, the train crosses the Ceneri, giving passengers the chance to take in splendid views of the sweeping Magadino plain. The final destination of the Gotthard Panorama Express is the vibrant city of Lugano.



1.4.1. Route length/altitude

The journey on the Gotthard Panorama Express has a total length of 182 km (113 miles).

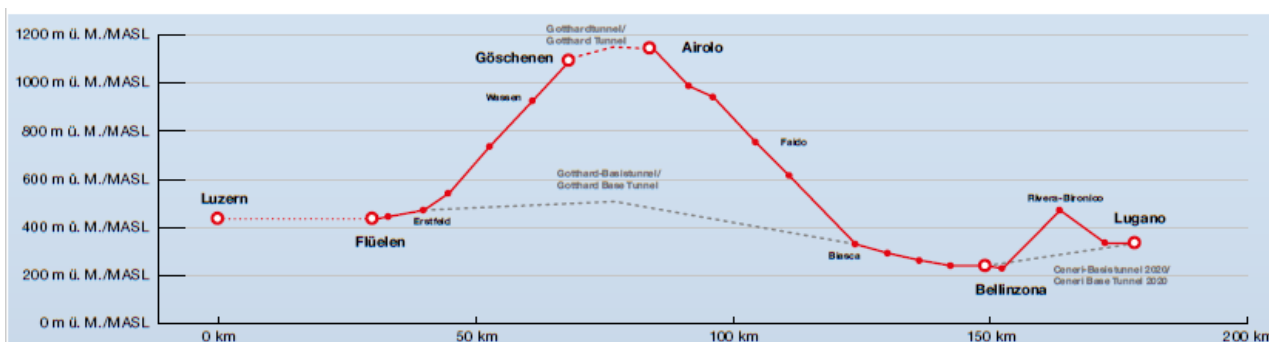


38 km in a boat on Lake Lucerne from Lucerne to Flüelen,



144 km on the rail route from Flüelen via Göschenen and Airolo to Lugano.

To the north of the Alps, the train climbs almost 700 metres from Flüelen (436 m a.s.l.) to Göschenen (1,106 m a.s.l.); to the south of the Alps, the difference in altitude between Airolo (1,141 m a.s.l.) and Bellinzona (230 m a.s.l.) is around 900 metres.



1.4.2. Journey time

The journey on the Gotthard Panorama Express lasts: 5h 30 min (incl. changes)



Lucerne–Lake Lucerne–Flüelen: 2h 45min (steamboat or motorboat)



Flüelen–Gotthard railway–Lugano: 2h 30min (1st-class panorama train)

1.4.3. Stops along the way



Lake Lucerne: Lucerne – Verkehrshaus-Lido (Museum of Transport) – Hertenstein – Weggis – Vitznau – Beckenried – Gersau – Treib – Brunnen – Rütli – Sisikon – Telsplatte – Flüelen





Gotthard railway: Flüelen – Göschenen – Airolo – Bellinzona – Lugano.
In Göschenen, passengers can change on to Andermatt to connect with the Glacier Express.


1.5. 2019 timetable

The Gotthard Panorama Express will run from 19 April 2019 (Good Friday) until Sunday, 20 October 2019, every Tuesday to Sunday, including major public holidays.


Journey: north to south Luzern - Vierwaldstättersee - Flüelen - Gotthard - Bellinzona - Lugano


 **Gotthard Panorama Express** **season:**
April 19, 2019 - October 20, 2019
Tuesday to Sunday, and public holidays


boat 13			
	Luzern		dp 11:12
	Flüelen	ar 13:55	

train 3093 1st class panoramic train			
	Flüelen		dp 14:10
	Göschenen	ar 14:45	dp 14:47
	Airolo	ar 15:05	dp 15:06
	Bellinzona	ar 16:03	dp 16:08
	Lugano	ar 16:38	

Journey: south to north Lugano - Bellinzona - Gotthard - Flüelen - Vierwaldstättersee - Luzern

 **Gotthard Panorama Express** **season:**
April 19, 2019 - October 20, 2019
Tuesday to Sunday, and public holidays

train 3092 1st class panoramic train			
	Lugano		dp 09:22
	Bellinzona	ar 09:50	dp 09:56
	Airolo	ar 10:51	dp 10:52
	Göschenen	ar 11:10	dp 11:13
	Flüelen	ar 11:49	

boat 18			
	Flüelen		dp 12:00
	Luzern	ar 14:47	

1.6. Days of operation in 2019

Gotthard Panorama Express will run on a total of 161 days between April and October 2019.

March							
week	Mo	Tu	We	Th	Fr	Sa	Su
9					1	2	3
10	4	5	6	7	8	9	10
11	11	12	13	14	15	16	17
12	18	19	20	21	22	23	24
13	25	26	27	28	29	30	31
April							
week	Mo	Tu	We	Th	Fr	Sa	Su
14	1	2	3	4	5	6	7
15	8	9	10	11	12	13	14
16	15	16	17	18	19	20	21
17	22	23	24	25	26	27	28
18	29	30					
Mai							
week	Mo	Tu	We	Th	Fr	Sa	Su
18			1	2	3	4	5
19	6	7	8	9	10	11	12
20	13	14	15	16	17	18	19
21	20	21	22	23	24	25	26
22	27	28	29	30	31		
June							
week	Mo	Tu	We	Th	Fr	Sa	Su
22						1	2
23	3	4	5	6	7	8	9
24	10	11	12	13	14	15	16
25	17	18	19	20	21	22	23
26	24	25	26	27	28	29	30
July							
week	Mo	Tu	We	Th	Fr	Sa	Su
26	1	2	3	4	5	6	7
27	8	9	10	11	12	13	14
28	15	16	17	18	19	20	21
29	22	23	24	25	26	27	28
30	29	30	31				
August							
week	Mo	Tu	We	Th	Fr	Sa	Su
31				1	2	3	4
32	5	6	7	8	9	10	11
33	12	13	14	15	16	17	18
34	19	20	21	22	23	24	25
35	26	27	28	29	30	31	
September							
week	Mo	Tu	We	Th	Fr	Sa	Su
35							1
36	2	3	4	5	6	7	8
37	9	10	11	12	13	14	15
38	16	17	18	19	20	21	22
39	23	24	25	26	27	28	29
40	30						
October							
week	Mo	Tu	We	Th	Fr	Sa	Su
40		1	2	3	4	5	6
41	7	8	9	10	11	12	13
42	14	15	16	17	18	19	20
43	21	22	23	24	25	26	27
44	28	29	30	31			



Days the Gotthard Panorama Express is in operation
Days the Gotthard Panorama Express is not in operation

1.7. Boat trip on Lake Lucerne

The boats used vary depending on the season. The following boats are planned (subject to change).

Lucerne–Flüelen (boat 13)

19/4–24/5 Steamboat
25/5–8/9 Motorboat “Diamant”
9/9–20/10 Steamboat

Flüelen–Lucerne (boat 18)

19/4–24/5 Motorboat or steamboat
25/5–8/9 Steamboat
9/9–20/10 Motorboat or steamboat

Visit www.lakelucerne.ch/en/timetable-fares/ship-allocation to view the latest information on the planned allocation of boats.

1.7.1. Steamboats

The northbound journey (boat 24) is generally taken on a steamboat.

Passengers cruise across Lake Lucerne on one of the five vintage steamboats operated by SGV (Schiffahrtsgesellschaft des Vierwaldstättersees AG). If, in exceptional circumstances, it is not possible for one of the steamboats to be used, a motor vessel with a lounge area will operate instead.



The oldest boat in the SGV fleet, a steamboat named “Uri”, made its maiden voyage in 1901 and was overhauled in 1994. During its refurbishment, the enchanting Neo-Baroque salon was restored in the style of the 20th century.

1.7.2. Motorboat “Diamant”

The southbound journey (boat 13) is generally taken on the state-of-the-art motorboat “Diamant”.



The new, large motorboat operated by Schiffahrtsgesellschaft des Vierwaldstättersees (SGV AG) made its maiden voyage in May 2017 and, in terms of quality and innovation, represents a milestone in Swiss navigation history.

Particular highlights include:

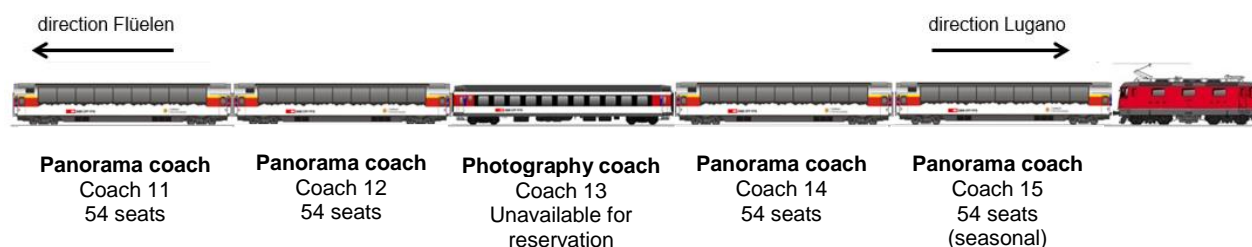
- Nautilus gallery below deck with underwater views
- Water terrace in the stern with a foot bath so that passengers can dip their toes into the lake's water
- Compass Lounge and bar on the sun deck
- Panorama deck

Further information about the fleet operated by Schiffahrtsgesellschaft des Vierwaldstättersees can be found at the following link: www.lakelucerne.ch/en/boat-charter/fleet

1.8. 1st-class panorama train

On the Gotthard Panorama Express, seats can be booked on three or, depending on the season, four air-conditioned 1st-class panorama coaches with large panoramic windows. These provide passengers with perfect views of the mountains and the various sights along the route (coach numbers 11, 12, 14, 15).

The photography coach with windows that open is located in the middle of the train (coach 13). This 2nd-class coach, which is not air-conditioned, is ideal for passengers wishing to take photographs during the journey.



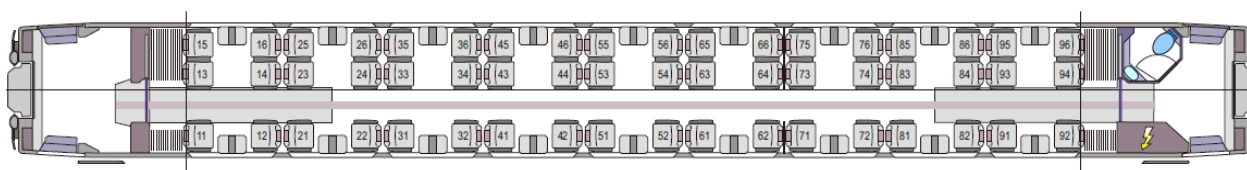
1.8.1. Panorama coaches

With their 1st-class seats, the panorama coaches on the Gotthard Panorama Express are extremely comfortable. The large panoramic windows bring passengers closer than ever before to the mountains, glaciers, gorges and rivers in the Saint-Gotthard Massif, turning the trip on the historic Gotthard railway line with all its tunnels and bridges into an unforgettable experience.



Apm61 Pano seating plan

The following coach plan applies to all panorama coaches (coaches 11, 12, 14, 15). The orientation of the coach within the train can vary (depending on the direction of travel).



1.8.2. Photography coach

The train still features a photography coach but this is now located in the middle of the train (coach 13). It is no longer possible to reserve seats in the photography coach.

Instead, it is freely accessible to all passengers during the journey. The windows can be opened to give passengers the chance to take even better photos.



1.9. Catering

1.9.1. Catering on the boat

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. An at-seat service offering a selection of snacks and drinks is provided on the panorama train.

Reservations on the boat.

It is recommended that individual passengers contact Schiffahrtsgesellschaft des Vierwaldstättersees (SGV) AG directly to reserve a table. Reservations are accepted up to 3 p.m. on the day before travel:

- Phone +41 41 367 67 67
- E-mail info@lakelucerne.ch

Advance reservations and menu selection are mandatory for groups of 10 or more. Reservations must be made at least 10 days in advance. Group reservations are only available in 1st class.

- Phone +41 41 367 66 16
- E-mail gruppen@lakelucerne.ch

1.9.2. Catering on the panorama train

An at-seat service offering a selection of snacks and drinks is provided on the panorama train.



2. Travel documents required for a trip on the Gotthard Panorama Express

The cost of a trip on the Gotthard Panorama Express comprises both the ticket price and the obligatory supplement:

■ Tickets

A 1st-class ticket is needed to travel on the 1st-class panorama train. Passengers can travel by either 1st or 2nd class on the boat.

■ “Gotthard Panorama Express” supplement

The obligatory supplement is collected during the seat reservation process.

2.1. Ticket.

2.1.1. Valid ticket

The Gotthard Panorama Express will now only have 1st-class panorama coaches on the Gotthard route between Flüelen and Lugano. Passengers with a 2nd-class ticket will need to purchase both the supplement and class upgrade to travel on the panorama train.

- Passengers need a ticket to travel from Lucerne to Flüelen “by boat” (“via Schiff”).
- Passengers can travel in 1st or 2nd class on the boat (Lucerne–Flüelen or vice versa).
- Reservations cannot be made on the boat.
- No supplement is charged for the boat journey.
- In accordance with the scope of application, Interrail and Eurail are accepted for free travel on the railway journey and entitle passengers to a 50% discount for the boat journey.

2.1.2. Tickets for individual passengers

Passengers must be in possession of a valid ticket in the appropriate class for the journey travelled. All national and international transport tickets are accepted in accordance with their scopes of application. The family discount in accordance with tariff 600.3 applies.

Passengers who travel in 1st class but have a 2nd-class ticket will be required to pay a class upgrade for the route.

Example ticket prices

single journey, not including travel to the departure point or onward travel, excl. supplement

Individual passengers, T600	Part route Lucerne – Flüelen	Part route Flüelen – Bellinzona	Part route Flüelen – Lugano	Entire route Lucerne – Bellinzona	Entire route Lucerne – Lugano
Flat-rate travelpasses valid in 1st class - GA travelcard/Day Passes - Swiss Travel Pass - Children aged 6–15 with a Junior travelcard, Grandchild travelcard, etc. - Children aged 6–11 with a Eurail/Interrail “Adult” pass	0.00	0.00	0.00	0.00	0.00
1/2 ticket for entire route – Half-Fare travelcard - Swiss Half-Fare travelcard - Swiss Half Fare Card - Swiss Half Fare Card Combi - Children aged 6–15	34.50	33.50	40.50	68.00	75.00
1/1 ticket for entire route – full-paying adult - No travelcard - No flat-rate travelpass	69.00	67.00	81.00	136.00	150.00
1/2 class upgrade – Half-Fare travelcard - For all holders of a 2nd class travelcard with benefit of Half-Fare travelcard - f.e. in addition to a valid Swiss Travel Pass 2nd class	11.50	14.50	17.50	26.00	29.00
1/1 class upgrade – full-paying adult - for all holders of a 2nd class travelcard without benefit of Half-Fare travelcard - f.e. in addition to a valid ticket in 2nd class	23.00	29.00	35.00	52.00	58.00
Special tickets valid in 1st class - Eurail/ Interrail	34.50	0.00	0.00	34.50	34.50
Special tickets valid in 2nd class - Eurail/ Interrail	46.00	14.50	17.50	60.50	63.50

2.1.3. Tickets for group passengers

From 10 people travelling together, a group discount of 20% is applied to the ticket price. Furthermore, every 10th person travels for free. Passengers must be in possession of a valid group ticket in the appropriate class for the journey travelled. All national and international transport tickets are accepted in accordance with their scope of application. The family discount in accordance with tariff 600.3 applies.

Groups which travel in 1st class but have a 2nd-class ticket or travelcard will be required to pay a class upgrade for the route.

Example ticket prices

single journey, not including travel to the departure point or onward travel, excl. supplement

Groups, T660	Part route Lucerne – Flüelen	Part route Flüelen – Bellinzona	Part route Flüelen – Lugano	Entire route Lucerne – Bellinzona	Entire route Lucerne – Lugano
Flat-rate travelpasses valid in 1st class - GA travelcard/Day Passes - Swiss Travel Pass - Children aged 6–15 with a Junior travelcard, Grandchild travelcard, etc. - Children aged 6–11 with a Eurail/Interrail "Adult" pass	0.00	0.00	0.00	0.00	0.00
1/2 ticket for entire route – Half-Fare travelcard - Swiss Half-Fare travelcard - Swiss Half Fare Card - Swiss Half Fare Card Combi - Children aged 6–15	27.60	26.80	32.40	54.40	60.00
1/1 ticket for entire route – full-paying adult - No travelcard - No flat-rate travelpass	55.20	53.60	64.80	108.80	120.00
1/2 class upgrade – Half-Fare travelcard - For all holders of a 2nd class travelcard with benefit of Half-Fare travelcard - f.e. in addition to a valid Swiss Travel Pass 2nd class	9.20	11.60	14.00	20.80	23.20
1/1 class upgrade – full-paying adult - for all holders of a 2nd class travelcard without benefit of Half-Fare travelcard - f.e. in addition to a valid ticket in 2nd class	18.40	23.20	28.00	41.60	46.40

2.2. Gotthard Panorama Express supplement/seat reservation

The obligatory "Gotthard Panorama Express" supplement is collected as part of the seat reservation process.

The supplement is only necessary for the rail leg of the journey (between Flüelen and Lugano). The supplement must be paid by every passenger with their own seat; there is no discount for groups or children. The supplement does not apply to children under the age of 6 who do not require their own seat.

Supplement	Included in the supplement:
CHF 16	<ul style="list-style-type: none"> ■ Reserved seat in 1st-class panorama coach ■ Photography coach with windows that open, available to all passengers ■ Information over the loudspeaker system on the history of the Gotthard railway ■ Presentation in the Gotthard tunnel featuring photos on the tunnel wall about the history of the Gotthard railway ■ Multilingual guides ■ Travel guide (brochure or app) with information about the sights along the route ■ Additional surprises (chocolate, postcards with stamps)

The supplement for the panorama train is CHF 16, including for part routes. There are no reduced supplements. Passengers without a seat reservation may also travel if free seats are available. In this case, the supplement must be paid to the train crew.

The boat journey is not subject to a supplement. There is no need to reserve a seat on the boat and passengers are free to sit where they wish.

3. Purchasing process/booking instructions for tour operators

3.1. Purchasing process via Railticketing:

3.1.1. Tickets

Tickets can be issued via Railticketing.

- Issue tickets from Lucerne to Flüelen (or vice versa) **“by boat”** (“via Schiff”).
- Tour operators without Railticketing can book tickets through STC Switzerland Travel Center, RailEurope or the SBB Rail Service in accordance with the booking terms and conditions.

3.1.2. Seat reservation/supplements

Railticketing can be used to reserve seats for the Gotthard Panorama Express.

- Tour operators without Railticketing can book through STC Switzerland Travel Center, RailEurope or the SBB Rail Service in accordance with the booking terms and conditions.

Booking process overview

	Bookings open	Sales channel	1st-class panorama coach	Photography coach
Book seats	Individuals 3 months before the date of travel	Online	Yes	Booking not possible
		Sales outlet/ POS	Yes	
	Tour operators from 11 December 2018	Railticketing	Yes Tariff code 50	

Booking procedure:

- Seat reservations are made via Railticketing.
- Booking opens on 11 December 2018 for tour operators.
Tour operators make their bookings using the special **“tour operator” tariff code 50**. This allows tickets to be booked for the entire 2019 season (booking for individual passengers does not open until 3 months prior to the date of travel).
- There is no deadline for bookings.
- The seat reservations/supplements must be paid in full by all passengers with their own seat, including passengers with a Eurail or Interrail pass, a Swiss Travel Pass or a GA travelcard as well as children (this does not apply to children under the age of 6 who do not require their own seat).
- A maximum of 36 seats can be reserved with each booking. Two or more bookings must be made for groups of more than 36 people.
- Use the following train numbers for the reservation:
PE 3092 Northbound journey (e.g. Lugano–Flüelen)
PE 3093 Southbound journey (e.g. Flüelen–Lugano)

Tip

Do you want to book out an entire coach for your group (with 54 seats)? If so, please divide the size of your group booking as follows for each coach: 1x 36 PAX and 1x 18 PAX

Cancellation and refund policy

The following terms and conditions apply to cancellations and reductions in the number of passengers:

- More than 30 days before the date of travel: free of charge
- 30 to 7 days before the date of travel: 50% cancellation fee
- Less than 7 days before the date of travel: 100% cancellation fee

3.2. Purchasing process via STC Switzerland Travel Center or RailEurope

Tour operators without Railticketing who wish to buy tickets and book seats from the following countries can contact STC (Switzerland Travel Center) or Rail Europe as follows:

Country	Booking office
Germany, Austria, France, Belgium Netherlands, Luxembourg	STC Switzerland Travel Center GmbH Stammheimerstrasse 10 D-70806 Kornwestheim (Stuttgart) E-mail: gruppenreisen@stc.travel Phone: +49 7154 800 70-0
UK, Ireland, Scandinavia (DK, SWE, NO, FI) Australia	STC Switzerland Travel Centre 30 Bedford Street London WC2E 9ED E-mail: sales@stc.co.uk Phone: +44 207 420 49 34
All other countries	Switzerland Travel Centre AG Binzstrasse 38, CH-8045 Zurich E-mail: Trade.SwitzerlandTravelCentre.ch Phone: +41 43 210 55 00
All countries outside Europe without access to Railticketing	via RailEurope

3.2.1. Cancellation conditions:

(Refunds/cancellations: the terms and conditions of STC and RailEurope apply)

3.3. Purchasing process via SBB RailService

Bookings are also accepted by SBB Rail Service in Brig (Switzerland):

- Phone +41 51 225 78 16
- E-mail br342@sbb.ch

To secure your booking, a valid payment method must be specified. No reservation can be made without specifying the payment method.

Please note that no reservations can be accepted before bookings officially open. After the booking has been made, you will be sent an order confirmation which is deemed to be confirmed unless notice to the contrary is received within 48 hours.

The order confirmation will contain a dossier number which can be used to collect the travel documents at any SBB ticket counter. The full amount is debited upon collection, using the payment method entered in the dossier. The payment method is defined when the first order is received.

3.4. Charter

Customers who would like to book out an entire panorama coach for exclusive use or who would like to charter an entire train will be assisted directly by SBB Charter.

These customers can be referred directly to:

SBB AG

Charter

Langstrasse 175

8005 Zurich, Switzerland

E-mail: charter@sbb.ch

Phone: +41 51 222 11 22

www.sbb.ch/en/charter

3.5. High-volume group bookings

Tour operators with the potential of making more than 1,000 bookings per season can benefit from attractive flat rates. The Gotthard Panorama Express product management team will assist them directly.

Get in touch with us:

SBB AG

Gotthard Panorama Express

Langstrasse 175

8005 Zurich, Switzerland

E-Mail: info-gopex@sbb.ch

4. Purchasing process/booking instructions for individual passengers

Individual passengers can book tickets and reserve seats for the Gotthard Panorama Express directly online in the SBB Ticket Shop or at the counter.

4.1. Online purchasing process in the SBB Ticket Shop

4.1.1. Tickets

Click on the link www.sbb.ch/en/buying The following window will open.

1 Enter your desired station of departure and destination station (e.g. "Luzern", "Bellinzona" or "Lugano")

2 Tip: If you enter the stop "Treib" under "Via", you will be issued with a ticket that includes travel by "boat".

3 Enter your desired date of travel and the applicable time of departure.
 Departure from Lugano 09:22
 Departure from Bellinzona 09:56
 Departure from Lucerne 11:12

Then click on "Search for connection". All the possible connections will be shown. Select the connection with just 1 change. "Z" and "R" must appear as special characters.

The journey from Lucerne to Lugano should appear as follows.

The journey from Lugano to Lucerne should appear as follows.

Then enter the required passenger information and any discount cards (you can also add any additional passengers at this stage).

4 Enter your "First name", "Surname" and date of birth.

5 Enter your discount cards.

6 Under "Travel options", please select "Single journey" and "1st class".
 If you wish to travel 2nd class on the boat, please select "2nd class" and purchase a class upgrade for the train journey (Flüelen–Bellinzona or Lugano).

Instead of purchasing a route-specific ticket, you could choose to buy a Day Pass, supersaver ticket (www.sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/supersaver-tickets) or other flat-rate tickets.

➔ Please follow the instructions to continue your purchase and pay.

After purchasing your ticket, you need to start a new purchasing process for the supplement (which is paid for as part of the seat reservation process).

4.1.2. Seat reservation/supplement

Click on the link www.sbb.ch/ticketshop/b2c/sprache.do?en. You will then see the following window.

A Enter the applicable station of departure and destination station for the train journey (e.g. "Flüelen", "Bellinzona" or "Lugano"). There is NO need to enter anything under "via".

B Enter your desired date of travel and the applicable time of departure.
 Departure from Lugano 09:22
 Departure from Bellinzona 09:56
 Departure from Flüelen 14:10

This information must match the information on your ticket.

Then click on "Next".

Details	Station/Stop	Date	Time	Duration	Chg.	Travel with	
1	Flüelen Lugano	Fri, 19.04.19	dep 14:10 arr 16:18	02:08	1	IC, S2	To seat reservation
2	Flüelen Lugano	Fri, 19.04.19	dep 14:10 arr 16:38	02:28	0	PE	To seat reservation

You will be shown all the possible connections and reservation options. Choose the train connection without any changes and then click on "To seat reservation". On the next page, select "Single ticket" and click on "Next".

C Select "1st class".
 The Gotthard Panorama Express is an exclusively 1st-class service and there are NO 2nd-class seats.

D Enter the number of passengers and the "First name", "Surname" and "Date of birth" of one of the passengers.

You can then enter any seating preferences. The "centre aisle" is the "only" compartment type on the panorama train so you can skip this section.

Seat reservation

1 Route & date
2 Passengers
3 Special offers
4 **Reservations**
5 Purchase

Selected so far

Outward journey
Flüelen - Lugano
Via Arth-Goldau
Fri, 19.04.19, 14:10 - 16:18 Hour
Duration: 02:08, 1x Change(s)

Reservation requests

Please enter your reservation requests.

Tip: Compartment and seat requests cannot always be taken into account. If the requested seats are not available, the best available seats will be reserved instead.

Compartment and seat requests:

Preferred compartment type:

☒ No preference
☐ Open
☐ Corridor

Seat requests:

Passenger 1

No preference

Back
Next

E The “central aisle” is the “only” compartment type on the panorama train so you can skip this section.

F If desired, you can enter whether you would prefer a “window” or “aisle seat”.

Please follow the instructions to continue your purchase and pay.

4.2. Purchasing process at the counter

You can also purchase tickets and the obligatory seat reservations at any Swiss train station or at the Swiss Travel System sales outlets located around the world.

4.3. Purchasing process for group tickets (not for tour operators)

To purchase group tickets (incl. the supplement), please visit www.sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/group-tickets.html or contact your local point of sale. Groups of 10 or more can enjoy a 20% discount with a group ticket (tariff 660, see section 2.3).

4.4. Cancellation and refund policy

Cancellation and refund policy

The following terms and conditions apply to cancellations and reductions in the number of passengers:

- More than 30 days before the date of travel: free of charge
- 30 to 7 days before the date of travel: 50% cancellation fee
- Less than 7 days before the date of travel: 100% cancellation fee



5. Final provisions

5.1. Luggage

5.1.1. During the journey

Please store your luggage in the luggage racks provided in the individual coaches.

5.1.2. Station-to-door luggage

Send your luggage from a station offering luggage shipping services and you can have it delivered to your destination address two days later. You can choose one of three time windows for delivery.

5.1.3. Door-to-station luggage

Your luggage will be collected from your address in Switzerland and will be ready for you to pick up from your destination station two days later. You can choose one of three time windows for collection.

Please note that the order must be placed by no later than 8 p.m. two days before collection.

5.1.1. Door-to-door luggage

Your luggage will be collected from your address in Switzerland and delivered to your destination address the following day. You can choose one of three time windows for collection and delivery. Or you can opt for the express service and your luggage will be sent to your destination address on the same day. Please note that the order must be placed by no later than 8 p.m. two days before collection.

5.1.2. Group luggage

Groups of 10 or more can benefit from tailored transport services. You can also enjoy a range of special services, such as transfers to and from your hotel, temporary luggage storage, a platform pick-up service and a whole lot more.

More information about luggage, incl. prices, is available at www.sbb.ch/en/station-services/services/luggage.html Passengers in wheelchairs

5.1.3. Boat trip

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

5.1.4. Train journey

The panorama coaches are not wheelchair-accessible and do not have wheelchair-accessible toilet facilities. It is only possible for passengers in wheelchairs to board and alight trains at Flüelen, Lugano and Bellinzona stations. The required infrastructure is not available in Göschenen and Airolo.

Passengers in wheelchairs should contact the SBB Call Center Handicap to book a wheelchair space and assistance for boarding. The "Gotthard Panorama Express" supplement will be collected by the train crew during the journey.

Phone 0800 007 102 (calls from Switzerland are free)

Tel. from abroad +41 51 225 78 44

E-mail: mobil@sbb.ch

6. Further information

6.1.1. Gotthard Panorama Express app

The “Gotthard Guide” app provides visitors with background knowledge about the sights along the Gotthard Panorama Express route. During the journey, pictures and text in the app inform passengers about what to look out for.

The “Gotthard Guide” app is available to download free of charge in the App Store and Google Play Store.



6.1.2. Promotional items

We would be happy to provide you with free promotional materials for advertising purposes:

Gotthard Panorama Express brochure

- Bilingual: DE | EN
- Bilingual: FR | IT



Further documents and promotional materials are available on request.

If you would like to place any orders or if you have any questions, please contact the Gotthard Panorama Express product management team. info-gopex@sbb.ch

6.1.3. Internet

Visit the following website for the latest information about the Gotthard Panorama Express: www.sbb.ch/en/gotthard-panorama-express

6.1.4. Contact

If you have any questions about the product, the Gotthard Panorama Express product management team would be happy to answer them.

SBB AG

Gotthard Panorama Express

Langstrasse 175

8005 Zurich, Switzerland

info-gopex@sbb.ch

sbb.ch/en/gotthard-panorama-express