

Free travel by public transport to and from the Swiss parks

Frequently asked questions

This document (“Frequently asked questions”) is the basis for the terms and conditions in relation to the Free travel by public transport to and from the Swiss parks and is binding for all parties.

When is the offer valid?

The offer is valid for travel from 1 August 2025 until 31 October 2025, while stocks last. Please order your coupon codes (available from 16 June) for your ticket purchase directly after booking your overnight stay and then buy your tickets as soon as possible, as the number of free tickets is limited.

At which accommodations is the offer valid?

The free return journey by public transport offer is valid for an overnight stay of three or more nights in one of around 80 accommodations in 12 Swiss parks and the Tectonic Arena Sardona. You can find an overview of the accommodations [here](#). Please book your overnight stay directly with the accommodation. You can then order your coupon codes for your trip online from 16 June.

What are “coupon codes”?

You can use coupon codes to book your public transport tickets (point-to-point tickets) yourself in the SBB Webshop on [sbb.ch](https://www.sbb.ch) or in the SBB Mobile app. To prevent any misuse, the coupon codes for the “Free public transport outward and return journey to Swiss parks” offer are limited to the nearest stops at participating accommodation. If you have any booking difficulties, please contact the [SBB Contact Centre](#) or an SBB Travel Centre.

Explanatory video redemption on sbb.ch: [Redeem coupon on SBB.ch](#)

Explanatory video Redemption on SBB Mobile: [Redeem your coupon in the SBB Mobile app](#)

How do I get my travel ticket?

Once you have booked your accommodation, you can order your individual coupon codes for the journey via the online form (available from 16 June) up to four working days before departure at the latest (we recommend ordering as soon as possible). Please have your booking confirmation ready.

You will then receive one coupon code **per person travelling for the outward and return journey**. You can redeem the voucher codes directly in the SBB webshop at [sbb.ch](https://www.sbb.ch) or in the SBB Mobile app. Please purchase a separate ticket (one-way ticket) for the outward and return journey and deposit your HalfFare travelcard, if you have one. The tickets are valid for a journey in 2nd class. Any change of class can be booked separately at your own expense via [sbb.ch](https://www.sbb.ch) or in the SBB Mobile app. You will receive possible mobility offers on site directly from your accommodation.

We are planning a three-day hike in a park and will be staying at three different accommodations. Will we still be eligible for the free return ticket?

No, you agree to spend the three or more nights in the same accommodation.

Does the offer also apply to children?

Yes, children travel free on public transport up to the age of six. Older children also benefit from free public transport travel to and from the hotel for an overnight stay of three or more nights. Please state the number of children in the online form when ordering and enter the existing travelcards (such as Junior, Children's Co-travelcard or Children's Day Pass) when purchasing tickets.

How do I benefit from the offer as a GA travelcard holder?

As a GA travelcard holder, you do not benefit from the free public transport travel offer.

The Biosfera Val Müstair is offering a guest card. What do I have to do in this case?

After booking your accommodation, use the online form to order your coupon codes for travelling to and from the Biosfera Val Müstair. The coupon codes allow you to travel **as far as Zernez**. If you select a stop in Val Müstair, you will receive an error message. For the onward journey from Zernez, you can use your guest card, which you will receive in advance directly from your accommodation. If you have any questions about the guest card, please contact your accommodation directly.

Does the offer also apply if I do not return home after a stay in one of the twelve Swiss parks or the Tectonic Arena Sardona, but continue my journey within Switzerland?

Yes, we are happy to cover the costs of your onward journey within Switzerland. Please note that on your return journey, the place of departure is limited to the nearest public transport stop to your accommodation. You are free to choose your destination within Switzerland.

We are travelling to one of the parks from abroad. Is the offer also valid from abroad?

The free public transport outward and return journey is only valid for 2nd travel class in public transport within Switzerland. Coupon codes can be used to purchase tickets for the journey from any Swiss railway station to the destination and back. If you are travelling from abroad, the coupon code allows you to buy tickets from, or on the return journey to, the border station.

We are a hiking group staying in the same hotel for three nights. Can we benefit from the offer?

Yes, all group members staying three nights or more in the same accommodation benefit from this offer. The coupon codes can be ordered via the online form for the individual members. The number of people travelling must match the booking confirmation. The tickets can then be purchased individually. Please note that the coupon codes are all sent to one e-mail address. If you are travelling in a larger group (from 10 people), please contact us at tourismus@parks.swiss in good time.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

How can I be sure to receive the coupon codes before my departure?

We will send you the coupon codes in good time prior to your departure so that you can buy your tickets. However, if you have not received any information up to three days before departure, please contact the office of the Swiss Parks Network immediately by telephone +41 (0)31 381 10 71. Please note that it is possible that our confirmation email with the coupon codes may end up in your spam folder.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

What do I need to do if I postpone or extend my stay?

If you need to change your booking, an administration fee of CHF 20 per ticket will be charged. Please contact the Swiss Parks Network office by telephone (+41 (0)31 381 10 71) at least 24 hours before your journey. Only then can we cancel the booked train journey and send you new coupon codes. Unfortunately, late or omitted notifications can unfortunately no longer be considered, and you will have to pay for the new ticket yourself.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

What do I need to do if I need to leave earlier?

Please contact the Swiss Parks Network office (+41 (0)31 381 10 71) no later than 24 hours before your intended departure. Please note the cancellation conditions of your accommodation and the processing fee of CHF 20.- per ticket.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

What do I have to pay if I cancel my stay at short notice?

You will not be charged for cancellations up to n 24 hours before departure. Please contact the Swiss Parks Network office (+41 (0)31 381 10 71) no later than 24 hours before your intended departure. Should you fail to cancel, we will have to charge you the full travel costs. For accommodation costs, the conditions of the respective accommodation apply.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

What happens if I cancel the trip or cannot make it by public transport?

Please contact the Swiss Parks Network office (+41 (0)31 381 10 71) no later than 24 hours before your intended departure. Otherwise, we will have to charge you the costs. Accommodation costs are subject to the conditions of the respective accommodation.

Please note the opening hours of the office:

Monday to Friday from 9.00-12.00 and 13.30-16.30.

Can my dog also benefit from the offer of free public transport travel?

No, please buy a normal ticket for your dog. You can find more information on [sbb.ch](https://www.sbb.ch).

I am travelling with my bicycle. Is this included in the offer of free return ticket?

No, a separate bicycle ticket must be purchased. Please find more information on www.sbb.ch.

What will happen with any personal data I provide?

To send you the coupon codes, we need your name, surname, telephone number, e-mail address and the booking confirmation. For quality assurance purposes, you will receive a survey e-mail after your journey. All personal details will be deleted after the campaign and will not be used for marketing purposes.