

# SWISS AirRail: SBB's Experience on Codesharing with SWISS International Air Lines

**SBB Preis und Ertragsmanagement**  
Passenger Claims Conference Luxembourg,  
30 September 2026





# The Product.

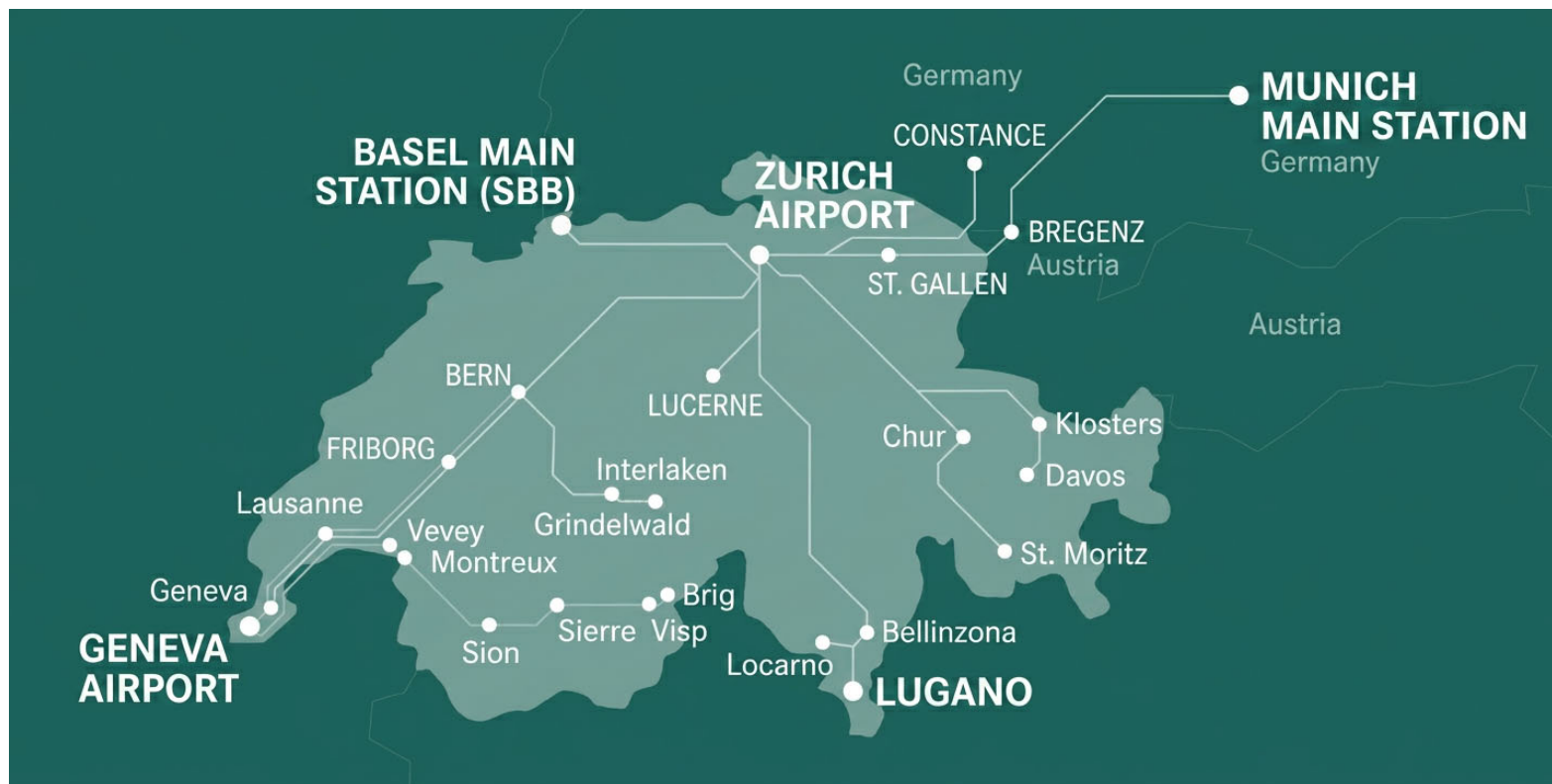


Customers who book their Air+Rail trip through SWISS are being provided with a single, continuous through contract covering the entire journey.





Alongside numerous tourist destinations and financial centers in Switzerland, the SWISS/ SBB AirRail partnership also serves Constance and Munich in Germany, as well as Bregenz in Austria.





# The Benefits



## Integrated Air+ Rail Travel

Rail and flight are connected within one overall single LX/ LX\* journey. **Single flight contract** between customers and SWISS.

Travel planning is simplified through a single booking with SWISS.



## Guaranteed Connections.

Rebooking onto a later connection is arranged quickly and easily if a train or flight is delayed or cancelled.



## Easier Check-in and Documentation

Check-in can be completed online for the entire trip (rail + connecting flight).

The **boarding pass** also functions as the **train ticket** and can be shown in printed or electronic form.



## Convenient Timing and Train Sector Validity

The train boarding pass is valid for **3 days** on the relevant train route.



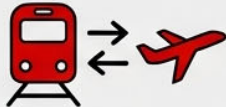
## Miles and More Loyalty program

Miles and Points can be earned for train journeys.

Frequent Traveller, Senator, and HON Circle members receive increased earning rates (up to **50% more miles**).

# SBB Timetable Changes and Disruptions according to the SWISS Air Rail Framework Agreement

## SBB Responsibilities regarding (train) timetable changes

| SBB Responsibility                                                                                                              | Notification Timeline & Triggers                                                                                                                      | Joint Actions with SWISS                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Early Notification</b>                                                                                                       |                                                                                                                                                       |                                                                                                                                                          |
|  <p>Timely Communication on SWISS Air Rail</p> |  <p>Notify 3 months in advance.</p>                                 |  <p>Share all planned timetable changes.</p>                          |
| <b>Major Impact Construction</b>                                                                                                |                                                                                                                                                       |                                                                                                                                                          |
|  <p>Construction Impact Analysis</p>           |  <p>For extended travel times or major construction sites.</p>      |  <p>Collaborate on alternative routing solutions.</p>                 |
| <b>Joint Solution Development</b>                                                                                               |                                                                                                                                                       |                                                                                                                                                          |
|  <p>Develop Alternative Concepts</p>          |  <p>Support starts no later than 1 month before new timetable.</p> |  <p>Formulate solutions for affected routes.</p>                     |
| <b>New Destination Decisions</b>                                                                                                |                                                                                                                                                       |                                                                                                                                                          |
|  <p>Propose New Air Rail Destinations</p>    |  <p>Joint assessment of market potential.</p>                     |  <p>Collaborative decision process; final approval by SBB body.</p> |

# EU-Regulation 261/ 2004 a.k.a. «Air Passenger Rights Regulation (APR.R)»

# The APR.R also apply to SWISS.

## EU REGULATION 261/2004: SUMMARY OF PASSENGER RIGHTS

### 1. APPLICABILITY & SCOPE

#### Territorial Scope

- Flights within/to/from EU & associated regions (EEA, Switzerland)
- EU-licensed airlines for incoming flights

#### Connecting Flights

- Single reservation = entire journey protection (even with separate airlines)
- Delay/cancellation on one leg allows compensation claim

#### Limits

- Non-EU origin AND non-EU final destination NOT covered (even with EU layover/airline)

### 2. PASSENGER RIGHTS

#### Specific Remedies

- Right to Care, Rerouting/Refund, Compensation

#### Compensation Amounts

|                                                                                              |                                                                                                          |                                                                                             |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>€250</b><br>(up to 1,500 km)<br>arrival delays 3+ hrs or cancellations (conditions apply) | <b>€400</b><br>(1,500 - 3,500 km, intra-EU)<br>arrival delays 3+ hrs or cancellations (conditions apply) | <b>€600</b><br>(over 3,500 km)<br>arrival delays 3+ hrs or cancellations (conditions apply) |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|

#### Delayed Flight

- 3+ hour arrival delay = compensation eligibility

#### Denied Boarding

- Involuntary, with valid docs -> compensation & assistance

### 3. EXCEPTIONS & CONDITIONS

#### Extraordinary Circumstances

No monetary compensation if disruption caused by events beyond control

Examples: Severe weather, security risks, ATC strikes, political instability

#### NOT Extraordinary (Compensation Usually Due)

- Technical aircraft problems (inherent operational risks)
- Airline staff strikes, crew shortages (internal issues)

#### Right to Care APPLIES during extraordinary events

# Passenger Rights in cases of misconnection/ delay

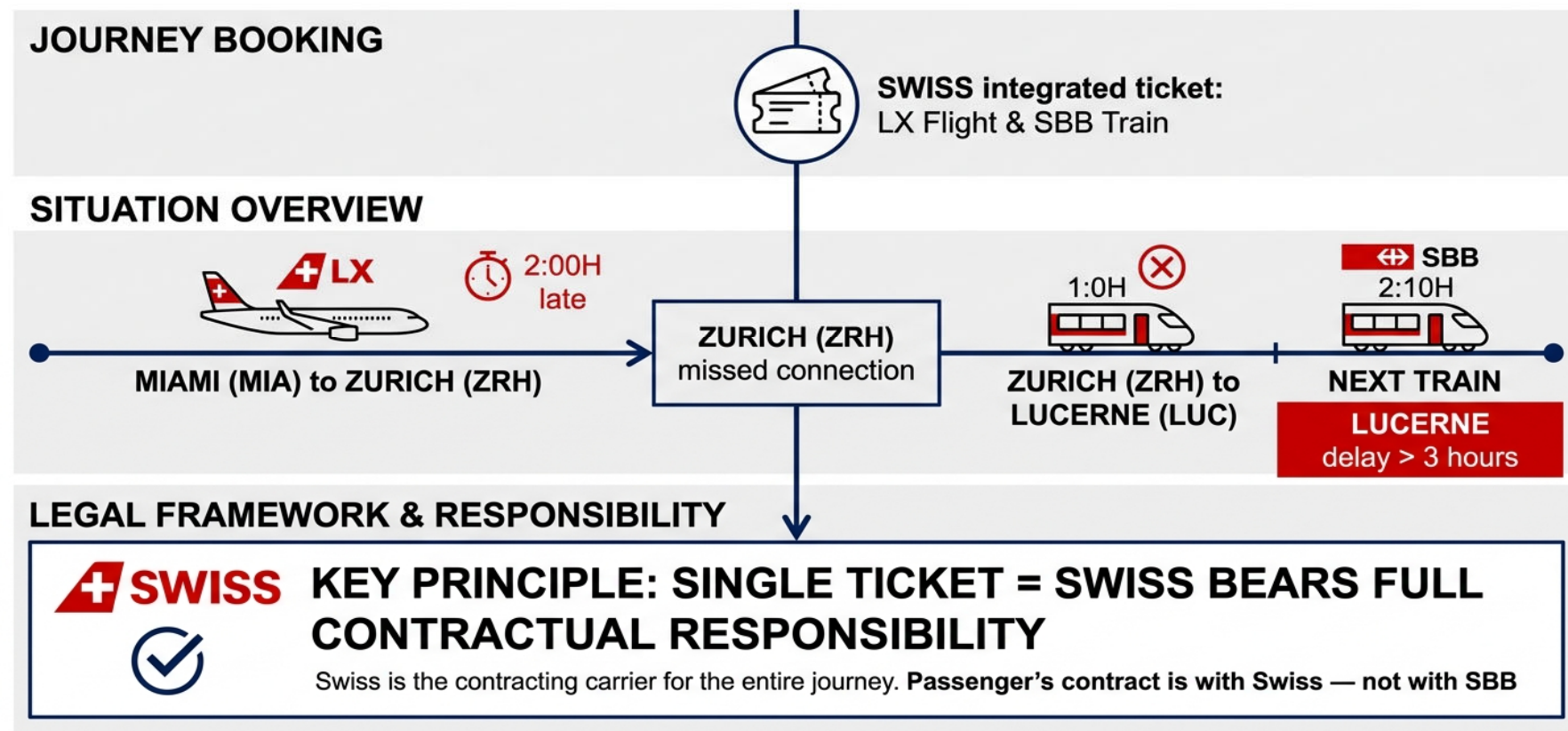
## **Example 1:**

Miami → Zurich → Lucerne

(>3 hours arrival delay in Lucerne)

# Situation and legal framework

## 1. Missed Connection due to Late Arrival: Miami to Lucerne





## Delay compensation, duty & care, hotel

- **Legal Basis:** EU-Regulation 261/2004
- **SWISS must provide or reimburse** (when applicable):

| Route                                           | Compensation                              |
|-------------------------------------------------|-------------------------------------------|
| Miami → Lucerne (>3,500 km and > 3 hours delay) | <b>€600 delay compensation per person</b> |

| Service                                | Details                                        |
|----------------------------------------|------------------------------------------------|
| Hotel (when no onward travel possible) | Reasonable standard in Zurich                  |
| Meals                                  | Reasonable amounts                             |
| Communication                          | Phone calls, emails                            |
| Transport                              | To/from hotel                                  |
| Rebooking                              | Next available train or flight, free of charge |

# Passenger Rights in cases of misconnection/ delay

## **Example 2:**

Lausanne → Zurich → Johannesburg  
(>20 hours arrival delay in Johannesburg)



## Situation and legal framework

### 2. Travel Disruption: Lausanne to Johannesburg (JNB) via Zurich (ZRH)

#### JOURNEY BOOKING



**SWISS integrated ticket:**  
SBB Train & LX Flight

#### SITUATION OVERVIEW



#### LEGAL FRAMEWORK & RESPONSIBILITY



**KEY PRINCIPLE: SINGLE TICKET = SWISS BEARS FULL CONTRACTUAL RESPONSIBILITY**

Swiss is the contracting carrier for the entire journey. **Passenger's contract is with Swiss — not with SBB**



## Delay compensation, duty & care, hotel

- **Legal Basis:** EU-Regulation 261/2004
- **SWISS must provide and may reimburse** (when applicable):

| Route                               | Compensation                                                                                      |
|-------------------------------------|---------------------------------------------------------------------------------------------------|
| Lausanne → Johannesburg (>3,500 km) | <b>€600 per person.</b> HOWEVER: SWISS may deny delay compensation due to “force majeure” on SBB. |
| Service                             | Details                                                                                           |
| Hotel                               | Reasonable standard in Zurich                                                                     |
| Meals                               | Reasonable amounts                                                                                |
| Communication                       | Phone calls, emails                                                                               |
| Transport                           | To/from hotel                                                                                     |
| Rebooking                           | Next available flight, free of charge                                                             |



## In addition, SBB will compensate SWISS with a fixed amount for the unplanned disruption caused by SBB

- The fixed amount paid by SBB covers expenses towards SWISS for:

| Service       | Details                                        |
|---------------|------------------------------------------------|
| Hotel         | Reasonable standard in Zurich                  |
| Meals         | Reasonable amounts                             |
| Communication | Phone calls, emails                            |
| Transport     | To/from hotel                                  |
| Rebooking     | Next available train or flight, free of charge |



# Thank you.