





The most important in brief.



- The interactive e-learning program:
 Heidi & Peter take you on a learning
 journey across the Swiss Travel System
- Familiarize yourself with the modes of public transport and win attractive prizes
- This allows you year after year to playfully broaden your public transport knowledge and support your clients in a professional and competent manner.



The most important in brief.





- Learning is made easy and fast with a modular structure
- The program is web-based and accessible from anywhere in the world at any time
- Available languages: German, English and Chinese Simplified
- Jump on the bandwagon and register now:
 mystsnet.com/elearning

Contents.



- It is the only e-learning program worldwide that maps the entire public transport system of a country
- It is organized in several courses (Basics, Advanced, Expert, News) with a total of almost 30 modules. These range from premium panoramic trains to tickets and passes to services at the train station
- Your level of knowledge will be tested at the end of each course
- After successfully completing the tests, you will become "Swiss Travel System Excellence Expert" and receive a diploma.



Excellence Talk - Stories that move us.



Innovative news format

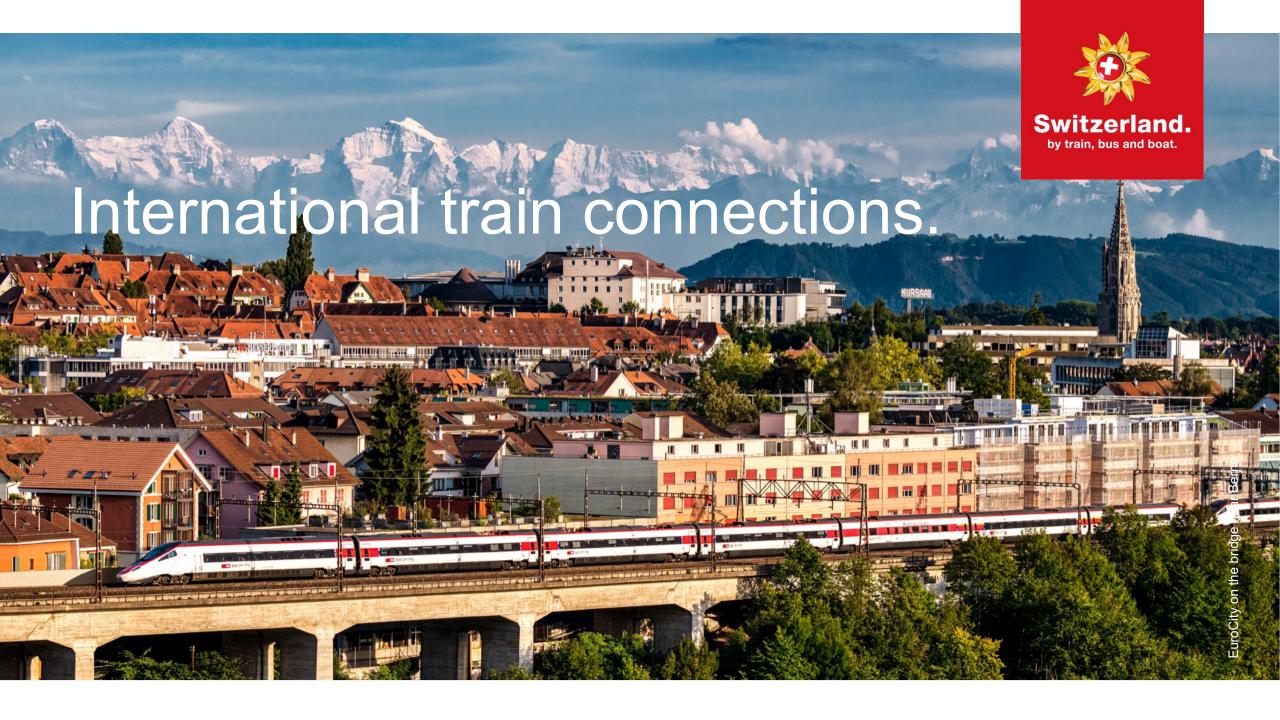
- Exciting stories
- Interviews with industry partners
- Exlusive insights about the Excellence E-Learning
- Quiz afterwards

and more



Topics of the series:
 Grand Train Tour of Switzerland, Luzern–Interlaken Express,
 Schilthorn, Glacier Express, Gotthard Panorama Express





Arrival.





Arrival from Germany.



 ICE trains (German Railways DB) serve Basel, Bern, Thun, Interlaken, Zurich and Chur directly

• Travel times:

| Berlin–Interlaken Ost | 10 h | 1 |
|---|------|---|
|---|------|---|

Dortmund/Köln–Basel SBB 5 h 10 min

Hamburg–Chur9 h

Stuttgart–Zürich3 h

München–Lindau–Zürich 3 h 30 min

Frankfurt–Lugano 6 h 25 min



Arrival from Italy.





EuroCity trains link Milan to Zurich,
 Bern, Basel, Geneva, Lausanne,
 Lucerne and Lugano

• Travel times:

Bologna–Zürich

| Milano–Basel | 4 h 15 min |
|------------------------------------|------------|
| Milano–Bern | 3 h 05 min |
| Milano–Zürich | 3 h 15 min |
| Milano–Luzern | 3 h 30 min |
| Milano–Genève | 4 h |
| Venezia–Genève | 7 h |
| Genua–Zürich | 5 h 20 min |
| | |

6 h

Arrival from Austria.



- Night trains link Graz, Vienna and Villach to Zurich
- ÖBB Railjet runs to Switzerland's largest cities several times daily

• Travel times:

| Wien–Zürich | 7 h 50 min |
|--------------------------------------|------------|
| Salzburg–Zürich | 5 h 25 min |
| Innsbruck–Zürich | 3 h 35 min |
| Bregenz–Zürich | 1 h 50 min |
| Graz–Zürich | 9 h 35 min |



Arrival from France.





 TGV Lyria trains link Paris and Marseille to the Swiss cities of Geneva, Lausanne, Basel and Zurich several times per day

• Travel times:

| Paris–Basel | 3 h 05 min |
|-------------------------------|------------|
|-------------------------------|------------|

Marseille—Genève
 3 h 30 min (only July-August)

International night train connections.



Nightjet (direct connections)

Amsterdam

Basel

Zürich

Berlin–Basel–Zürich

Hamburg–Basel–Zürich

Wien–Salzburg–Zürich

Graz–Innsbruck–Zürich

EuroNight (direct connections)

Budapest–Wien–Zürich

Praha–Salzburg–Zürich

Praha–Dresden–Leipzig– Zürich

Ljubljana–Innsbruck–Zürich

Zagreb–Ljubljana–Zürich

Travel duration:

11 h 40 min

12 h 25 min

12 h

10 h 55 min

10 h 55 min

Travel duration:

11 h 40 min

14 h

14 h 40 min

11 h 15 min 13 h 40 min





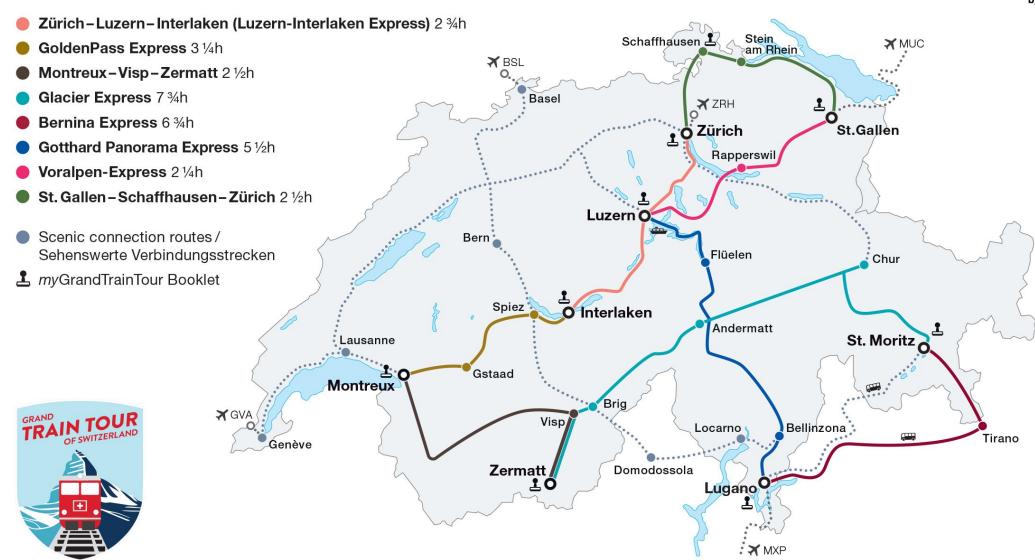
The Grand Train Tour of Switzerland...



- combines the most beautiful train lines in Switzerland into one route
- merges Swiss cities and Alpine resorts into one magnificent round trip
- offers opportunities to visit landmarks, splendid natural scenery as well as UNESCO World Heritage Sites
- Provides opportunities for numerous mountain excursions
- allows to immerse oneself in the multifarious world of Swiss museums
- runs along 11 large lakes, passes through all 4 language regions of Switzerland and traverses 3 Alpine passes
- can be travelled year-round in either direction
- covers a total length of 1,280 kilometres / 795 miles

Grand Train Tour of Switzerland.





Useful links.

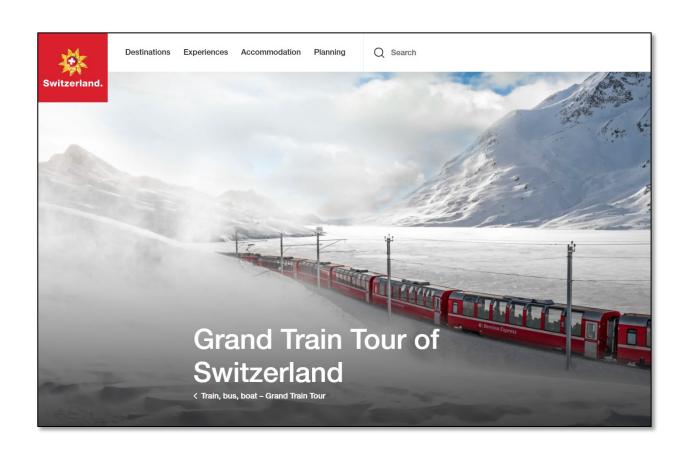


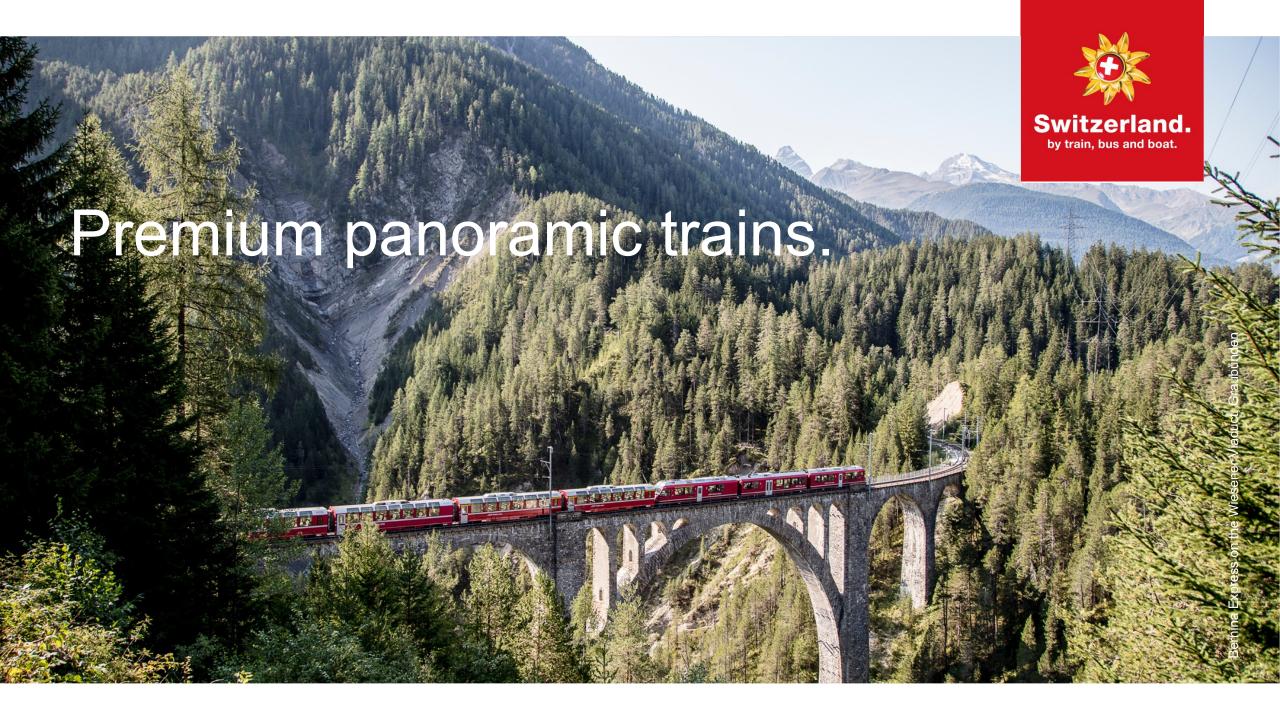
Website

- GrandTrainTour.com (end consumers)
- mystsnet.com/grandtraintour (Media & Trade)

Social Media

#grandtraintour







Bernina Express.

From Chur to Tirano (Italy) and Lugano





- Route: Chur/St. Moritz—Poschiavo—Tirano—Lugano
- Duration: 4 h 21 min (Chur–Tirano), 3 h 20 min (bus Tirano–Lugano)
- Distances: Chur–Tirano 148 km, Tirano–Lugano: 90 km

Bernina Express.



Good to know

- Connections in both directions, summer and winter
 - Bernina Express Bus (Tirano–Lugano) from February to November
- Seat reservation required, surcharge applies

| Short route (St. Moritz–Tirano): CHF 28 all sease |
|---|
|---|

Long route (Chur–Tirano): CHF 32 low season

CHF 36 main season

Bernina Express Bus (Tirano–Lugano): CHF 14 low season

CHF 16 main season

- Passport or Identity Card required to enter Italy
- Lunchtime in Poschiavo, Le Prese or Tirano (in Italy)



Glacier Express.

From St. Moritz to Zermatt



■ Route: St. Moritz—Chur—Andermatt—Brig—Visp—Zermatt

Duration: about 8 h

■ Distance: 291 km with 291 bridges and 91 tunnels



Glacier Express.



Good to know

- Minimum 2 connections per day in both directions
- No Glacier Express trains operate from 13 Oct 08 Dec 2024
- Seat reservation required, surcharge applies:
 - Long route: CHF 49
 - Short route: CHF 44
- Meal served at passenger's seat: 3-course meal, daily menu or à la carte service
- Touristic announcements in 6 languages (headphones), 2 music channels
- Passenger information system with integrated infotainment in 8 languages

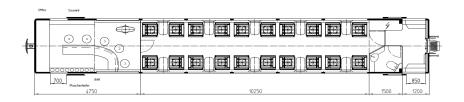


Excellence Class – Coaches.





- 2 x 20 seats per day
- Lounge seating
- Excellence Class Bar exclusively for guests in Excellence Class
- Premium seats & equipment
- Tablet for onboard entertainment
- Exclusive restroom





GoldenPass Express.

From Montreux to Interlaken



Route: Montreux-Gstaad-Zweisimmen-Interlaken

• **Duration**: 3 h 15 min

Distance Montreux-Interlaken: 115 km





GoldenPass Express.



Good to know

- Year-round operation
- Three travel classes: Prestige, 1st and 2nd class
- The journey is fully covered by the Swiss Travel Pass and other tickets
- Seat reservations are mandatory in the Prestige and highly recommended in 1st and 2nd class

| | Seat reservation |
|-------------------|------------------|
| Prestige | CHF 35 |
| 1st and 2nd class | CHF 20 |

- Changing trains in Zweisimmen no longer neccerary, thanks to the rail switch from the metric to the normal track
- Snacks and drinks are available on board in all classes. Availability is not guaranteed without prior reservation. Reservations via webshop are highly recommended.



Gotthard Panorama Express.

From Lucerne to Bellinzona / Lugano





- Route: Luzern–Lake Lucerne–Flüelen–Gotthard–Bellinzona–Lugano
- Duration: around 5 h 30 min
- Distance Luzern–Lugano: 182 km

Gotthard Panorama Express.



Good to know

- Great experiences, presentations and information about the region, its myths and legends
- Runs from April to October
 - 20 Apr 20 Oct 2024, every Tuesday to Sunday
- Reservation required, incl. surcharge of CHF 24
- Ride in 1st class panoramic coaches, bookings in 2nd class are not available
- Multilingual onboard route information
- Luggage service between Lucerne and Lugano



Luzern-Interlaken Express.

The fascinating panorama journey.



Route: Luzern–Interlaken

Duration: 1 h 50 min

Distance: 97.8 km

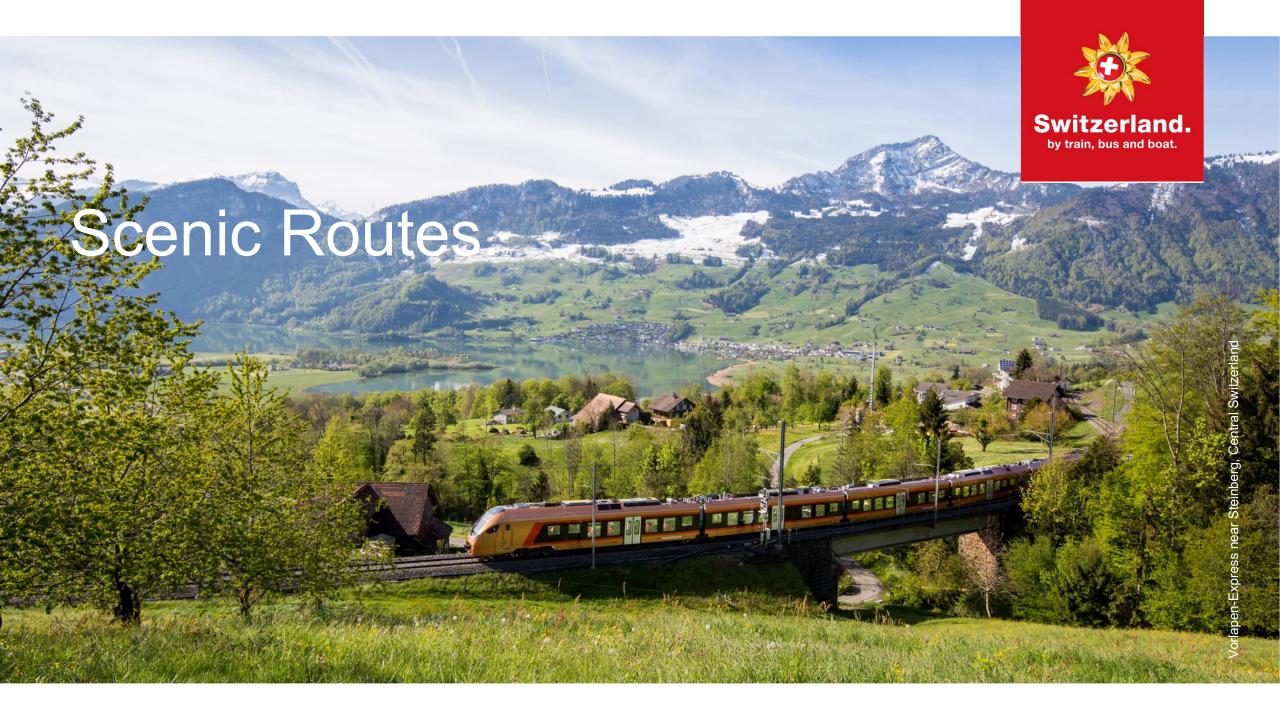


Luzern-Interlaken Express.



Good to know

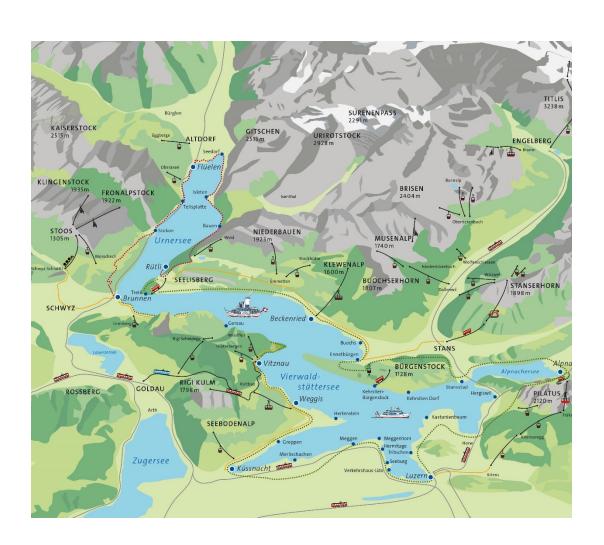
- Interlaken Ost–Luzern: Hourly from 07.04 h to 20.04 h
- Luzern–Interlaken Ost: Hourly from 06.06 h to 21.06 h
- Panoramic windows in 1st as well as 2nd class
- À la carte restaurant "Bistro"
- Seat reservation recommended but not required; reservation fee per person and direction:
 - 01 Jan 08 May 2024: CHF 12
 - 09 May 27 Oct 2024: CHF 16
 - 28 Oct 14 Dec 2024: CHF 12





Lake Lucerne Cruises.

From Lucerne to Flüelen





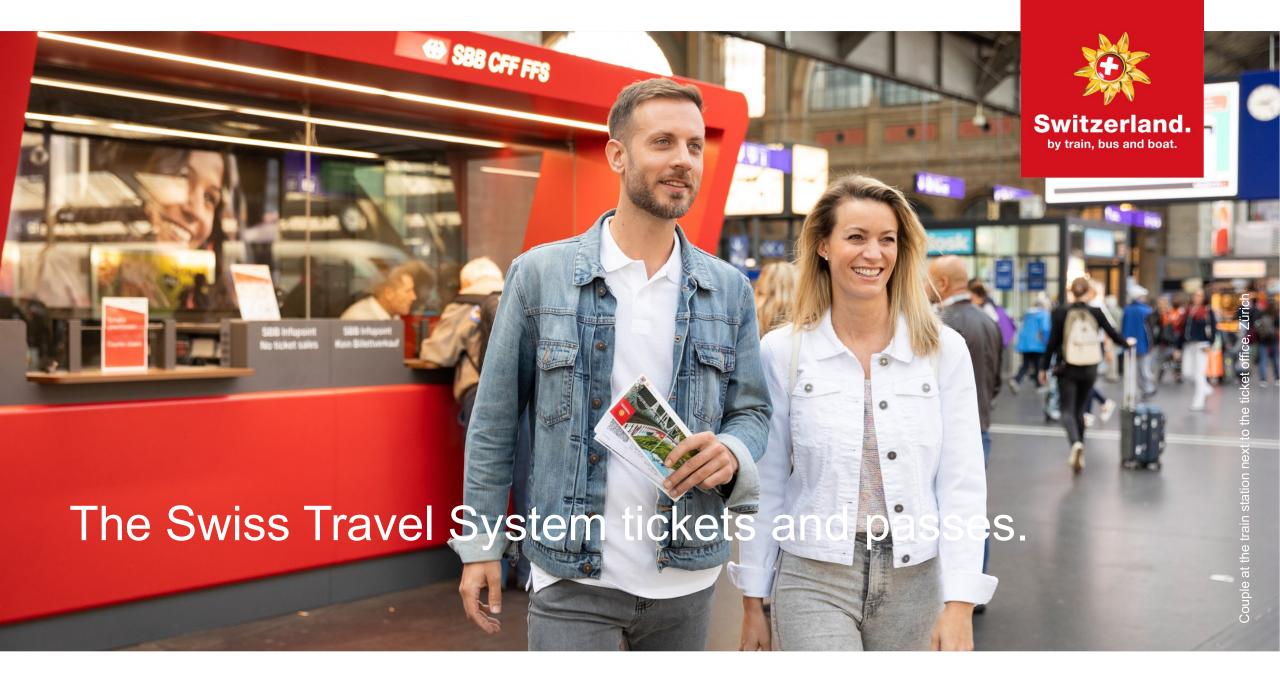
- Lake surface: 114 km²
- Fleet: 20 vessels, 5 of which are paddle steamers
- Boat cruises 365 days a year

Lake Lucerne Cruises.



Good to know

- Various round courses from/to Lucerne, duration between 1 and 5.5 hours
- Unlimited travel on all cruise boats with the Swiss Travel Pass. Reduction for Swiss Travel Pass holders for the 1-hour-cruise on the panorama yacht Saphir
- Onboard restaurant on most cruise boats
- Reservation required on Lunch Cruise / "Zmittags-Dampfer" (prior to 11.00 h) and Sunset Cruise (prior to 15.00 h)
- For groups (10 or more persons) reservation in the restaurant and prior menu selection are required (no surcharge)



Swiss Travel System passes overview.





Unlimited travel by train, bus and boat as well as free admission to more than 500 museums. In addition, 50% discount on most mountain excursions. Also available as Flex and Youth option.



For one month, 50% discount on regular public transport fares for CHF 120. Also combinable with Swiss Travel Pass (Flex).



Children from their 6th to their 16th birthday travel free of charge with the Swiss Travel Card.

Swiss Travel Pass / Swiss Travel Pass Flex.



- Unlimited travel by train, bus and boat
- Unlimited travel on premium panorama trains (seat reservation fees and/or surcharges apply)
- Full coverage for mountain excursions: Rigi, Stanserhorn and Stoos
- Up to 50% discount on many other mountain excursions
- Unlimited use of public transport networks of more than 90 urban areas
- Free admission to more than 500 museums
- Available in 1st and 2nd class for 3, 4, 6, 8 or 15 days (Flex: days freely selectable within a month)
- Children from their 6th to their 16th birthday accompanied by at least one parent (holding a Swiss Travel System ticket) travel free of charge with the free Swiss Family Card
- Children under 6 years of age travel free of charge
- Available as e-ticket

Swiss Half Fare Card.



Coverage

Up to 50% discount on journeys by train, bus and boat, as well as most mountain railways and on the public transport networks of more than 90 urban areas

Validity

1 month

Good to know

Available as e-ticket

Swiss Family Card.



Coverage

- Children from their 6th to their 16th birthday travel free of charge when accompanied by at least one parent (holding a valid Swiss Travel System ticket)
- Children under 6 years of age travel free of charge
- The Swiss Family Card is valid for travel by train, bus and boat as well as mountain railways and museums
- The Swiss Family Card can be obtained free of charge at all valeted Swiss stations and when booking online

Validity

1 month

Good to know

Available as e-ticket

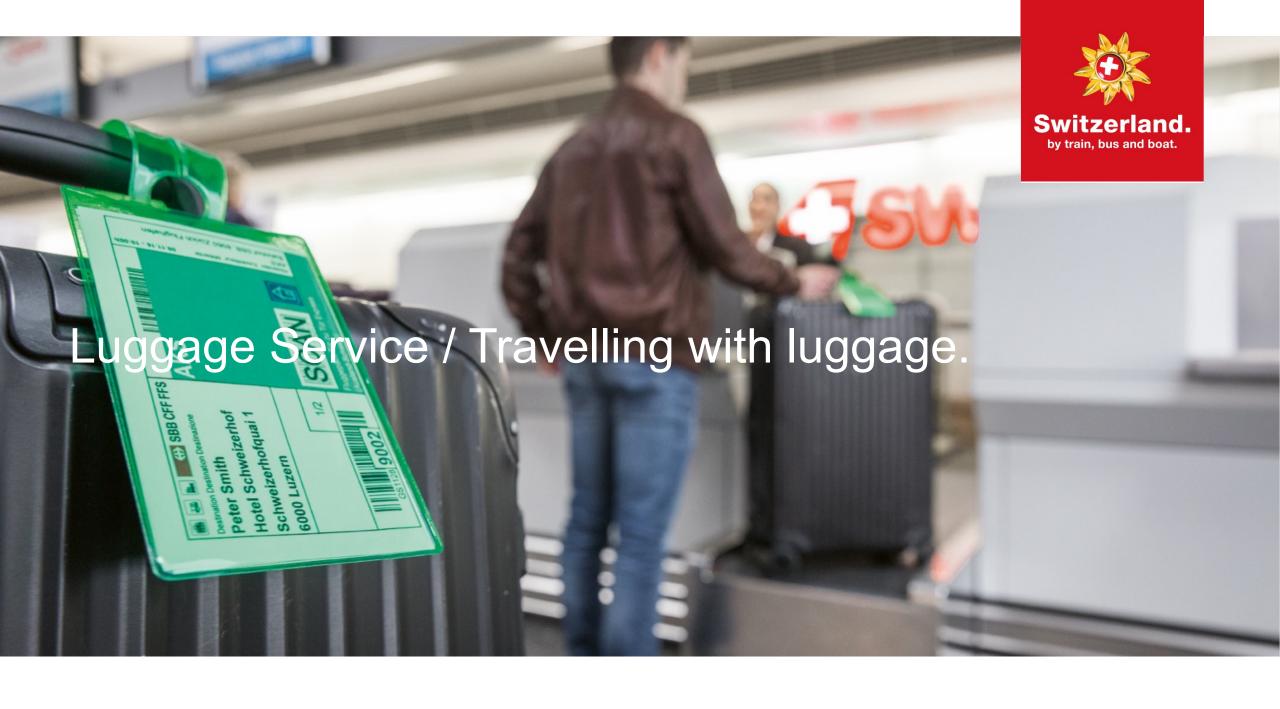
Museum Pass.



- Every purchase of a Swiss Travel Pass or Swiss Travel Pass
 Flex automatically includes a Swiss Museum Pass.
- Free admission to more than 500 museums nationwide e.g.:
 - Chillon Castle (Montreux)
 - Glacier Garden (Lucerne)
 - Matterhorn Museum (Zermatt)
 - Olympic Museum (Lausanne)
 - Abbey Library (St. Gallen)
 - Swiss Museum of Transport (Lucerne) 50% discount
 - History Museum & Einstein Museum (Berne)
 - And many more



Matterhorn Museum, Zermatt, Valais



Overview Luggage Services.



| Luggage product | | Timings and prices | | | Offer available at |
|---|---|--------------------------------|-----------------------------------|------------------------------------|--------------------------|
| Luggage transportation abroad – Switzerland | | Delivery on arrival day | Delivery one day after arrival | Delivery two days after arrival | |
| 1a | Flight luggage foreign airport to station | - | CHF 24 per item | - | ca. 20 railway stations |
| 1b | Flight luggage foreign airport to station | _ | _ | CHF 24 per item | ca. 160 railway stations |
| 1c | Express flight luggage foreign airport to station | CHF 24 per item + 30 flat rate | _ | _ | 19 railway stations |
| 1d | Flight luggage foreign airport to door (hotel) | see https://airportr.com | | | |

| L | uggage transport within Switzerland | Delivery the same day | Delivery the next day | Delivery after two days | |
|---|-------------------------------------|--------------------------------|-----------------------|-------------------------|-----------------------------|
| 3 | Express luggage door to door | CHF 12 per item + 73 flat rate | - | _ | ca. 20 tourist destinations |

| Lug | gage transportation Switzerland – abroad | Drop-off/handover the morning of flight departure | Drop-off/handover one day before flight departure | | |
|-----|--|---|--|---|--------------------------|
| 4a | Flight luggage station to Zurich Airport | - | CHF 24 per item | - | ca. 160 railway stations |
| 4b | Express flight luggage station to Zurich Airport | CHF 24 per item + 30 flat rate – | | _ | 6 railway stations |
| 4c | Flight luggage door to foreign airport with luggage check-in | see https://airportr.com | | | |

^{*} maximum weigth per piece of luggage 23 kg

Overview destinations.

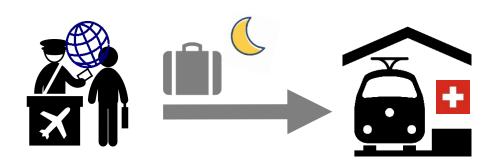


| Luggage product | | Operation Points | | |
|-----------------|---|--|---|--|
| 1a | Flight luggage foreign airport to station with delivery one day after arrival | Arosa Basel Bern Brig Chur Davos Platz Engelberg Grindelwald Gstaad Interlaken Ost / West | Klosters Lausanne Lauterbrunnen Luzern Mürren St. Moritz Wengen Zermatt Zürich | |
| 1b | Flight luggage foreign airport to station | | | |
| 4a | Flight luggage station to Zurich Airport | ca. 160 railway stations | | |
| 1c | Express flight luggage foreign airport to station | Arosa Basel Bern Brig Chur Davos Platz Engelberg Grindelwald Gstaad Interlaken Ost / West | Klosters Lausanne Lauterbrunnen Luzern Mürren St. Moritz Wengen Zermatt Zürich | |
| 3 | Express luggage door to door | Andermatt Basel Bellinzona Bern Brig Chur Davos Genf Glattbrugg Grindelwald Interlaken Klosters Kloten | Lausanne Lauterbrunnen Locarno Lugano Luzern Montreux Opfikon St. Moritz Wengen Wilderswil Zermatt Zürich | |

| Luggage product | | Operation Points |
|-----------------|---|--|
| 4b | Express flight luggage station to Zurich Airport | Grindelwald Interlaken Ost Lauterbrunnen Mürren Wengen Zermatt |
| 1d 4c | Flight luggage foreign airport to door (hotel) Flight luggage door to foreign airport with luggage check-in | see https://airportr.com |

Luggage transport to the railway station.





"Flight luggage foreign airport to station"

Delivery one day after arrival

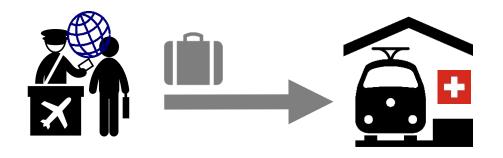
Price: CHF 24 per item

Destinations: 20 railway stations

Delivery two days after arrival

Price: CHF 24 per item

Destinations: approx. 160 railway stations



"Express flight luggage foreign airport to station"

Delivery on arrival day

Price: CHF 24 per item + CHF 30 flat rate

Destinations: 19 railway stations

Drop-off luggage at check-in abroad: From any airport with any airline worldwide, only via Zurich Airport

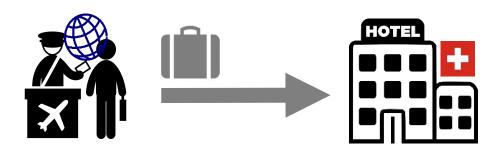
Luggage transport to the door/hotel.





"Flight luggage foreign airport to door"

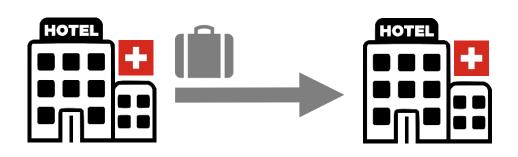
- Customers can book directly via the <u>AirPortr</u> platform
- Queries for times, prices and locations via the AirPortr platform
- From CHF 45 depending on distance, items of luggage and delivery time



Drop-off luggage at check-in abroad: Available with SWISS, Edelweiss, British Airways and other selected airlines, only via Geneva or Zurich Airport

Luggage transport within Switzerland.





- "Express luggage door to door"
- Delivery the same day
- Price: CHF 12 per item + CHF 73 flat rate
- Destinations: approx. 20 tourist destinations (except car-free)

Luggage transport from Switzerland.







- Registration one day before flight departure
- Price: CHF 24 per item
- Destinations: approx. 160 railway stations

"Express flight luggage station to Zurich airport"

- Registration on the morning of flight departure
- Price: CHF 24 per item + 30 flat rate
- Destinations: 6 railway stations



- Customers can book directly via the AirPortr platform
- Queries for times, prices and locations via the AirPortr platform
- From CHF 45 depending on distance, items of luggage and delivery time



Drop-off luggage at check-in in Geneva or Zurich: Available with SWISS, Edelweiss, British Airways and other selected airlines

Travelling with luggage: services at a glance.



Luggage storage at the station

- Various lockers for different luggage sizes
- Rental period for lockers up to 72 or 96 hours, depending on the station
- Rent payable with coins or credit card
- Bulky luggage can be deposited at the luggage counter (note opening hours of counters)
- Thanks to ramps and elevators, travellers get comfortably from A to B anywhere at the station



Family at the counter with luggage

Travelling with luggage: services at a glance.

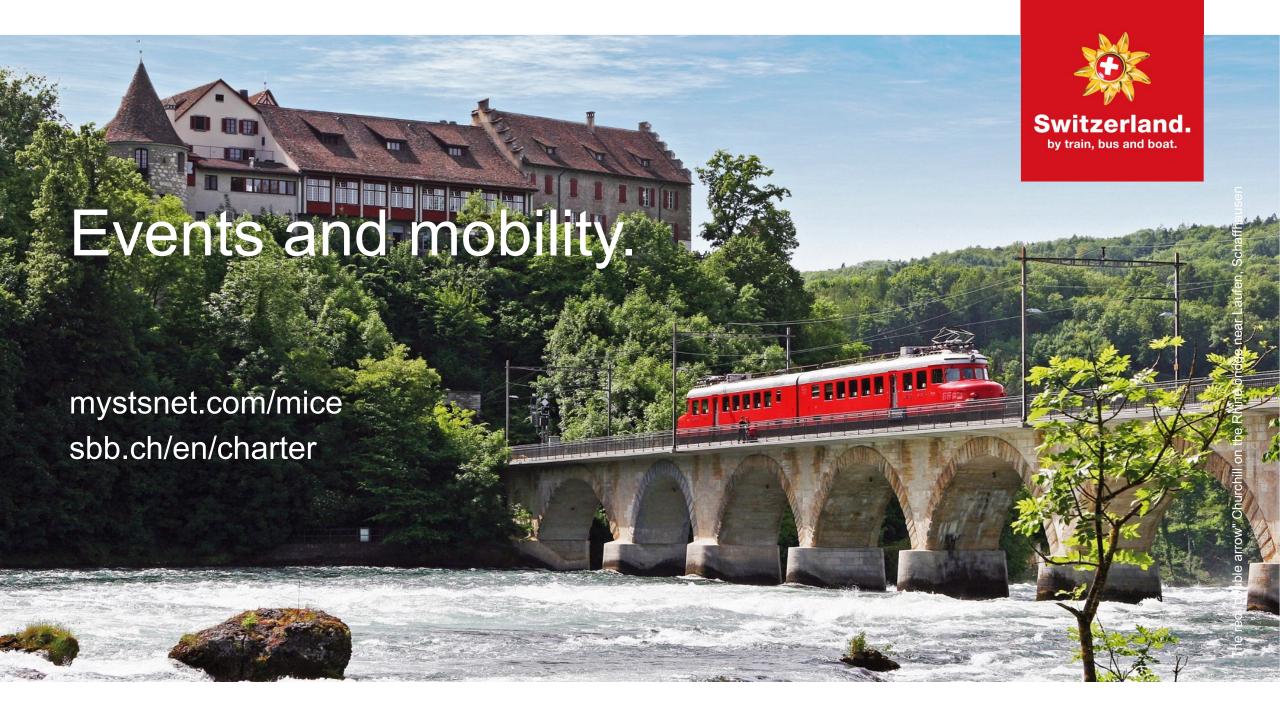


With luggage on the train

- Low-floor trains guarantee easy access
- Ample space to stow the luggage on the train:
 - luggage racks
 - between the seats
 - above the seats



Giruno luggage storage space in 1st class





Churchill.



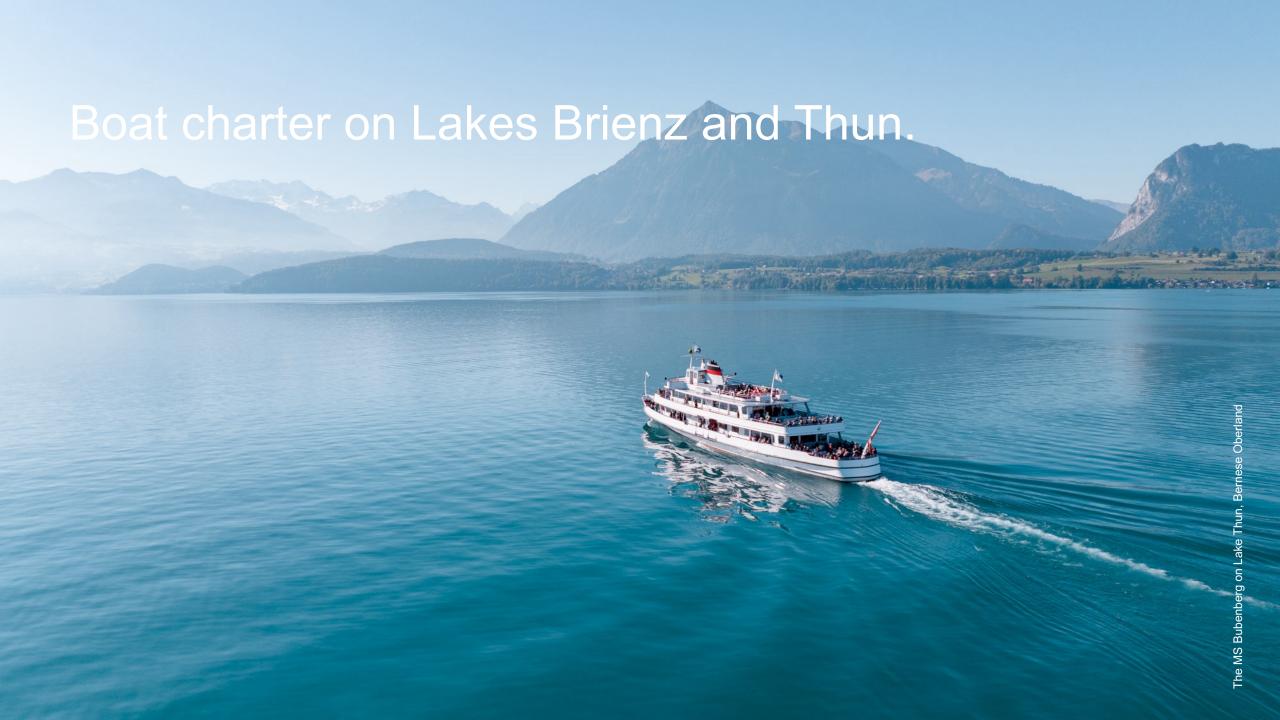


| Seating capacity | Route/region |
|---------------------|--------------------|
| 110 upholstered | Variable; upon re- |
| seats at tables for | quest |
| four (recommended: | |
| 80-90 persons) | |
| | |

| Equipment | Food/catering |
|--|-----------------|
| AUX input | Onboard kitchen |
| Public address system | and bar |
| CD player | |
| Wireless hand microphone | |
| Air conditioning | |





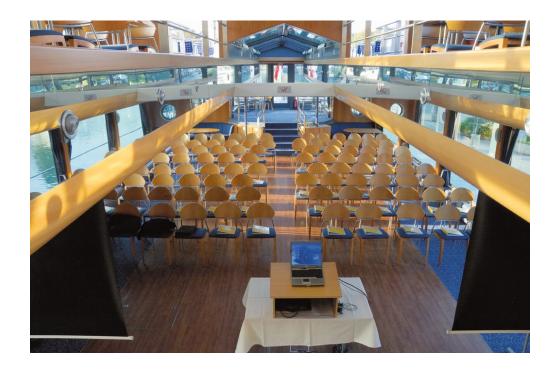


MS Schilthorn.



| Seating capacity | Route/region |
|-----------------------|--------------|
| 140 banquet seats / | Lake Thun |
| 149 restaurant seats, | |
| capacity for 300 per- | |
| sons | |
| | |
| | |
| | |

| Equipment | | Food/catering |
|--|--|---------------|
| Transmission system DVD player CD player MP3 connection Video player | Beamer Projector screens Microphone sockets Radio microphone <u>Virtual tour</u> | Yes |







Boat charter on Lake Lucerne.





| Seating capacity | Route/region |
|------------------|----------------|
| Assignment of | Lake Lucerne / |
| boat by SGV ac- | Lucerne |
| cording to group | |
| size | |
| | |

Sitting coaches.

able

Air conditioning

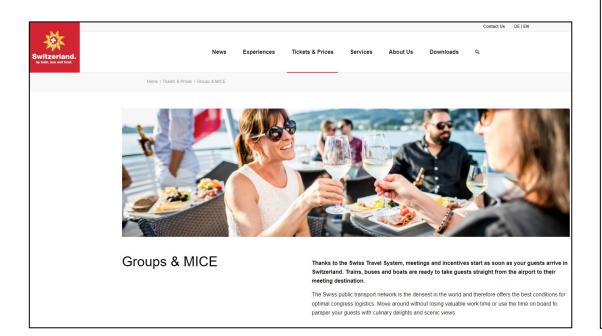


| | • P w c tio | | Available attached to a train as extra coach, in combination | |
|--|----------------|--|--|--|
| | | | with other coaches, or as special train with individual timeta- ble and travel route | |
| | | | oment | Food/catering |
| | | | ublic address system with microphone D and USB connec- ons D player epending on coach ype: window tables and | Catering by railway caterer "Elvetino" with minibar; more extensive catering possible with a salon coach including kitchen |
| | ta | | ables with arm rests and power outlets avail- | |



MICE.

- More content and information on mystsnet.com/mice
- Theme text available



Theme text





Charter offers for seminars & conferences.

With Swiss Travel System AG and the unforgettable charter experiences of our partners, meetings and incentives can start even on the journey to the destination. Trains, buses and boats are ready and waiting to take foreign guests from the airport to their meeting places.

Lake Lucerne Cruises.



The gorgeous natural setting of the Lake Lucerne area has inspired many great minds – Friedrich Schiller and Mark Twain among others. Associates or business partners are literally brought on board the same boat here. Participants benefit both from creative brainstorming aided by the beautiful backdrop and from ideal accessibility in the immediate vicinity of Lucerne station.

| Seating capacity Assignment of boat by SGV ac- cording to group size | Route/region Lake Lucerne / Lucerne | Equipment SGV events One supervisor on board Seminar or concert seating on one deck Standard seating on the other deck Standard technical equipment (1 beamer, 1 projector screen, 1 flipchart, 1 pin board, 1 presenter's case) Additional technical equipment can be organised on request against additional charge | Food/catering With package bookings including lunch, the meal can be taken either on the harboured seminar boat or on the lunch boat (public scheduled boat). |
|--|---|--|---|
|--|---|--|---|

Motor vessel Diamant.

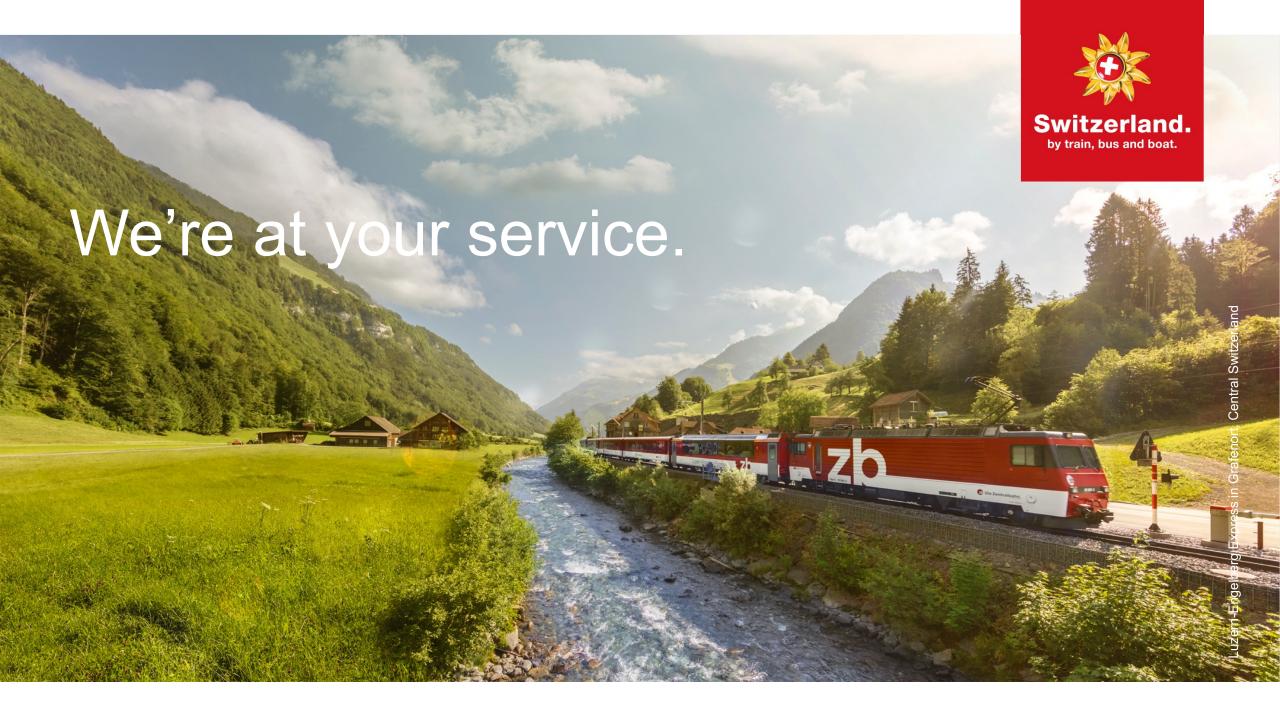


Underwater view, a lake-water footbath and the inner gallery with its impressive glass dome: This boat is unsurpassed when it comes to technological finesse and luxury. In addition, it sets new standards as Switzerland's first climate-neutral regular-service boat.

| Seating capacity | Route/region | Equipment | Food/catering |
|------------------|--------------|---|---------------|
| 400 banquet | Lake Luceme | Public address system | Yes |
| seats | | Radio/ CD | |
| | | iPod | |
| | | Wireless microphone | |
| | | Presentation infrastructure | |

Swiss Travel System AG

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Swiss Travel System Media & Trade Platform.





- mystsnet.com
- Information about STS products & services as well as all STS tickets and passes
- Current news around the Swiss TravelSystem
- Download centre with factsheets, theme texts, pictures, videos, maps and logos
- Information about STS AG and our team
- Newsletter for the travel trade industry

I'm at your service.









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