



T673

Offer Switzerland – Swiss Travel System

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Section	Modifications
2.4.3.2	<p data-bbox="564 338 1449 405">Swiss Travel Pass Flex as an e-ticket. What to do if a customer has forgotten to activate the Flex day.</p> <p data-bbox="564 439 1449 600"><i>According to T600 clause 13, customers travelling on a train with self-service validation who have forgotten to activate the Flex day are considered to be travelling without a valid ticket. On all other trains, the passenger must activate the Flex day and pay a service surcharge of CHF 10.</i></p>

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0 General

0.1 Preliminary notes

0.1.1 These directives include the general terms and prices for the carriage of passengers on the routes of the Swiss transport undertakings with Swiss Travel System (STS) packages.

These directives are provided to the sales outlets and service units of participating transport undertakings.

0.1.2 Unless otherwise stipulated below, these terms also apply to e-tickets.

0.1.3 Unless otherwise stipulated, Tariff 600 applies.

0.1.4 Subject to change.

0.1.5 The provisions of Tariff 600 clause 15 and Tariff 600.9 clause 1.11 apply to refunds for late arrival.

0.2 Legal basis

0.2.1 The owner of a ticket or transport document referred to in one of these directives is bound by the terms of the "Federal Carriage of Persons Act (PBG)" and the "Ordinance on Passenger Carriage (VPB)".

0.3 Authorised customers

0.3.1 All Swiss Travel Systems (STS) packages are intended for foreign visitors only. They are personal and non-transferable.

0.3.2 Any person normally resident outside Switzerland or the Principality of Liechtenstein is eligible to purchase these packages provided they do not intend to remain in Switzerland for longer than three months. Proof of eligibility is a passport or identity card.

0.3.3 Swiss persons resident abroad are also permitted to use all the Swiss Travel Systems (STS) packages. A Swiss passport can be used as proof of eligibility. However, evidence of fixed residence abroad must be presented in the form of a residence permit, driving licence, certificate of residence, etc.

0.4 Ticket issue

0.4.1 Paper-based STS packages are issued in an envelope together with a map showing the area of validity of the Swiss Travel Pass and other benefits. These and other information materials can be ordered from STS AG, see Section [0.15](#).

0.4.2 STS packages can also be issued as e-tickets. Whenever an e-ticket is issued, the passenger receives a link to the map of the area in which the STS is valid. Unless otherwise stipulated, the terms for e-tickets are as per T600 – clause 3 E-tickets and T600.9 also apply to STS packages issued as e-tickets.

0.5 Start and end of validity period

0.5.1 The first day of validity of an STS package is freely selectable (flexible dates).

0.5.2 In the case of tickets valid for one month, the final day of validity is as follows:
If the validity period starts on the first day of the month, the final day of validity is the last day of the month. If the validity period starts in the middle of the month, the final date of validity is the date on the following month which is one digit less than that of the first day of validity.

Examples of the validity of a one-month ticket:

First day of validity	4 April	18 May	1 June	29, 30, 31 January or 1 February	In leap years 30, 31 January or 1 February
Last day of validity	3 May	17 June	30 June	28 February	29 February

0.5.3 The first day of validity is considered a whole day for the calculation of the validity period. The validity period starts at 00.00am on the first day of validity and expires at 05.00am on the day after the last day of validity.

0.6 Fraudulent use and forgery

0.6.1 In the event of fraudulent use or forgery, the affected STS ticket will be confiscated. The passenger must pay the price of a one-way trip for the route within Switzerland on which the fraudulent use or forgery was discovered, plus a supplement of CHF 150.-.

0.6.2 Fraudulent use is defined as:

- The use of a ticket by someone other than the person named on the ticket
- The use of a ticket that has previously been refunded or partially refunded
- Requesting a refund or partial refund for a ticket that has already been used

0.6.3 Forgery refers to the modification or manipulation of details on the ticket by erasing or overwriting them.

0.6.4 If the accused person refuses to pay, the police should be called whenever possible, but no criminal charge should be laid.

0.6.5 If forgeries on a larger scale are discovered, i.e. not only the details but the documents themselves are forged, management (address in clause [0.14](#)) must be notified, the police must be called and a criminal charge must be laid.

0.6.6 Unless otherwise stipulated, T600 clause 13 applies mutatis mutandis.

0.7 Loss or theft

0.7.1 In the event of loss or theft, STS packages issued on security paper will not be replaced.

0.8 Families

0.8.1 Families with a Swiss Family Card (STS Family Card) are entitled to the family discount based on the area of applicability of the parents' STS package. Minimum participation: 1 parent and 1 child.

Parents have:	a valid STP/STPF or SHFC and the associated tickets
Children up to and including the age of 15	travel for free (the reference date for determining the age is the first day of validity of the parents' ticket)

0.8.2 Children refers to the adult's own children, stepchildren or foster children under 16 years of age. The applicable definition of a foster child is contained in Tariff 600.3 clause 2.1.8

0.8.3 The Swiss Family Card, which is available free of charge, is valid only in conjunction with an STS package.

0.8.4 It is issued on paper with handwritten personal details or as an e-ticket.

0.8.5 When a Swiss Family Card is issued as an e-ticket, a separate e-ticket is issued for each child. This contains the child's first name, last name and date of birth, but not the name of the parents.

0.8.6 The family discount is also offered when additional services are purchased (Half-Fare Card reduction, Museum Pass).

0.8.7 The Junior Card/Children's Co Travelcard discounts (as per T600.3) are valid with all STS offers.

0.8.8 The Swiss Family Card is also accepted when used with half-price tickets purchased in addition to the STP/STPF or SHFC.

0.9 Groups

0.9.1 There are no group discounts on any of Swiss Travel System product range.

0.10 Dogs

0.10.1 No special reduction for STS packages.

0.11 Passengers with disabilities/blindness

0.11.1 No special discount on STS packages.

0.12 Overview of the STS packages

0.12.1 Overview

Term	Abbreviation
Swiss Travel Pass	STP
Swiss Travel Pass Flex	STPF
Tailormade product	TAM
Swiss Half-Fare Card	SHFC
Swiss Family Card	SFC
Swiss Travel Pass Package	STPP
Swiss Travel Pass Flex Package	STPPF
Swiss Travel Pass AD75	STP AD75
Swiss Travel Pass Flex AD75	STPF AD75
Swiss Travel Pass Complimentary	STPC

0.13 Glossary

0.13.1 Overview of terminology used:

Term	Abbreviation
Agent Discount	AD
Licensed carriage undertaking	KTU
Swiss Travel System (Swiss Public transport)	STS
Swiss Travel System AG	STS AG
B2C	SBB online shop
B2B	SBB Businessstravel
B2P	Business to Partner

0.14 Address

0.14.1 Swiss Travel System AG
Lagerstrasse 33
CH-8004 – Zurich

Email: info@swisstravelsystem.com

0.15 STS marketing materials

0.15.1 The following STS marketing materials can be ordered from the Lidi Shop:

Lidi order number	Marketing materials
56.00	Swiss Travel System Map in five languages
56.02	STS ticket sleeves

1 Areas of validity and applicability

1.1 Area of validity

1.1.1 The area of validity comprises the lines of the carriage undertakings on which the Swiss Travel Pass (STP) and Swiss Travel Pass Flex (STPF) can be used without restriction.

1.1.2 The STS validity area map is available here: www.mystsnet.com/areaofvalidity

1.2 Half-Fare area

1.2.1 The Half-Fare area includes the area of applicability of the Half-Fare travelcard (Tariff 654) and applies to the Half-Fare portion of the Swiss Travel Pass, Swiss Travel Pass Flex, and the Swiss Half-Fare Card. Tickets can be purchased at the discounted price.

1.3 Area of applicability

1.3.1 A map showing the the area of applicability is available here: www.allianceswisspass.ch/awbe

2 Swiss Travel Pass STP / Swiss Travel Pass Flex STPF

2.1 General terms

2.1.1 General

2.1.1.1 Unless otherwise stipulated in T 673, the terms of the Swiss Travel Pass (STP) and Swiss Travel Pass Flex (STPF) also apply to the discounted Swiss Travel Pass packages for young people and children, to the package offers for tour operators (STPP/STPPF) and to AD75 offers.

2.1.2 Validity

2.1.2.1 The STP offers the following entitlements during its period of validity, while the STPF offers the same entitlements on all validated/activated days of travel:

- unlimited travel on the routes of the railway, boat and bus undertakings shown as solid lines on the official STS validity area map
- unlimited travel on the networks of urban transport undertakings in the cities marked by a red/white dot on the official STS validity area map.
- the purchase of an unlimited number of tickets at the discounted price from the transport undertakings shown as dotted lines on the official STS validity area map (STP and STPF tickets count as Half-Fare travelcards)
- the purchase of an unlimited number of RailAway packages with the GA travelcard reduction if the area of validity of the GA offering selected is the same as that of the Swiss Travel Pass.
- free entry to all museums and exhibitions participating in the Swiss Museum Pass. A list of these museums is available from www.museumspass.ch.

2.1.2.2 Due to a shortage of space, not all lines are shown on the overview map. Please refer to the area of applicability for the details.

2.1.2.3 The STP or STPF do not entitle the holder to purchase a Modular Travelcard as described in T657.

2.1.2.4 The first day of validity is considered a whole day for the purposes of calculating the validity period. The validity period starts at 00.00am on the first day of validity and expires at 05.00am on the day after the last day of validity.

2.1.2.5 Example:

First day of validity	Last day of validity	Last day of validity	Last day of validity	Last day of validity	Last day of validity
	3 days	4 days	6 days	8 days	15 days
01 Mar	03 Mar	04 Mar	06 March	08 Mar	15 Mar
08 April	10 April	11 April	13 April	15 April	22 April
31 Jan	02 Feb	03 Feb	05 Feb	07 Feb	14 Feb

- 2.1.2.6 In the case of the STPF, the validity period refers only to the overall validity period of one month. Before starting on their first journey, the holder must enter the travel days in the relevant fields using a ballpoint pen or activate the card electronically via [activat-eyourpass.com](https://www.activat-eyourpass.com).

On validated/activated travel days, the STPF entitles the holder to the same free travel and discounted tickets as the STP. There is no entitlement to additional services on the other days.

The STPF only functions as a Museum Pass on validated/activated travel days

- 2.1.2.7 The validity of STS tickets in connection with cross-border tickets is regulated in the international Tariffs.

2.1.3 Use/supplements/class upgrades

- 2.1.3.1 The STP/STPF applies on all general passenger carriage trains and services.
- 2.1.3.2 Passengers must show their valid passport or valid identity card without being prompted.
- 2.1.3.3 Charges apply for compulsory seat reservations and/or supplements on certain trains/boats/buses: e.g. Glacier Express, Bernina Express, Gotthard Panorama Express, Swiss Chocolate Train.
- 2.1.3.4 Passengers with a 2nd class STP/STPF ticket who wish to travel first class can pay for a reduced-cost class upgrade or a Supersaver Class Upgrade for the relevant route.
- 2.1.3.5 One-day upgrades for a 2nd class STP/STPF can be purchased as per T654, Section 2.2.

2.1.4 Children

- 2.1.4.1 Children up to and including the age of 15.99 pay half of the price of the STP/STPF unless they are travelling with at least one of their parents (see clause [0.8](#)). The reference date for determining the age is the first day of the validity period. Children pay half of the normal ticket price on routes within the Half-Fare travelcard area.

2.1.5 Families

- 2.1.5.1 See clause [0.8](#) Families.

2.1.6 Young people

- 2.1.6.1 Young people between 16 and 24.99 years of age pay 70% of the price of the STP/STPF (= 30% discount). The reference date for determining the age is the first day of the validity period.

2.2 Packages

2.2.1 Swiss Travel Pass (STP)

- 2.2.1.1 The STP is available with a validity of 3, 4, 6, 8 or 15 consecutive days of travel in 1st or 2nd class.

2.2.2 Swiss Travel Pass Flex (STPF)

2.2.2.1 The STPF is available with a validity of 3, 4, 6, 8 or 15 freely selectable days of travel in one month in 1st or 2nd class.

2.2.2.2 The STPF does not entitle the holder to use services such as the Half-Fare discount or the Museum Pass between the validated/activated days of travel.

2.3 Special packages

2.3.1 Swiss Travel Pass Package (STTP)/Swiss Travel Pass Flex Package (STPFP)

2.3.1.1 Package offers for the STP and STPF packages for incoming tour operators are also available. They may be used only as part of a package tour (as defined by STS AG).

2.3.1.2 The STTP is issued for 3, 4, 6, 8 or 15 consecutive days of travel and the STPFP for 3, 4, 6, 8, 15 freely selectable days of travel within one month in 1st and 2nd class.

2.3.1.3 The services, validity periods and terms correspond to those of the standard STP and STPF packages.

2.3.1.4 Package offers do not show the fare on the ticket.

2.3.2 Swiss Travel Pass AD75 (STP AD75) Swiss Travel Pass Flex AD75 (STPF AD75)

2.3.2.1 The Swiss Travel Pass AD75 (AD= Agent Discount) is an STP package with a 75% discount on the standard fare. These are issued to travel agents, media representatives and for promotional purposes to encourage the use of Swiss public transport.

2.3.2.2 STP AD75s are issued with a validity of 3, 4, 6, 8 or 15 consecutive days in 1st or 2nd class.

2.3.2.3 The Swiss Travel Pass AD75 (AD= Agent Discount) is an STP package with a 75% discount on the standard fare. These are issued to travel agents, media representatives and for promotional purposes to encourage the use of Swiss public transport.

2.3.2.4 STPF AD75s are issued with a validity of 3, 4, 6, 8 or 15 freely selectable days within one month in 1st or 2nd class.

2.3.2.5 The services, validity periods and terms correspond to those of the standard STP and STPF packages.

2.3.3 Swiss Travel Pass Complimentary (STPC)/Swiss Travel Pass Flex Complimentary (STPFC)

2.3.3.1 The Swiss Travel Pass Complimentary and the Swiss Travel Pass Flex Complimentary (= free ticket) are issued free of charge for marketing and promotional purposes, e.g. for competitions and/or media trips.

2.3.3.2 The services, validity periods and terms correspond to those of the Swiss Travel Pass / Swiss Travel Pass Flex.

2.3.3.3 The STPC/ STPFC does not show the price on the ticket.

2.3.4 Special offers and promotions

2.3.4.1 Packages with validity periods and services that differ from the terms shown above may be compiled for promotions, special offers or special events. These promotional offers are posted in advance on the public transport info portal with a description of the services available and sample packages.

2.3.4.2 The tickets for these special offers are issued electronically via AgentClient (B2P), the SBB online shop (B2C), SBB Businessstravel (B2B) and the SBB Swiss Mobility API (B2P) through selected tour operators.

2.4 Ticket issue

2.4.1 Issuing offices

2.4.1.1 International: A list of the main issuing offices can be found at www.mySwitzerland.com/wheretobuy

2.4.1.2 Switzerland: tourist offices and travel agents who have signed a contract with STS AG, all SBB outlets, and all outlets of licensed transport operators who use the CASA sales system.

2.4.2 Electronic ticketing

2.4.2.1 Electronic tickets on security paper are issued via the following outlets:

- Sales outlets of transport companies in Switzerland via the CASA sales system.
- Some European railways via their own sales systems
- ACP Rail International via RailNet

2.4.3 E-tickets

2.4.3.1 STP/STPF as e-tickets are available via the SBB online shop (B2C), SBB Businessstravel (B2B), AgentClient (B2P) and SBB Swiss Mobility API (B2P).

2.4.3.2 Swiss Travel Pass Flex as an e-ticket:

- A receipt is issued to passengers who purchase an STPF as an e-ticket. However, the receipt itself is not a valid travel document.
- Flex Days may be used at any time during the validity period of the STPF (1 month).
- Flex days must be activated via activateyourpass.com before starting any journey.
- Activation requires the following information, all of which is printed on the receipt: reference No., first name, last name and date of birth.
- A Flex Day is valid until 5.00am the following morning.
- An activated Flex Day can be deactivated before 11.59pm on the day before the validity period.
- An activated day cannot be deactivated on the date of travel.
- An e-ticket is issued for every activated Flex Day. This ticket may be downloaded at any time from activateyourpass.com as a mobile ticket, print@home (pdf) or wallet ticket and must be shown at the ticket gates or to train staff.
- According to T600 clause 13, customers travelling on a train with self-service validation who have forgotten to activate the Flex day are considered to be travelling without a valid ticket. On all other trains, the passenger must activate the Flex day and pay a service surcharge of CHF 10.-.

2.4.3.3 Unless otherwise stipulated in T673, the terms for e-tickets as per T600 clause 3 E-tickets and T600.9 also apply to STP/STPF e-tickets.

2.4.4 Format

2.4.4.1 STP and STPF tickets are issued in the IATA format or as e-tickets.

2.5 Extensions/exchanges/replacements

2.5.1 Extensions

2.5.1.1 An STP/STPF on security paper can only be extended by exchanging it while it is still valid.

2.5.2 Exchanging an STP/STPF issued on security paper

2.5.2.1 A 2nd class STP or STPF can only be exchanged for a 1st class STP or STPF or for one with a longer period of validity (e.g. from 4 to 8 days) at the Swiss stations listed in clause 2.4.

2.5.2.2 Procedure:

- Cancel the STP/STPF ticket that is handed in. If the STP/STPF was issued in a foreign currency, an STP/STPF in CHF for the same time period can be cancelled.
- Issue the new STP/STPF ticket. The first day of validity must be the same.
- If an STPF ticket is exchanged, the travel days that have already been validated must be crossed out.
- Collect the difference in CHF.

2.5.2.3 The exchange of an unused STP or STPF for an STP or STPF having the same period of validity but starting on a different date is only possible if the customer is able to prove that his/her trip to Switzerland has been delayed or moved forward (e.g. with a boarding pass). Exchange can only be carried out at the ticket counters of the Swiss train stations listed in clause 2.4.1.

2.5.2.4 Procedure:

- Cancel the returned STP/STPF ticket. If the STP/STPF was issued in a foreign currency, an STP/STPF in CHF for the same time period can be cancelled.
- Issue the new STP/STPF ticket. The first day of validity must be the new first day of validity.

2.5.3 Exchanging an STP/STPF in e-ticket format

2.5.3.1 Exchanging a 2nd class STP or STPF for a 1st class STP or STPF or for one with a longer validity period is only possible at one of the ticket counters at the Swiss railway stations listed in clause 2.4.1. E-tickets purchased via the B2C channel must be exchanged prior to their first day of validity.

2.5.3.2 Passengers with tickets obtained via the B2B channel should contact their company's travel manager.

2.5.3.3 Passengers with tickets obtained via the B2P channel should contact the outlet/organisation that sold the tickets.

2.5.4 Replacements

2.5.4.1 In the event of loss or theft, STP/STPFs on security paper will not be replaced.

2.6 Refunds

2.6.1 Unused STP/STPF tickets

2.6.1.1 If not stipulated otherwise, T600.9 applies.

STP/STPF tickets that have not been used and are returned can be refunded. STPF tickets can be refunded before the first day of validity is entered or activated. The following terms apply to refunds.

	Prior to the first day of validity	On the first day of validity or later (evidence of non-use supplied)
Ticket on security paper	Handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2C	Self-service automatic refund: handling fee 0.- Staff issued manual refund: handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2B Refund via the Contact Center Brig only	In the event of a service failure on the date of issue: handling fee: CHF 0.- Later: handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2P Refund via partner	Handling fee: CHF 0.-	Not possible
E-ticket via B2P Refund via Contact Center Brig	Handling fee: CHF 10.-	Handling fee CHF 10.-

2.6.2 Partially used or already validated/activated STP/STPFs

2.6.2.1 Passengers should apply to the issuing office within one year. Issuing offices in Switzerland that use the electronic sales system can perform the partial refund on the system.

Applications for e-tickets issued via B2P should be emailed by the issuing office using the online form available from www.sbb.ch/business-refund to partnersupport@sbb.ch or by post to the following address: SBB Businesstravel Service Center, Postfach 176, 3900 Brig.

2.6.2.2 Partial non-use is accepted as proven in the following cases:

- illness or accident, on presentation of the relevant documents
- the refund request is made at the place where travel was interrupted
- confirmation by the transport undertaking
- the ticket is sent by post from the place where travel was interrupted to the issuing office
- death

2.6.2.3 The claim for a refund will be refused if no proof of partial non-use is presented.

2.6.2.4 Partially used or already validated STP/STPF AD75 tickets cannot be refunded.

2.6.2.5 The following refund rates apply to the **Swiss Travel Pass** and **Swiss Travel Pass Flex** including the Child and Youth price categories.

The following percentages are refunded. Amounts are rounded down to the nearest CHF 1. No processing fee is charged, as this is included in the percentages.

In the event of death, a pro-rata refund will be issued.

Number of days used	STP/STPF 3 days	STP/STPF 4 days	STP/STPF 6 days	STP/STPF 8 days	STP/STPF 15 days
1	50%	55%	65%	67%	70%
2	15%	25%	40%	45%	50%
3	0%	10%	25%	30%	35%
4	-	0%	15%	20%	25%
5	-	-	5%	10%	15%
6	-	-	0%	5%	10%
7	-	-		0%	5%
8	-	-		0%	0%
9	-	-		-	0%
10	-	-		-	0%
11	-	-		-	0%
12	-	-		-	0%
13	-	-		-	0%
14	-	-		-	0%
15	-	-		-	0%

2.6.2.6 Example "Swiss Travel Pass" 8 days:

Price STP 8 days, 2nd class, adult:	CHF 419.-
Days used:	4 days
Refund in %:	20% (as per table above)
Calculation of refund amount:	CHF 419.- * 20% = CHF 83.80
Amount to be paid out:	CHF 83.- (rounded down to nearest CHF)

2.6.3 Forgotten STP/STPF

2.6.3.1 Tickets purchased in place of a forgotten STP/STPF ticket should be identified in accordance with T600.9 Section 2.3. "Confirmation of forgotten personal season ticket, SwissPass or Marching Order".

2.6.3.2 Tickets purchased in place of a forgotten STP/STPF can be refunded as follows (refunds only possible at railway stations in Switzerland):

- Max. one occasion (3 tickets)
- CHF 5.- handling fee

3 Tailor-made products TAM

3.1 General terms

3.1.1 General

- 3.1.1.1 Tailor-made products (TAM) are sold exclusively by tour operators as part of a package tour.
- 3.1.1.2 1st or 2nd class TAM point-to-point or group tickets (from 10 persons) may be combined with other internal transport products (e.g. mountain excursions) as well as the Swiss Half Fare Card SHFC (Tailor made).
- 3.1.1.3 TAM point-to-point and group tickets are valid for routes offered by undertakings participating in the T601.
- 3.1.1.4 They are marked "Package" instead of showing the ticket price
- 3.1.1.5 TAMs include at least two transfer days or TAM point-to-point or group tickets.
- 3.1.1.6 The prices of the TAM transfer days are based on the rules for point-to-point or group tickets single and return journey set down in the T601.

3.1.2 Validity

- 3.1.2.1 Unless otherwise stated, the validity period of TAM point-to-point and group tickets is subject to T601 sections 2.9 or 5.2.3.
- 3.1.2.2 The one-month SHFC (Tailor-made) entitles the owner to the same services as the Swiss Half Fare Card as per clause 4. In particular, to purchase tickets at the reduced price. However, not for the purchase of a Modular Travelcard as described in T657.

3.1.3 Use/supplements/class upgrades

- 3.1.3.1 TAMs are valid on all passenger trains and services only in combination with an identity card or passport.
- 3.1.3.2 Passengers must present their valid passport or identity card without being prompted.
- 3.1.3.3 On certain trains/boats/buses, charges apply for compulsory seat reservations and/or supplements: e.g. Glacier Express, Bernina Express, Gotthard Panorama Express, Swiss Chocolate Train.
- 3.1.3.4 Passengers with a 2nd class TAM point-to-point or group ticket who wish to travel first class can pay for a class upgrade or Supersaver Class Upgrade for the relevant route. Passengers in possession of an SHFC (Tailor-made) can pay for a reduced-cost class upgrade or Supersaver Class Upgrade for the relevant route.

3.1.4 Children/young people

3.1.4.1.1 Children in TAM point-to-point tickets

Children up to the age of 15.99 years pay half the price of the TAM point-to-point ticket unless they are in possession of a Swiss Family Card and travelling with at least one parent in possession of an SHFC and the associated TAM point-to-point tickets (see clause 0.8 Families).

3.1.4.2 Children/young people in TAM group tickets

Children/young people up to the age of 24.99 pay half price for TAM group tickets. Group tickets are subject to the regulations contained in T601 section 5. Children aged up to 15.99 in possession of a Swiss Family card and accompanied by at least one parent travel free of charge (cf. section 0.8 Families). They cannot be taken into account when calculating the minimum number of participants.

3.2 Ticket issue

3.2.1 Issuing offices

3.2.1.1 TAMs are issued only by tour operators in Switzerland or abroad. They are not sold at Swiss railway stations or via the online sales channels of Swiss transport undertakings.

3.2.2 Electronic ticketing

3.2.2.1 E-tickets issued via AgentClient (B2P).

3.3 Extensions/exchanges/replacements

3.3.1 Extensions

3.3.1.1 It is not possible to extend the validity period of a SHFC (Tailor-made) ticket

3.3.2 Exchanges and replacements

3.3.2.1 SHFC (Tailor-made) tickets cannot be exchanged for TAM point-to-point or group tickets.

3.4 Refunds

3.4.1 Unused TAM point-to-point and group tickets

3.4.1.1 Unless otherwise stated, T600.9 applies.

Unused TAM point-to-point and group tickets may be returned to the issuing office for a refund. The following conditions apply:

	Prior to the first day of validity	On the first day of validity or later (evidence of non-use supplied)
E-ticket via B2P Refund via partner	Handling fee: CHF 0.-	Not possible
E-ticket via B2P Refund via Contact Center Brig	Handling fee: CHF 0.-	Handling fee: CHF 10.-

3.4.2 Unused SHFC (Tailor-made)

3.4.2.1 See clause [4.5.1](#) Unused SHFC tickets.

3.4.3 Partially used TAM point-to-point and group tickets

3.4.3.1 Passengers should apply to the issuing office within one year. The tour operator will forward the request by email using the online form available at www.sbb.ch/business-refund to: SBB Businessstravel Service Center, Postfach 176, 3900 Brig.

3.4.3.2 Partial non-use is accepted as proven in the following cases:

- illness or accident, on presentation of the respective documents
- the refund request is made at the place where travel was interrupted
- confirmation by the transport undertaking
- the ticket is sent by post from the place where travel was interrupted to the issuing office
- death.

3.4.3.3 The claim for a refund will be refused if no proof of partial non-use is presented.

3.4.4 Partially used SHFC tickets (Tailor-made)

3.4.4.1 See clause [4.5.2](#) Partially used SHFC tickets

3.4.5 Forgotten SHFC tickets (Tailor-made)

3.4.5.1 See clause [4.5.3](#) SHFC tickets

4 Swiss Half-Fare Card SHFC

4.1 General terms

4.1.1 General

4.1.1.1 Unless otherwise stipulated, the terms of the Half-Fare travel card apply as per T654. The area of applicability also corresponds to that of the Half-Fare travel card see clause 1.3.1.

4.1.2 Validity

4.1.2.1 The SHFC entitles the owner to the purchase of an unlimited number of tickets at the half-fare terms as per T654.

4.1.2.2 Exceptions:

- It does not entitle the owner to purchase a Modular Travelcard as per T657. Monthly Card for the Half-Fare travel card as per T654

4.1.2.3 RailAway packages can be purchased with the Half-Fare travel card reduction.

4.1.2.4 The first day of validity is considered a whole day for the purposes of calculating the validity period. The validity period starts at 00.00am on the first day of validity and expires at 05.00am on the day after the last day of validity.

4.1.2.5 The international validity of the SHFC ticket in conjunction with cross-border tickets is set out in the international Tariffs.

4.1.3 Use/supplements/class upgrades

4.1.3.1 The SHFC should always be presented open along with the corresponding ticket. The Tariff regulations of the respective tickets apply when issuing tickets for the SHFC.

4.1.3.2 Passengers must present their valid passport or identity card without being prompted.

4.1.4 Families

4.1.4.1 See clause 0.8 Families

4.2 Packages

4.2.1 Swiss Half-Fare Card (SHFC)

4.2.1.1 Swiss Half-Fare Card, valid for 1 month.

4.3 Ticket issue

4.3.1 Issuing offices

4.3.1.1 International: a list of the main issuing offices can be found www.myswitzerland.com/sales-outlets

4.3.1.2 Switzerland: tourist offices and travel agents who have signed a contract with STS AG, all SBB outlets and all outlets of licensed transport operators using the CASA sales system.

4.3.2 Electronic ticketing

4.3.2.1 Electronic ticket issue via distribution systems on security paper:

- Outlets of Swiss transport operators using the CASA sales system.
- Some European railway undertakings via their own sales systems
- ACP Rail International via RailNet

4.3.3 Obtaining e-tickets

4.3.3.1 E-tickets are available via the SBB online shop (B2C), SBB Businessstravel (B2B), AgentClient (B2P) and SBB Swiss Mobility API (B2P).

4.3.3.2 Unless otherwise stipulated in T673, the terms for e-tickets as per T600 clause 3 "E-tickets" and T600.9 also apply to SHFC packages issued as e-tickets.

4.3.4 Format

4.3.4.1 SHFC tickets are issued in the IATA format or as an e-ticket.

4.4 Extensions/exchanges/replacements

4.4.1 Extensions

4.4.1.1 Extensions are not possible.

4.4.2 Exchanges

4.4.2.1 The SHFC cannot be exchanged for a Half Fare Travelcard as per T654.

4.4.3 Replacement

4.4.3.1 In the event of loss or theft, SHFC tickets issued on security paper will not be replaced.

4.5 Refunds

4.5.1 Unused SHFC tickets

4.5.1.1 If not otherwise stated, the terms of the T600.9 apply

Unused SHFCs may be returned to the issuing office for a refund. The following terms apply:

	Prior to the first day of validity	On the first day of validity or later (evidence of non-use supplied)
Ticket on security paper	Handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2C	Self-service automatic refund: handling fee 0.- Staff issued manual refund: handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2B Refund via the Contact Center Brig only	In the event of a service failure on the date of issue: Handling fee: CHF 0.- Later: handling fee: CHF 10.-	Handling fee CHF 10.-
E-ticket via B2P Refund via partner	Handling fee: CHF 0.-	Not possible
E-ticket via B2P Refund via Contact Center Brig	Handling fee: CHF 10.-	Handling fee CHF 10.-

4.5.2 Partially used SHFC tickets

4.5.2.1 SHFC tickets that have been partially used are not refundable.

4.5.3 Forgotten SHFC tickets

4.5.3.1 Tickets purchased in place of a forgotten SHFC travelcard can be refunded as follows (refunds only possible at Swiss railway stations):

- Max. one occasion (3 tickets)
- CHF 5.- handling fee

4.5.3.2 Tickets purchased in place of a forgotten SHFC must be identified in accordance with T600.9 clause 2.3.

5 Prices

5.1 Tariff prices

5.1.1 Swiss Travel Pass/Swiss Travel Pass Flex/Prices per person in CHF

1st class	Swiss Travel Pass	Swiss Travel Pass Youth
3 days	389.-	274.-
4 days	469.-	330.-
6 days	602.-	424.-
8 days	665.-	496.-
15 days	723.-	512.-

2nd class	Swiss Travel Pass	Swiss Travel Pass Youth
3 days	244.-	172.-
4 days	295.-	209.-
6 days	379.-	268.-
8 days	419.-	297.-
15 days	459.-	328.-

1st class	Swiss Travel Pass Flex	Swiss Travel Pass Flex Youth
3 days	445.-	314.-
4 days	539.-	379.-
6 days	644.-	454.-
8 days	697.-	492.-
15 days	755.-	535.-

2nd class	Swiss Travel Pass Flex	Swiss Travel Pass Flex Youth
3 days	279.-	197.-
4 days	339.-	240.-
6 days	405.-	287.-
8 days	439.-	311.-
15 days	479.-	342.-

5.1.2 Swiss Half Fare Card/Price per person in CHF

1 month	120.-
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5.2 Package prices

5.2.1 Swiss Travel Pass Package/Swiss Travel Pass Flex Package, prices per person in CHF

1st class	Swiss Travel Pass Package	Swiss Travel Pass Youth Package
3 days	273.-	192.-
4 days	329.-	231.-
6 days	422.-	297.-
8 days	466.-	329.-
15 days	507.-	359.-

2nd class	Swiss Travel Pass Package	Swiss Travel Pass Youth Package
3 days	171.-	121.-
4 days	207.-	147.-
6 days	266.-	188.-
8 days	294.-	208.-
15 days	322.-	230.-

1st class	Swiss Travel Pass Flex Package	Swiss Travel Pass Flex Youth Package
3 days	312.-	220.-
4 days	378.-	266.-
6 days	451.-	318.-
8 days	488.-	345.-
15 days	529.-	375.-

2nd class	Swiss Travel Pass Flex Package	Swiss Travel Pass Flex Youth Package
3 days	196.-	138.-
4 days	238.-	168.-
6 days	284.-	201.-
8 days	308.-	218.-
15 days	336.-	240.-

5.2.2 Swiss Half Fare Card (Tailor-made)/Price per person in CHF

1 month	60.-
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5.3 Price calculation for Tailor-made products TAM

5.3.1 TAM point-to-point tickets are discounted 1st or 2nd class point-to-point tickets. The prices of TAM group tickets are equivalent to the group prices for 10 or more persons according to T601 section 5.8 Pricing.

The following discounts are available for TAM point-to-point or group tickets on the NOVA platform:

Name of product	Discount
Point-to-point Package Ticket Cat. 1	10%
Point-to-point Package Ticket Cat. 2	15%
Point-to-point Package Ticket Cat. 3	20%
Point-to-point Package Ticket Cat. 4	25%
Point-to-point Package Ticket Cat. 5	30%
Point-to-point Package Ticket Cat. 6	35%
Point-to-point Package Ticket Cat. 7	40%
Point-to-point Package Ticket Cat. 8	45%
Point-to-point Package Ticket Cat. 9	75%
Point-to-point Package Ticket Cat. 10	100%
Group ticket – simple course/return journey (Tailor-made)	30% in accordance with T601 Section 5.8. No further discounts are available.

5.3.2 The calculation depends on the distance, i.e. proportional clearing

5.3.3 The entire share of the Swiss Half Fare Card (Tailor-made) is allocated to the revenues of the Half Fare travelcard and shared in accordance with V511 and VS11.