

SBB Congress Ticket: Redeeming Coupons (on SBB.ch)

Where can coupons be redeemed?

Coupons can be redeemed online via the online timetable: sbb.ch/en/timetable, or at the ticket counter.

Why are there two coupons per person?

There is one coupon valid for the outbound journey and one for the inbound journey. Therefore, you must use one coupon for each journey.

→ Each coupon can only be redeemed once!

How can I redeem my coupons?

Select your preferred connection on www.sbb.ch and select the according ticket. As a mean of payment, you can use your coupon code and by clicking the “redeem” button, your ticket will be discounted. By clicking “Buy Now” you will receive your ticket for the selected journey.

How many days before the event can the coupon codes be redeemed?

Tickets can be purchased 60 days before the start of the event. The valid travel period is limited and indicated by the organiser.

Is the ticket linked to a specific departure time?

The selected **Point-to-Point Ticket** is valid for the entire calendar day selected for your journey. Make sure you **do not** buy a supersaver ticket. Supersaver tickets are only valid for the specified connection at the selected time.

For which routes is the Coupon valid?

On all 2nd class public transport routes in Switzerland from any place of departure to the specific destination.

What happens if anyone loses his codes?

This is the organiser’s decision. A new code can be sent to the participant as a gesture of goodwill. Where there is a suspicion of misuse, SBB RailAway can ask SBB whether a particular code has already been redeemed.

What do I do if I am travelling from abroad?

The coupon code can be redeemed from a Swiss border station. To do this, go to sbb.ch/en/timetable and select the first possible Swiss border station as your starting point (e.g. Zurich Airport, Basel Bad, St. Margrethen, Geneva, Schaffhausen, Chiasso). The coupon code is not valid for international tickets. Therefore you have to purchase a regular ticket to the first Swiss border station on your journey where your designated train stops.

What if my travel route changes?

In this case, a new ticket must be purchased. The ticket already purchased is only valid for the selected route. If you have selected the wrong route by mistake, please contact the organiser.

What must be shown during the ticket inspection on the journey?

Either the printed ticket or the electronic version on your smartphone must be presented at ticket inspection. As with all types of online ticket, you must also be able to prove your identity at all times with official ID.

Furter Information

Online FAQ: [Help with purchasing tickets for Switzerland online | SBB help & contact](#)

Video Guidance: [Watch Here!](#)

Furter assistance:

For any further assistance you can contact the SBB contact centre:

[Overview | SBB help & contact](#)

Phone Assistance: SBB Contact Center : +41 848 44 66 88 (CHF 0.08/min.)