

Key information on group door-to-door luggage

Please note the following information and conditions on the booking and sending of group luggage door-to-door:

Orders

- Bookings must be received by five working days (Monday to Friday) before the first transport (e-mail to baggage@sbb.ch).

Number of luggage items

- **The number of luggage items must be indicated as accurately as possible when booking. This information is extremely important for logistical planning.**
- If the number of luggage items changes by more than five, you or the tour leader must provide notification at least five days before the first transport by e-mail to baggage@sbb.ch or by phone on +41 51 222 28 28. Please indicate the order numbers for all transports.
- If five or more additional luggage items are consigned on the day of transport, punctual collection or delivery is no longer guaranteed as different vehicles may have to be used.

Weight of luggage items

- **The maximum weight of 23 kilos per luggage item cannot be exceeded. Please inform your customers and tour guides about this limit.**

Collection and delivery times

- The luggage must be ready for collection at the reception at the time indicated on the order confirmation.
- Collections from the hotel are generally made between 7am and 9am. Please note the times on the order confirmation.
- Please note the following exceptions
 - In Zermatt, collections take place at 7am
 - In Montreux, collections take place at 8.30am
 - Group luggage with same-day delivery may be consigned at the SBB counter at Zurich Airport until 11.45 am.
- Deliveries are made by 7pm.
 - In Zermatt delivery is made by 7.30pm.
- SBB must be notified immediately of changes to collection and/or delivery times and changes to collection and/or delivery addresses.
- **If the luggage is not ready at the agreed collection time, SBB reserves the right to charge for any waiting time or additional journeys to the hotel or to reject the transport. On-time delivery cannot be guaranteed.**

Hotel pick-up and delivery

- Please always inform the hotel of the group name under which your clients are travelling.
- If the group is not personally present at the time of pick-up or delivery, the hotel must be informed by you or the Tour Leader that a pick-up or delivery of luggage for the group will take place.

For any questions, please contact

SBB Luggage Dispo, +41 51 222 28 28 or baggage@sbb.ch