



SBB CFF FFS

# Gotthard Panorama Express.

Sales Manual 2022.

[sbb.ch/en/gotthard-panorama-express](https://sbb.ch/en/gotthard-panorama-express)



Gotthard  
Panorama Express

VIER  
WALDSTÄTTERSEE

TICINO

LUZERN  
FACEBUE  
THE CITY. THE LAKE. THE MOUNTAINS.





## Gotthard Panorama Express

Experience history on the Gotthard Panorama Express and make travel itself an experience – a personal journey by boat and train between Central Switzerland and Ticino.

### Der Gotthard Panorama Express:

- ➔ will operate from 15 April to 16 October 2022 every Tuesday to Sunday (including national public holidays)
- ➔ travels on the line from Lugano to Arth-Goldau in three hours. With the destination Arth-Goldau, there are additional interesting combination possibilities. For example: the trip can be combined with an excursion by rack railway to the Rigi and further by boat from Vitznau to Lucerne, the Voralpen-Express as well as with long-distance trains in the direction of Lucerne-Basel, Zurich or back through the Gotthard Base Tunnel to Ticino.
- ➔ runs as a 1st class panorama train with more capacity. There is now a total of 216 seats in four panorama coaches. The popular photography coach has been retained.
- ➔ requires a supplement of CHF 16 per person for the railway section. The supplement includes the compulsory seat reservation.
- ➔ now offers groups of ten people or more a group discount of 30% (adjustment of group rates across the whole of Switzerland).
- ➔ from July until the end of the 2022 season, a luggage service for individual passengers will be offered between the Lucerne, Bahnhofquai and Lugano Bahnhof stations. The Express Baggage service is available for groups.





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## Information on the route.



## Route highlights.

En route from Lucerne to Lugano, the Gotthard Panorama Express includes the following highlights:



### 1 Lucerne City.

This popular tourist city thrives on the contrast between history and the modern age. The Chapel Bridge, built in 1356, and the grand hotel buildings from the 19th century characterise the cityscape of Lucerne in particular.



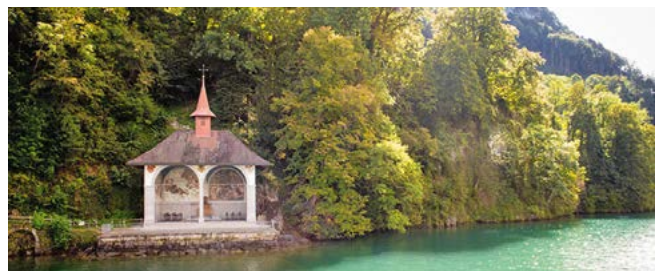
### 2 Rigi.

This is the most popular panoramic mountain amongst Swiss people and lies like a peninsula amidst three lakes: Lake Lucerne, Lake Zug and Lake Lauerz. Rigi made a name for itself very early on as a perfect hiking destination.



### 3 Rütli.

The Rütli Meadow is the historic landmark where representatives of Switzerland's three founding cantons met in 1291 to swear an oath of eternal alliance – «never to part in danger nor distress».



### 4 Tell's Chapel / Tell's Slab.

Tell's Chapel was built on Tell's Slab directly on the shoreline of Lake Uri in 1879/80. According to popular legend, it marks the spot where the condemned Wilhelm Tell leapt from a boat during a fierce storm to escape from his Habsburg captors more than 700 years ago.





### 5 Flüelen.

Flüelen is the interchange point of the Gotthard Panorama Express – from boat to panorama train. As early as 1837, the first steam vessels, loaded with all sorts of merchandise, navigated across the lake to Flüelen. Up until the opening of the railway station, these goods were reloaded to oxcarts, wagons, mules and horses. Today, it is mainly Rudenz Castle from the 13th century and the «Old Church» built in 1664 that shape the townscape.



### 6 Wassen Church.

The train line which passes Wassen is unique because, in order to gain height within a very restricted space, it has to make the climb in a tight double loop. Passengers are able to admire the village's beautiful Baroque church no fewer than three times.



### 7 Gotthard Tunnel.

The 15-kilometre-long tunnel of the Gotthard Railway is the central and largest structure of the Gotthard Railway route which opened in 1882. Construction of the tunnel lasted from 1872 to 1882, and was a masterpiece for that time.



### 8 Loop tunnels.

In the space of half an hour, the journey from Rodi-Fiesio (altitude of 942 m) to Biasca (altitude of 293 m) negotiates two terrain levels (Piottina and Biaschina) with two loop tunnels each, representing a cumulative elevation gain of 650 metres.



### 9 Giornico.

In the lower Leventina, the climatic conditions strongly favour viticulture. This is certainly true of Giornico, where three churches well worth seeing are set in attractive vineyards.



### 10 Bellinzona castles.

The three imposing castles of Bellinzona, the Castelgrande, Montebello and Sasso Corbaro, were built in the 15th century by the Dukes of Milan. Together they comprise a unique UNESCO World Heritage site.



### 11 Lugano.

The journey on the Gotthard Panorama Express reaches its destination in Lugano, city of Mediterranean flair. As the economic and tourist centre of Ticino, it impresses visitors with its many beautiful buildings, grand palaces and well-tended park areas.



## Journey by boat.



### Experience.

- ➔ Eventful steam or motorboat trip across Lake Lucerne, from Lucerne to Flüelen
- ➔ Travel past places of from Switzerland's early history, such as Rütli, Tell's Chapel, the Schiller Stone or Treib
- ➔ The countryside changes dramatically on the boat journey, from gentle hills near Lucerne to scenery resembling the fjords with high, steeply sloping rock faces, along Lake Uri near Flüelen.
- ➔ The journey takes place over lunchtime in both directions of travel. This is ideal for eating in the comfortable boat restaurant (lunch not included in the price)



### Cuisine.

The boat journey between Lucerne and Flüelen, or the reverse, is excellently suited to a refined lunch or simple midday refreshments owing to the time of day and the atmosphere. Guests can enjoy an extensive range of food with seasonal and regional delicacies in the boat restaurant.

### Individual travellers.

Booking up to 3 p.m. the day before:

Tel. +41 (0)41 367 67 67

E-mail [info@lakelucerne.ch](mailto:info@lakelucerne.ch)

### Groups.

Booking is obligatory for groups of 10 or more.

Reservations up to 10 days in advance:

Tel. +41 (0)41 367 66 16

E-mail [gruppen@lakelucerne.ch](mailto:gruppen@lakelucerne.ch)



## Journey on the panorama train.



### Experience.

- Multilingual travel guide on the panorama train
- Reserved seat in the 1st-class panorama coach
- The train has a photography coach with windows that can be opened; ideal for taking photos
- Journey on the historical Gotthard Railway with a spectacular tour route across many bridges and through different loop tunnels from Flüelen to the Mediterranean region of Ticino
- Travel guide with information on sights of interest along the route including route description
- Loudspeaker announcements and visual presentation of the history of the origins of the Gotthard Railway

### Cuisine.

There is a selection of snacks and drinks on the train which can be served at your seat. Guests can sit back and enjoy the fine regional specialities with a breathtaking panorama. No matter whether it is a little snack in between meals or a cold Ticino-style dish, the catering team serves passengers on the panorama train directly at their seat.

## The Additional services.

### Travel guide.

Guests are supported by a multilingual travel guide on the panorama train. They point out the most important sights of interest along the route to passengers and are available to answer questions.

### Visual presentations.

Various loudspeaker announcements are played throughout the entire train journey between Flüelen and Lugano. The sequences tell the story of the construction of the Gotthard Railway around 1880 as well as its impact up to the present. Various images and short film sequences are projected onto the wall of the Gotthard Tunnel. The lights are dimmed in the train and the speed reduced during the visual presentation.

### Photo coach.

The photography coach is attached and is now located in the middle of the train. It is freely available to all guests during the journey. The windows can be opened, which is ideal for taking photos.

### Souvenirs.

A variety of souvenirs can be purchased while travelling on the Gotthard Panorama Express. The travel guides will be pleased to give information about this.







## Train composition.

The Gotthard Panorama Express includes four air-conditioned panorama coaches in 1st class with large panorama windows. The panorama coaches of the Gotthard Panorama Express offer a high degree of travel comfort with spacious seats. Thanks to the large windowpanes, you are closer than ever before to the Gotthard Massif with its mountains, glaciers, gorges and rivers. This makes the journey on the historical Gotthard Railway, with all the tunnels and bridges, an unforgettable experience.

The photography coach with windows that can be opened is located in the middle of the train. This coach is not air-conditioned. It is particularly suitable to visit for taking photographs and is freely available to all guests during the journey.

Panorama coach 11 & 12	42 seats
Photography coach 13	Cannot be booked
Panorama coach 14 & 15	42 seats



### Breakdown of seats in the panorama coach.

The following coach layout applies to all panorama coaches.



## Fleet of ships.

### Steamboats.

The Lake Lucerne Navigation Company (SGV AG) proudly operates five nostalgic paddle steamers. These date from the early 20th century, with the oldest being PS Uri. This elegant salon steamer was launched in May 1901 and remains the oldest paddler in Switzerland. The other four steamboats also can look back on a rich history with remarkable highlights. The 118-year old steamer Unterwalden was built in 1902 and has been designated as a historic monument. It remains the only steamboat on Lake Lucerne capable of passing under the low Acheregg bridge and sailing to Alpnachstad at the foot of Mount Pilatus. PS Schiller was built by Sulzer in 1906 and is particularly beloved by steamboat enthusiasts. This refined ship features a graceful dining salon with Art Nouveau styling. The racehorse of the fleet is PS Gallia, which was launched in 1913 and thanks to its sleek hull and particularly powerful Escher Wyss engine is the fastest lake steamer in Europe. The majestic flagship of Lake Lucerne is the mighty paddle steamer Stadt Luzern. It was built in 1928, is adorned with Art Deco furnishings and has an almost maritime appearance. During its illustrious career, PS Stadt Luzern hosted numerous celebrities, including the



Swiss army commander General Henri Guisan during World War II and Queen Elisabeth II on a formal state visit in May 1980. In honor of the English regent, the upper deck lounge has been renamed as Queen's Salon.











## Prices and supplements.

The price for the Gotthard Panorama Express includes the boat ticket and rail route and the mandatory «Gotthard Panorama Express» supplement.

### Tickets accepted.

All national and international traffic tickets are accepted, including the GA Travelcard, Half Fare Travelcard, municipal Day Pass, Swiss Travel Pass, etc. Interrail/ Eurail with limitations (additional ticket required for the Lucerne–Flüelen boat route or the reverse). The family reduction according to Tariff 600.3 is valid as well as the STS Family Card. Groups benefit from a discount of 30% on the ticket (does not apply to the supplement).

### Sales information.

The tickets must be valid «via boat» from Lucerne to Flüelen. Passengers who travel in 1st class but have a 2nd class ticket or travelcard will be required to pay a class upgrade for the respective route. A class upgrade can be purchased via Railticketing or at [sbb.ch/en/class-upgrade](https://sbb.ch/en/class-upgrade).

### Tickets for individual passengers.

On the boat, passengers can choose between 1st and 2nd class. The seats on the panorama train are exclusively 1st class.

### Tickets for group passengers.

For groups of 10 or more travelling together, a group discount of 30% applies to the ticket price. Passengers must hold a valid group ticket in the appropriate class for the route travelled. The «Gotthard Panorama Express» supplement is to be paid in full by all group participants.

Sample ticket prices (single journey, not including travel to the departure point or onward travel, plus supplement):

### «Gotthard Panorama Express» supplement.

- In addition to a valid ticket, all passengers on the panorama train are charged a supplement for the route travelled between Arth-Goldau/Flüelen and Bellinzona/Lugano. It is paid at the same time as the mandatory seat reservation.
- No supplement or seat reservation is required for the boat journey.

### Included in the supplement.

- Accompaniment by a tour guide.
- Reserved seat in the 1st-class panorama coach.
- Photography coach with windows that open.
- Loudspeaker announcements and visual presentation of the history of the origins of the Gotthard Railway
- Travel guide and brochure with information about the sights.
- More surprises on the panorama train.

Individual passengers Lucerne–Lugano (or the reverse).				
	Boat and train in 1 <sup>st</sup> class		Boat 2 <sup>nd</sup> class/ train 1 <sup>st</sup> class	
without Half Fare Travelcard	CHF	153.00	CHF	129.00
Half Fare Travelcard	CHF	76.50	CHF	64.50
GA/Swiss Travel Pass (2 <sup>nd</sup> class)	CHF	59.00	CHF	29.50
GA/Swiss Travel Pass (1 <sup>st</sup> class)	CHF	0.00	CHF	0.00
Prices do not include the supplement.				

Individual passengers Arth-Goldau–Lugano (or the reverse).		
	train in 1 <sup>st</sup> class	
without Half Fare Travelcard	CHF	93.00
Half Fare Travelcard	CHF	46.50
GA/Swiss Travel Pass (2 <sup>nd</sup> class)	CHF	20.00
GA/Swiss Travel Pass (1 <sup>st</sup> class)	CHF	0.00
Prices do not include the supplement.		



## Purchase procedure via railway sales system.

### **Ticket.**

Issue tickets from Lucerne to Flüelen (or the reverse)  
«via boat».

### **Seat reservations/supplements.**

Seat reservations/supplements must be paid in full by all passengers with their own seat, including holders of pass-type tickets such as Eurail, Interrail, Swiss Travel Pass, GA Travelcard and the Child Pass (with the exception of children under 6 years without their own seat).

Use the following train numbers for the booking:

**PE 3092** travelling from south to north

(Example, Lugano–Flüelen)

**PE 3093** travelling from north to south

(Example, Flüelen–Lugano)

### **Booking procedure.**

Seat reservations are made via the railway sales system. Tour operators use the special fare code 50 «tour operator» to book. Seats can be reserved throughout the season in this way (for individual passengers, the booking period only starts 3 months prior to the journey).

Booking procedures.		
	Start of advance sales	Sales channel
Individual person	3 months prior to date of travel	Online/POS
Tour operator	320 days with fare code 50	Railway sales system, e.g. Railticketing

### **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

## Large group booking.

A maximum of 36 seats can be booked per booking. For groups with more than 36 people, two or more bookings must be made.

Only 42 bookable seats are currently available per carriage. When booking for an entire carriage, the group must be split into 2x 21 PAX in Railticketing.

## Sales procedure via SBB Contact Center.

Bookings are also accepted in the SBB Contact Center in Brig (Switzerland):

Tel. +41 (0)51 225 78 16

E-mail [br342@sbb.ch](mailto:br342@sbb.ch)

For security, a valid method of payment must be given. No booking can be made if a method of payment is not specified. Please note that bookings will only be accepted after commencement of the reservation period. After booking successfully, you receive an order confirmation which shall be considered valid and definitive unless you state otherwise within 48 hours.

The file number is indicated on the order confirmation, and this is used to obtain the travel documents at an SBB ticket counter of your choice. The total amount will be debited at purchase, according to the relevant method of payment that is stored on file. The method of payment is defined when the first order is received.

## Purchase procedure online.

At [gotthard-panorama-express.ch](http://gotthard-panorama-express.ch), customers have the opportunity to purchase the journey on the Gotthard Panorama Express online. During the purchase process, customers can select the seats required directly in the system. If the booking is made online by a trade, the customer's personal data (with the exception of the mail address) must be recorded. The voucher will be delivered electronically. No commission is granted.

### **Do you have any questions?**

#### **Contact us.**

#### **SBB AG**

Gotthard Panorama Express

Vulkanplatz 11

8048 Zurich

Switzerland

E-Mail: [sales-gopex@sbb.ch](mailto:sales-gopex@sbb.ch)





## Services.

### Group luggage.

The «Express group luggage door-to-door» offer is available for groups of 10 or more, travelling by train, bus and boat in Switzerland. Ten to a maximum of 50 items of luggage are delivered door-to-door within a day in Switzerland. They are collected at 9 a.m. at the latest and delivered by 6 p.m. The cost per transportation is a flat rate of CHF 300. The precondition for the service is that each person has a ticket for the entire transportation route. Offer valid up to 31 December 2021.

The order must be placed at least 5 working days before transport via the following channels:

Online [sbb.ch/en/group-luggage](https://sbb.ch/en/group-luggage)

E-Mail [baggage@sbb.ch](mailto:baggage@sbb.ch)

### Lost and Found Service.

Have you lost or forgotten something on the Gotthard Panorama Express?

Submit a lost property report online at SBB Lost and Found Service: [sbb.ch/en/lost-property-service](https://sbb.ch/en/lost-property-service)

Describe your lost item and specify the date and place of the loss.

### Passengers in wheelchairs.

The Gotthard Panorama Express with the 1st class Panorama coach is not wheelchair accessible. Therefore passengers with reduced mobility can only travel on the Gotthard Panorama Express in a very limited way.

Contact the SBB Call Center Handicap for more information:

Tel. Switzerland 0800 007 102 (free),  
from 6 a.m. to 10.30 p.m.

Tel. Abroad +41 800 007 102

Online at [sbb.ch/en/handicap](https://sbb.ch/en/handicap)

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





## Information for tour operators.

### Offer text.

This text is at your disposal for the advertising.

### **Gotthard Panorama Express.**

*Experience history on the Gotthard Panorama Express and make travel itself an experience – a personal journey by boat and train between Central Switzerland and Ticino.*

*The journey begins on the steamboat in Lucerne. From here, it goes past mystical bays, picturesque landscapes and early Swiss locations that are steeped in history, such as the Schiller Stone or the Rütli Meadow, where Switzerland was founded in 1291. In Flüelen, you change from the boat to the 1st class panorama train, with a warm reception from the tour guides. You then continue by train on the world-famous and historical Gotthard route towards southern Switzerland. You will have three views of the Wassen Church there. This has achieved fame worldwide due to the bold railway system with its many loop tunnels. On the journey through the stunning Reuss Valley in Uri and the Gotthard Tunnel, which opened in 1882, you are treated to exciting stories and visual presentations about the unique Gotthard region.*

*Finally, you encounter the varied Mediterranean countryside of Ticino – welcome to the palm trees.*

### Trade and Media.

At [sbb.ch/en/gotthard-panorama-express](http://sbb.ch/en/gotthard-panorama-express) under Trade and Media, you can gain access to the online download area or you can order advertising material directly.

Do you still require access to Trade and Media?  
Send us a mail to [media-gopex@sbb.ch](mailto:media-gopex@sbb.ch).

### Advertising material.

We are pleased to provide you with free materials for advertising purposes:

Gotthard Panorama Express image brochure  
Bilingual: DE | EN  
Bilingual: FR | IT







## We focus on the guest.

Our Gotthard Panorama Express team consists of travel guides, a catering service team and the train crew. Every day, we give our all to make our guests comfortable.

### Travel guides.

Our team of multilingual travel guides attends to the guests during the entire journey. We enjoy the multi-cultural exchange with passengers from all over the world. Guiding them along the fantastic route, pointing out important sights, and sharing fascinating information is our vocation as well as our passion.  
– Your travel guide.

### Catering service team.

The guests sit back and enjoy our delicious specialties from Ticino and the selected wines while admiring the panoramic view. Whether they prefer a small snack in between meals or like to try a Ticino-style platter of cured meats and cheeses, we are pleased to serve them directly at the seat. – Your steward.

### Engine driver.

We take great pride in using our driving skills to «stage» the panoramic route for our passengers. Driving a locomotive requires more than just technical skill: it also takes experience and instinct. The mountain route with its steep gradients and varied climatic conditions adds to the challenge. Interestingly, slow

driving requires the greatest attention of the driver. It's at 8 km/h that a driver shows his (or her) mettle.  
– Your engine driver.

### Passenger attendant.

My personal highlight on the Gotthard Panorama Express is the photo coach. It's in the centre of the train and free for all passengers to use as they wish during the journey. The windows in this coach can be opened so that they can take great souvenir photos. Through the open window, passengers can even take a close look at the Gotthard Tunnel: nothing stands between them and a ride back in time to the era when the tunnel was built, so to speak.  
– Your passenger attendant.





## Customer testimonials.

On the Gotthard Panorama Express, hospitality is writ large and this on a personal and individual level. The journey becomes an absolute highlight with additional experiences on the panorama train. Below are a few comments from Tripadvisor, which underline the high level of customer satisfaction.

«I enjoyed the journey very much in the unique panorama coaches of Swiss Railways. The tour guide Silvio shared his vast knowledge of the route with the guests in his coach, complemented by the recorded comments about history and technical particularities. As there is not much traffic left on this traditional route through the Swiss alps, the train slows down at key points of the journey like the various sets of spiral tunnels or even in the Gotthard tunnel where visitors are treated with an audiovisual and very impressive show about the construction period. Indeed never a dull moment on board! The weather was «average» on the day I traveled, so I didn't make use of the photo car where you can open the windows (yes, no air condition!) and take pictures – or say hello to Mr Escher who was the promotor of the Gotthard railway route! Catering staff from elvetino were very friendly and provided a prompt service, however, it would be a plus if they had a fridge to store the cold beverages. All in all, a very pleasant experience and certainly worth the while. And «slow travel», compared to a ride through the darkness of the new base tunnel...»

***Rated in September 2021 by «Peter L»***

«This is a nice experience to travel on the old Gotthard railway onboard of SBB panoramic coach. The onboard staff is providing historical explanations during the journey. Great experience!»

***Rated in September 2021 by «luca»***

«Starting in Arth-Goldau we've enjoyed the 1st class service and huge windows. Seats are comfortable, air conditioning working perfectly and all personel is incredibly helpful and friendly. Special thanks to the train chef Silvio for the answers to all my 100 questions and many small tips. The railway goes along the Vierwaldstättersee, and there are no views more spectacular than here. «From the glaciers to the the palms» they say... you have a morning coffee in Lucerne and a Aperol Spritz in Lugano – I like that.»

***Rated in June 2021 by «Tati»***

Do you have any suggestions or ideas for improvement?  
Please contact us at [info@gopex.ch](mailto:info@gopex.ch)





© Schweizerische Südostbahn AG / Thomas Kessler

## Treno Gottardo.

Every hour, the Treno Gottardo of Schweizerische Südostbahn AG runs alternately from Basel and Zurich over the Gotthard panorama route to Locarno, Switzerland's sunny spot.

### The most beautiful connection between north and south.

The relaxed panoramic ride to Ticino promises impressive views of rugged mountain walls and blue lakes. The large windows allow an unrestricted view of the famous church of Wassen and the bold art buildings of 1882. Bellinzona is worth a stop to admire the three castles, Castelgrande, Castello di Montebello and Castello di Sasso Corbaro, as part of the UNESCO World Heritage. Southern flair becomes really noticeable on the train ride towards the end with the view of palm trees and palazzi. With the revival of the Gotthard panoramic route, one of the greatest achievements in the history of railway pioneering is preserved. Discover the numerous experiences along the route and experience Swiss history.

### Length of the route.

Basel–Locarno: 293,504 km

Zürich–Locarno: 209,948 km

### Travel time.

Basel–Locarno: 4 hours 21 minutes

Zürich–Locarno: 3 hours 19 minutes

### Highest Point.

Airolo 1141 m a.s.l. (Airolo station)

### Lowest Point.

Tenero 197 m a.s.l. (Tenero station)

### Maximum gradient.

27‰ (Gotthard panoramic route)



Cooperation of



Further information on [trenogottardo.ch](https://trenogottardo.ch)







## All highlights on one single route.

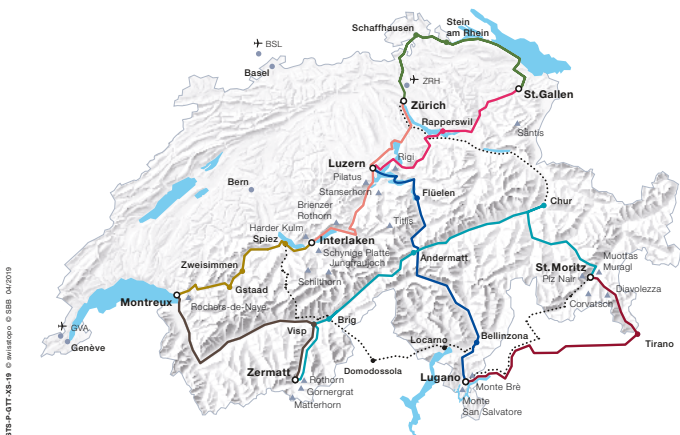
The Gotthard Panorama Express is part of the Grand Train Tour of Switzerland. This route combines all panoramic lines into one breathtaking journey. Year-round, this train ride of 1280 kilometres leads from the most charming Swiss cities to Alpine villages, through UNESCO World Heritage Sites and past world-famous sights and landmarks.

### The sections.

- Zürich–Luzern–Interlaken** ⌚ 2¾ h
- GoldenPass** ⌚ 3¾ h
- Montreux–Visp–Zermatt** ⌚ 2½ h
- Glacier Express** ⌚ 7¾ h
- Bernina Express** ⌚ 6¾ h
- Gotthard Panorama Express** ⌚ 5½ h
- Voralpen-Express** ⌚ 2¼ h
- St. Gallen–Schaffhausen–Zürich** ⌚ 2½ h

### The app to the tour.

All «must-sees» along the Grand Train Tour of Switzerland at a glance: The app offers this and much more besides. Apart from receiving push notifications about upcoming sights and landmarks, travellers get a chance to playfully collect stamps and credits. Those who have collected enough can achieve the distinction of becoming «Master of the Grand Train Tour». A coveted title. On top of it all, there are presents and discounts via integrated digital coupons to be had.



STS-P-GTT-XS-19 © swissmap © SBB 04/2019



More information on **GrandTrainTour.com**





**Gotthard**  
Panorama Express

**To make travel into an experience ...**

[sbb.ch/en/gotthard-panorama-express](https://sbb.ch/en/gotthard-panorama-express)

**SBB AG**

Gotthard Panorama Express

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8048 Zürich

Schweiz

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