

# Swiss Train Stations and Luggage Services.



**Switzerland.**  
by train, bus and boat.

Express at Lago Bianco, Graubünden

**RAIL EUROPE**

a Trusted Distributor for



**Switzerland.**  
by train, bus and boat.



# We're at your service.



**Swiss Travel System.**



**Martin Oester**

Sales & Marketing Manager  
North America

Phone +1 212 757 5944 Ext. 233

Cell +1 929 412 4716

[martin.oester@swisstravelsystem.com](mailto:martin.oester@swisstravelsystem.com)

Swiss Travel System Ltd.  
c/o Switzerland Tourism  
608 Fifth Avenue, Suite 603  
New York, NY 10020  
[mystsnet.com](http://mystsnet.com)



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**Fred Spagnuolo**

Senior Director, Field Sales, North East Region & Groups

# E-learning: Swiss Travel System & Rail Europe Webinar series



#1 May 14<sup>th</sup> (2PM)

**Swiss Travel Pass & all the benefits**

#2 May 28<sup>th</sup> (12PM)

**Grand Train Tour and Scenic Journeys**

#3 June 11<sup>th</sup> (12PM)

**Swiss train stations and luggage services**

#4 June 25<sup>th</sup> (12PM)

**Get on-board a Swiss train**

- Time for more in depth-training about Swiss rail
- Time to ask your questions
- Chance to win a Swiss watch from

**BUCHERER**  
1888



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At full steam into summer.



**Switzerland.**  
by train, bus and boat.

Lake Lucerne paddlesteamer





Swiss Travel System ✓

5. Juni um 12:56 · 🌐

Up we go again! 🚂 As of 6 June, most Swiss mountain railways and trains will resume their operations 🇨🇭 All you need to know about timetables and hygiene measures: [bit.ly/public-transport-corona](https://bit.ly/public-transport-corona)



**Switzerland.**  
by train, bus and boat.

- Overview public transport status: [mystsnet.com](https://mystsnet.com)



- Information on the safety measures: [clean-and-safe.ch](https://clean-and-safe.ch)





# TRAIN STATIONS

- ▶ Ticket offices
- ▶ Cafés & restaurants
- ▶ Sundry shops
- ▶ Luggage lockers
- ▶ Bathrooms
- ▶ Currency exchanges
- ▶ Information & tourist desk
- ▶ Bus, tram and commuter train connections
- ▶ And more!

Visit Agent's Corner for Rail Europe's Train Station pages.







## Station Apps

In Switzerland there is an “app” for almost everything including one for “My Station,” which provides a search function to help passengers find their platform, review stops along the route and discover shopping options and station services. It’s fast and incredibly convenient. Advise your clients to think of it as an orientation guide to find the quickest way around the stations.

## Shopping and Dining

Even without the “My Station” app, most stations in Switzerland are easy to navigate and discover attractive shopping, dining and service centers.

On certain trains, guests enjoy restaurants offering a selection of local dishes, and there is often an onboard bistro from which to purchase snacks and drinks.

## WiFi

No fewer than 80 stations throughout Switzerland offer free internet access. Clients should be aware, though, that the trains do not have WiFi. After all, who wants to miss any of those gorgeous views?



Zurich HB.



# Basel SBB.





Bern.







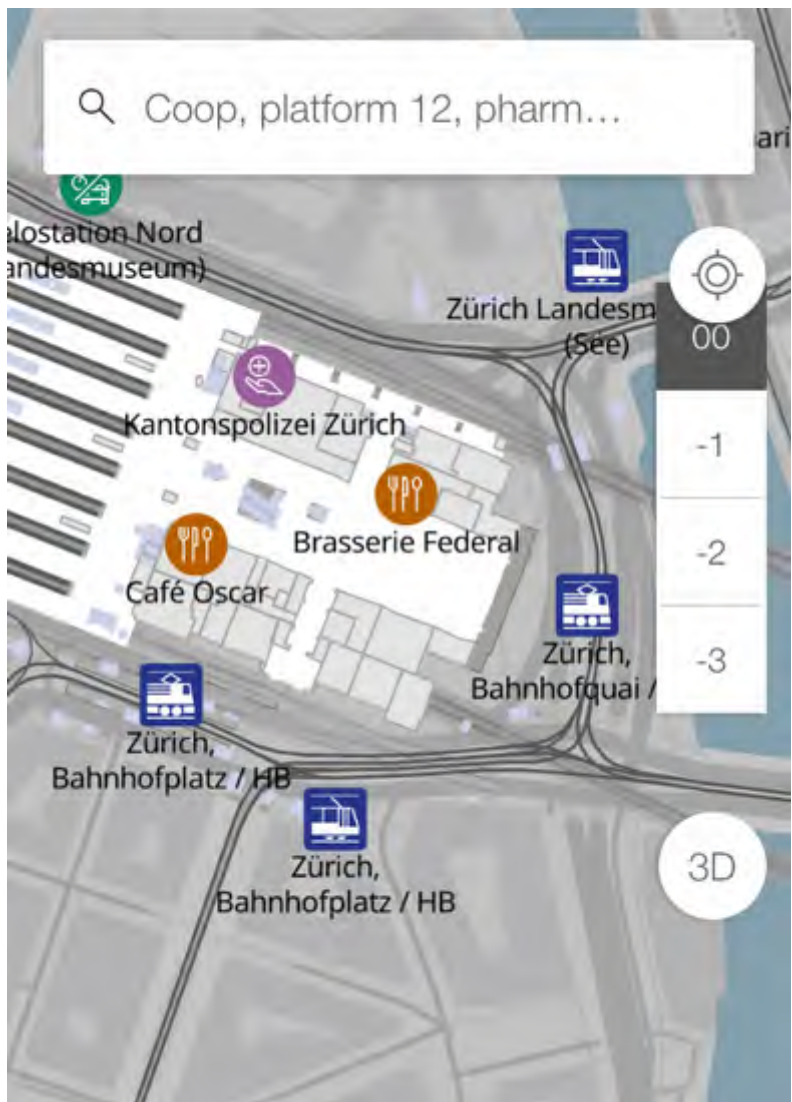
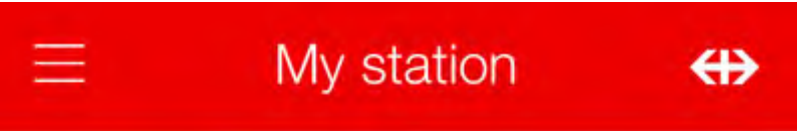
Lucerne.







# My station app






# Bike rental



**Switzerland.**  
by train, bus and boat.

 Search

 Buy

 Sign in

 English 

 **SBB CFF FFS**









IC 2 15.32 Lugano  
Zug Rotkreuz Bellinzona

A	B	C	D
2	2	1	1
1	2	2	2

B 8

IC 2 15.32 Lugano  
Zug Rotkreuz Bellinzona

A	B	C	D
2	2	1	1
1	2	2	2





platform access via  
escalators and elevators.

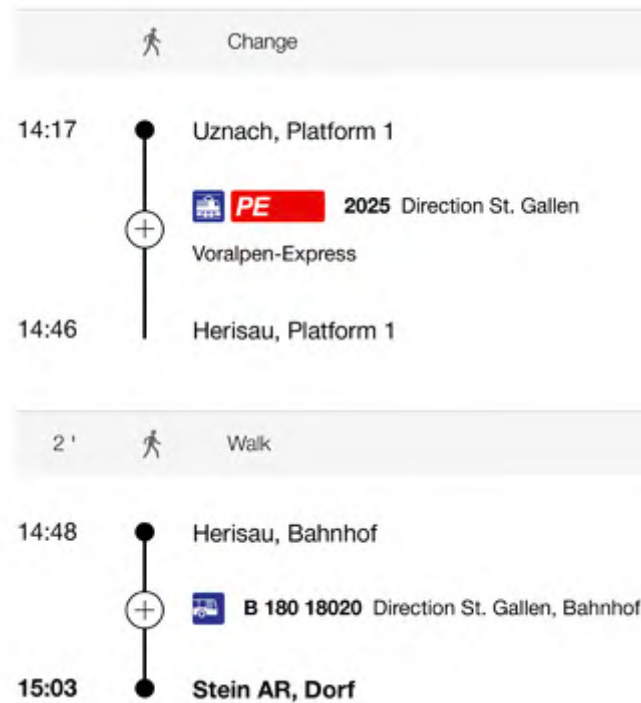
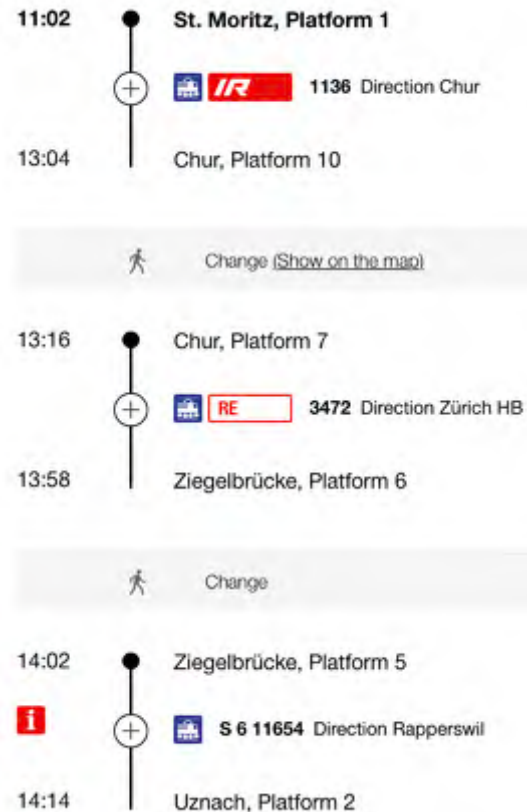




# Connections. how to change a train?



**Switzerland.**  
by train, bus and boat.





# Luggage handling



**Switzerland.**  
by train, bus and boat.





A woman in a white puffer jacket and knit hat is standing at a luggage service counter, holding a document. A male staff member in a dark jacket and red scarf is smiling at her. The counter is wooden with a red perforated base. In the background, there are digital screens and a sign that says "90 Währungen gibts hier an SBB".

Luggage Services.

[mystsnet.com/luggage](https://mystsnet.com/luggage)



# STS Luggage Services

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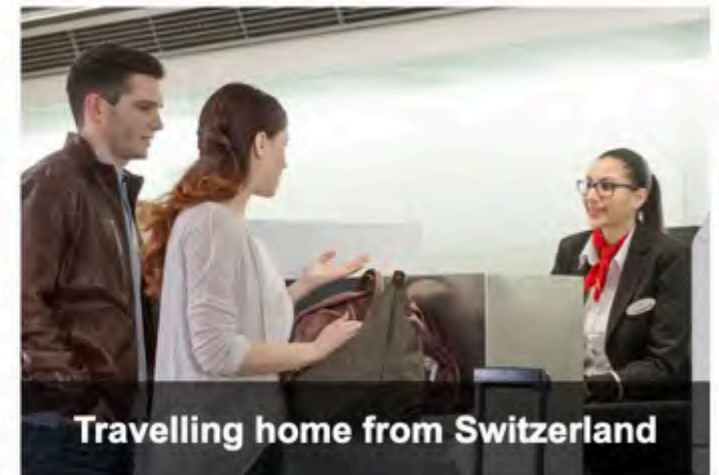
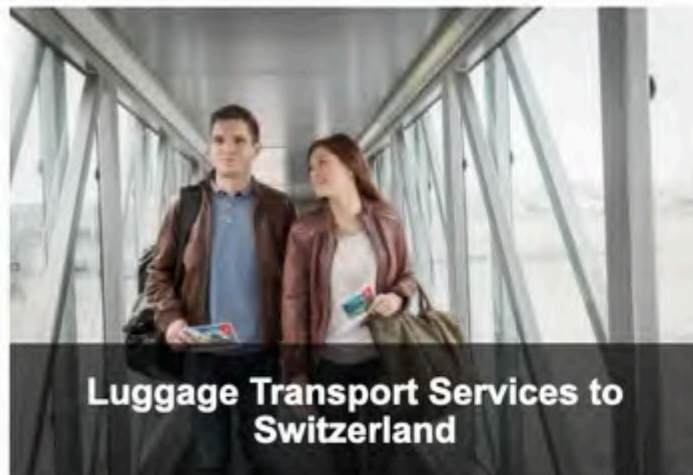
**Switzerland.**  
by train, bus and boat.

## Luggage Services

Thanks to innovative luggage transport services, visitors from North America can travel to Switzerland hands-free using the foreign airport to Swiss destination service. Travelers will add a special tag to their luggage before checking in for their outbound flight, and upon arrival in Switzerland they can catch their train immediately... there's no need to go to baggage claim! Their luggage is automatically placed on a train headed for their final destination. This service is also available for groups.

There are also express delivery options within Switzerland for standard luggage as well as unique items, like bicycles which can be checked in as luggage at all railway stations and be shipped to any destination.

[mystsnet.com/luggage](https://mystsnet.com/luggage)





# 1) Luggage transport within Switzerland.



**Switzerland.**  
by train, bus and boat.

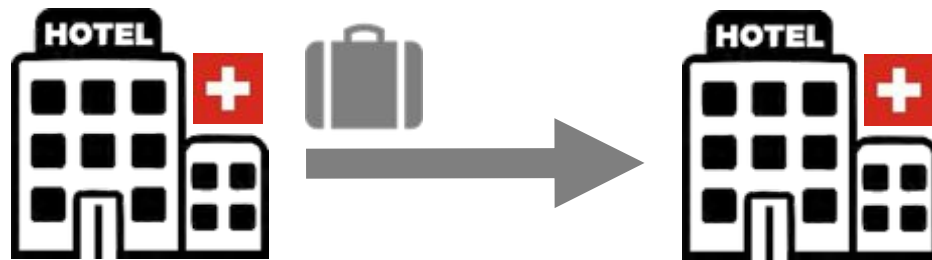






# Express Door-to-Door Group Luggage.

Group travelers



## Travel hassle free!

- No need to drag your bags on and off the train
- No lifting of bag onto luggage rack or overhead rack
- Finding enough space for all the bags
- Perfect when making train connections
  - Gotthard Panorama Express
  - GoldenPass Line
  - Bernina Express
- Pickup from hotel by 9:00am
- Deliver **same day to** hotel by 6:00pm
- Price: **USD \$373** net/non-commissionable for up to 50 pieces
- Group min. 10 pax / max 50 pieces of luggage.

[www.mystsnet.com/en/information/groups-mice/group-luggage/](http://www.mystsnet.com/en/information/groups-mice/group-luggage/)

**Booking:** [groups@raileurope.com](mailto:groups@raileurope.com)



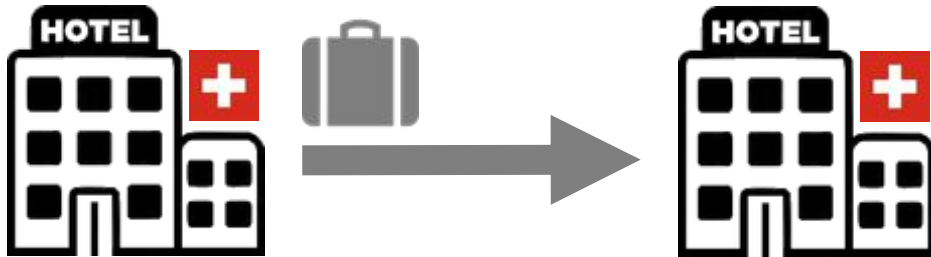
# Luggage transport door-to-door.

Individual travelers



## “Luggage door to door”

- Delivery the next day
- Price: CHF 12 per item + CHF 40 flat rate
- Destinations: all destinations



## “ Express luggage door to door”

- Delivery the same day
- Price: CHF 12 per item + CHF 70 flat rate
- Destinations: approx. 20 tourist destinations (except car-free)

[www.sbb.ch/en/station-services/before-your-journey/luggage/luggage/door-to-door.html](http://www.sbb.ch/en/station-services/before-your-journey/luggage/luggage/door-to-door.html)

**Booking:** Arrange locally with SBB luggage desk, 2 days ahead booking window



# Luggage transport station to station

Individual travelers



## Luggage “station to station”

- No pre-booking needed. Drop-off today
- Collection the day after tomorrow
- Price: CHF 12 per item (bicycle CHF 18)
- Destinations: Any railway station in Switzerland with a luggage desk (check local opening hours)

[www.sbb.ch/en/station-services/before-your-journey/luggage/luggage/station-to-station.html](http://www.sbb.ch/en/station-services/before-your-journey/luggage/luggage/station-to-station.html)

**Booking:** Arrange locally with SBB luggage desk. No ahead reservation needed



## 2. Luggage transport to/from Switzerland.



**Switzerland.**  
by train, bus and boat.



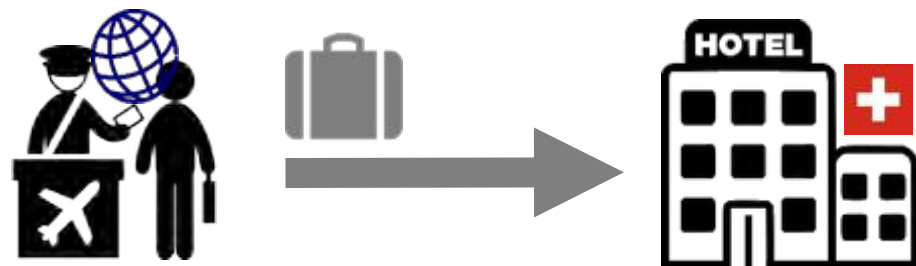


# Luggage transport to the door/hotel.



## “Flight luggage foreign airport to door”

- Delivery one day after arrival
- Price: CHF 22 per item + CHF 40 flat rate
- Destinations: all destinations (except car-free)



## “Express flight luggage foreign airport to door”

- Delivery on arrival day
- Price: CHF 22 per item + CHF 70 flat rate
- Destinations: approx. 20 tourist destinations (except car-free)

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



# Luggage transport from Switzerland.

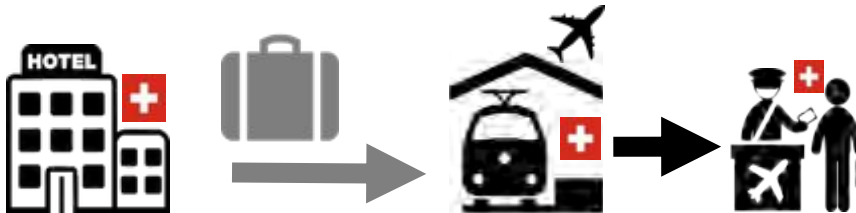


## “Flight luggage station to Zurich airport”

- Registration one day before flight departure
- Price: CHF 22 per item
- Destinations: approx. 160 railway stations

## “Express flight luggage station to Zurich airport”

- Registration on the morning of flight departure
- Price: CHF 22 per item + 30 flat rate
- Destinations: 6 railway stations\*



## “Flight luggage door to Zurich airport”

- Registration one day before flight departure
- Price: CHF 22 per item + 25 flat rate
- Destinations: all destinations (except car-free)

## “Express flight luggage door to Zurich airport”

- Registration on the morning of flight departure
- Price: CHF 22 per item + 55 flat rate
- Destinations: approx. 20 tourist destinations (except car-free)



# Luggage transport from Switzerland.



## **“Flight luggage door to foreign airport with check-in (SWISS and Edelweiss Air)”**

- Registration one day before flight departure
- Price: CHF 22 per item + 40 flat rate
- Destinations: all destinations (except car-free)

## **“Express flight luggage door to foreign airport with check-in (SWISS and Edelweiss Air)”**

- Registration on the morning of flight departure
- Price: CHF 22 per item + 70 flat rate
- Destinations: approx. 20 tourist destinations (except car-free)









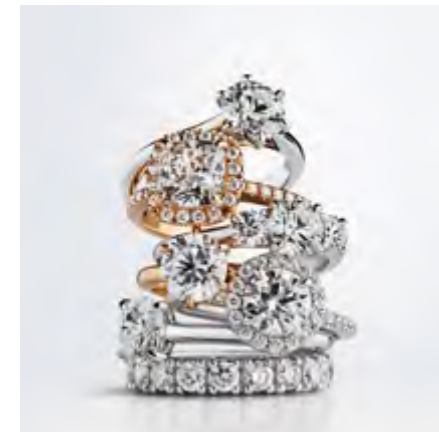
BUCHERER 1888  
THE SWISS HOUSE OF WATCHES AND FINE JEWELLERY

BUCHERER  
1888



# BUCHERER – KEY FACTS

- **Independent family-owned business**
- **World's largest retailer** of watches and jewellery
- Own watch brand **Carl F. Bucherer**
- Own jewellery brand **Bucherer Fine Jewellery**
- Premium partner of **Rolex** since 1924
- **15 boutiques in Switzerland:** Lucerne, Basel, Berne, Crans Montana, Geneva, Interlaken, Lausanne, Locarno, Lugano, St. Gallen, St. Moritz, Zermatt, Zurich
- **100+ boutiques in 7 countries** (CH, DE, FR, AT, DK, USA)
- **Tax-free shopping**



**BUCHERER**  
1888

# Win a Bucherer watch and a Swiss surprise box!



**B SWISS**  
Prestige

**BUCHERER**  
1888



- Prizes will be fulfilled by June 30, 2020



# Switzerland Tourism Trade Team North America.



## New York



Paolo Lunardi



Florin Eggenberger

## San Francisco



Mirko Capodanno

## Toronto



Pascal Prinz

## Swiss Travel System



Martin Oester



Nicole Fischler



Isabelle Rapisarda

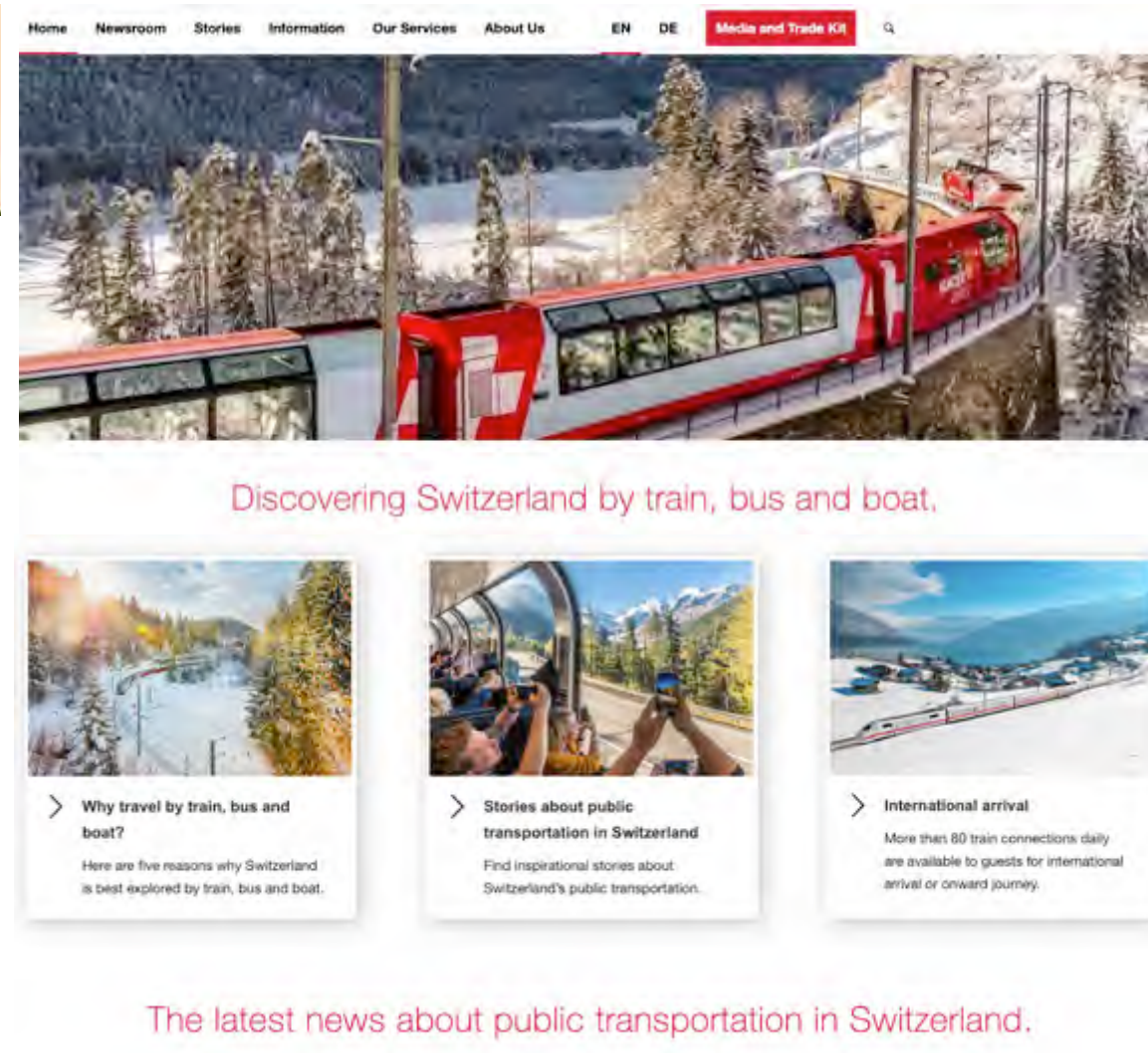
[nyc.trade@switzerland.com](mailto:nyc.trade@switzerland.com) / 1-800-794-7795 option 3

[www.myswitzerland.com/trade](http://www.myswitzerland.com/trade)

# Swiss Travel System Media & Trade Platform.



- Theme texts
  - Press releases
  - Backgrounder / Background info
  - Pictures & Video Sheet
  - Sales Manual
  - Product Factsheet
  - Distribution News
  - Newsroom & Stories on mystsnet.com
- 
- All information: **mystsnet.com**
  - **Current status updates:**  
**mystsnet.com/corona**







## WELCOME ABOARD

*Welcome to Europe – one of the most dynamic, vibrant, cultural, historical and fascinating places on the planet. On one continent you can discover thousands of years of history, some of the best food and wine in the world, art, architecture, nature and adventure. And what better way to do and see it all than traveling in comfort and style by rail?*

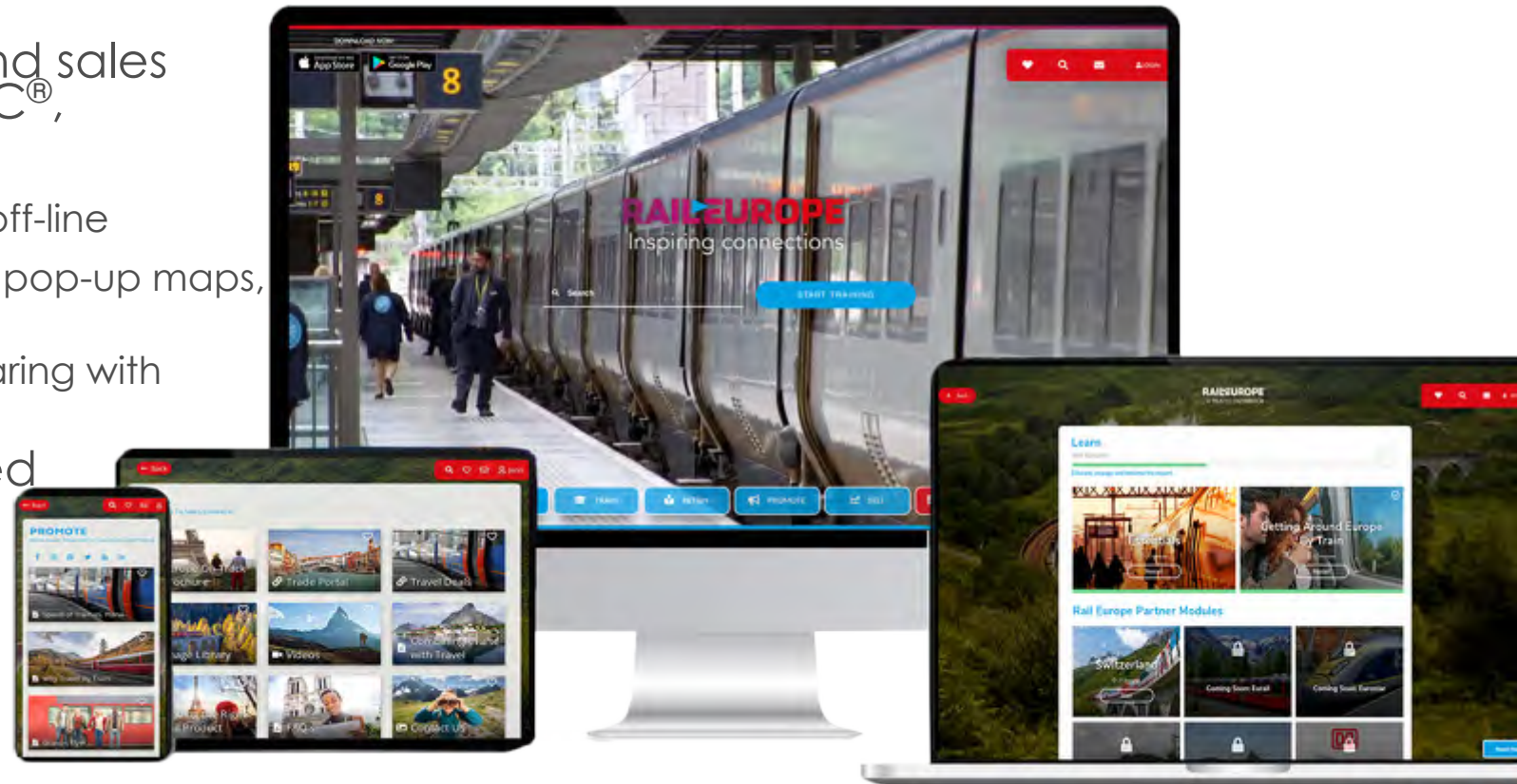
*Europe is the rail capital of the world, with nearly 150,000 miles of track which span to the farthest corners of the continent. Compared to air travel or car rental (which can be costly, inefficient and not eco-friendly), the multitude of rail services offered daily gives travelers the ultimate flexibility in planning itineraries. Best of all, rail travel is Europe's most sustainable form of transportation.*

# NEW & IMPROVED TRAC<sup>®</sup>

## Trac-raileurope.com

RAILEUROPE<sup>®</sup>

- ▶ Introducing a NEW training and sales enablement platform for TRAC<sup>®</sup>,
  - ▶ Same familiar URL
  - ▶ App enabled for access on or off-line
  - ▶ Interactive training with videos, pop-up maps, progressive testing
  - ▶ Downloadable materials for sharing with clients to sell rail
- ▶ Additional modules introduced throughout the year
  - ▶ Switzerland module live!
- ▶ Opportunities for Prizes
- ▶ **Complete all the courses:**
  - ▶ Certified Rail Expert
  - ▶ CEU credits
  - ▶ Entered to WIN 1 of 4 \$250 Visa Gift Cards





# SWITZERLAND MODULE

## Incentive

### Swiss Spin n Win

May – August; weekly

\$20 Amazon gift cards 6x week

Not everyone will win

### Swiss Rail Expert Quiz

May – August,  
monthly based on score

Amazon gift cards  
1st place (1/month) \$200  
2nd place (2/month) \$100  
3rd place (4/month) \$50

Not everyone will win

# CONTACT US



## TRADE WEBSITES

US:

[agent.raileurope.com](http://agent.raileurope.com)

Canada:

[agent.raileurope.ca](http://agent.raileurope.ca)



## SUPPORT

**CUSTOMER CARE:**

800-438-7245\*

**SALES SUPPORT:**

(866) 589-4953

**US:**

[sales\\_us@raileurope.com](mailto:sales_us@raileurope.com)

**Canada:**

[sales\\_can@raileurope.com](mailto:sales_can@raileurope.com)

**GROUPS:**

(800) 462-2577

[groups@raileurope.com](mailto:groups@raileurope.com)

\*All travel agencies booking a minimum of \$5,000 in 2019 are eligible to reach us by phone. Consortia-affiliated travel agents are encouraged to visit their supplier page for details on specific phone access & toll-free numbers. Information may vary by consortia.

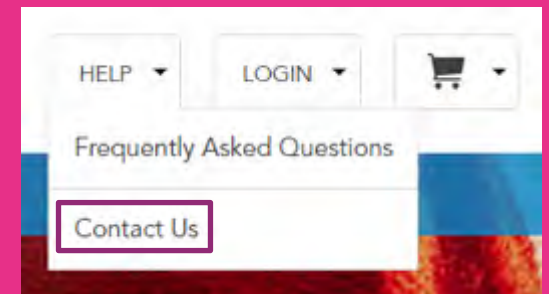
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- General Questions
- Payment Questions
- Commission Questions
- AND MORE!



Chat is temporarily unavailable



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- ▶ YouTube: [youtube.com/raileurope](https://youtube.com/raileurope)
- ▶ LinkedIn: <https://www.linkedin.com/company/raileurope/>

## NEW: Trade Facebook Page

- ▶ <https://www.facebook.com/groups/RailEuropeTravelAdvisors/>



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# Questions?



**Switzerland.**