

# Free travel to and from the Swiss parks

## Frequently asked questions

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

### **When does the offer start and for how long is it valid?**

The offer is valid from 1 August 2022 until 31 October 2022, subject to availability. Please reserve your tickets directly after booking your accommodation in order to benefit from the limited tickets.

### **At which accommodations is the offer valid?**

The offer of free travel by public transport to and from the Swiss parks is valid for an overnight stay of three or more nights in one of the approximately 50 partner accommodations in 12 Swiss parks. You can find all partner accommodations [here](#). Please book your overnight stay directly at the accommodation. Then you can order your return ticket [online](#).

### **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 the offer as long as they book an overnight stay of three nights or more.

### **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 overnight stay, you order your tickets for the journey to and from your accommodation in the Biosfera Val Müstair via the [online form](#). We will automatically issue your ticket to/from Zernez. For the onward journey 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 the accommodation directly.

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

Yes, we will gladly cover the costs of your onward journey within Switzerland. Please indicate the station in the field " Anything else we should know?" when ordering.

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

The offer of the free return ticket only applies to 2nd class travel on Swiss public transport within Switzerland. We will be happy to issue you with a ticket from/to the station at the border crossing. Please make a note of this on the order form.

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

Yes, all group members staying three nights or more in a partner accommodation benefit from this offer. The ticket must be ordered for each individual person.

**How can I be sure to receive the tickets before my departure?**

We will send you the documents (tickets) in good time prior to your departure and ask you to check that they are correct. However, if you have not received them by 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 tickets ends up in your spam folder.

Please note the opening hours of the office:

Monday to Friday from 8.00-12.00 and 13.30-17.00.

**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 apply. Please contact the office of the Swiss Parks Network no later than 24 hours before the journey to ensure that we will be able to re-book your train tickets and issue a new one. 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 8.00-12.00 and 13.30-17.00.

**What do I need to do if I need to leave early?**

Please contact the office of the Swiss Parks Network 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 8.00-12.00 and 13.30-17.00.

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

You will not be charged for cancellations within 24 hours before departure. Should you fail to cancel, we will be obliged to charge you the entire travel costs. The terms and conditions of your accommodation will apply for the cost of your stay.

Please note the opening hours of the office:

Monday to Friday from 8.00-12.00 and 13.30-17.00.

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

You need to let us know that you no longer intend to use your ticket straight away or no later than 24 hours before departure. Otherwise, we have to charge you the costs.

**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 for the bicycle. Please find more information on [sbb.ch](https://www.sbb.ch)

**What will happen with any personal data I provide?**

For internal statistical purposes, we need your date of birth, public transport subscription and place of departure. For quality assurance purposes, you will receive a survey e-mail after your trip. All personal details will be deleted after the campaign and will not be used for marketing purposes.