

# Swiss Runners Ticket FAQs



## Where can coupons be redeemed?

Coupons can be redeemed online via the offer page for your running event ([Swiss Runners Ticket: public transport to the running event | SBB](#)), on [sbb.ch/en/timetable](https://sbb.ch/en/timetable) or at the ticket counter. It is **not** possible to redeem coupons via the SBB Mobile app.

## Are the coupons personal?

Yes. Each runner receives two personal vouchers: one is valid for the outward journey to the running event and the other is valid for the return journey. Each coupon can only be redeemed once.

## Why are there two codes per runner?

Two coupon codes are required to ensure a certain degree of flexibility, e.g. for arrival and return dates.

## How can I redeem my coupons?

The procedure for redeeming and using the coupons is explained in separate instructions. The instructions can be found in your registration confirmation e-mail or on your running event website.

## How long is the Swiss Runners Ticket valid?

The validity of the ticket differs depending on the running event. Please check your confirmation e-mail or your running event website.

## Can a Swiss Runners Ticket be used on several days or can I add an interim stop?

No. Your Swiss Runners Ticket is only valid on the calendar day printed on it. Each registration includes one outward and one return journey. You can select the departure and return day you want during the purchase process. If you don't want to make your outward or return journey in one go and/or on the same day, the code can be used for the first or second part of the journey. An additional public transport ticket must be purchased for all other journey sections.

## How many days before the race can the coupon codes be redeemed?

Tickets can be purchased one month before the start of the event. The valid travel period is limited to a few days before and/or after the race. The exact dates can be found on your running event website.

## 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. If you are travelling within a fare network, select the Day Pass. Otherwise, the ticket is usually only valid for a limited time (e.g. two hours or three hours).

## What is the City Upgrade?

If you want, you can select the City Upgrade so you can travel by local public transport (tram/bus) on the outward journey if required.

## On which routes is the Swiss Runners Ticket valid?

On all 2nd class public transport routes in Switzerland.

**What happens if I select the wrong day?**

Send the ticket to the race organiser by e-mail and it will be cancelled. You will receive a new coupon code from the organiser so you can book the trip again.

**What happens if a runner loses their codes?**

This is the organiser's decision. A new code can be sent to the runner 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](https://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).

**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, send the ticket to your race organiser. It will be cancelled and two new codes will be sent to you.

**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. Important: The Swiss Runners Ticket is personal and is only valid on the return journey in combination with your running event bib number. Please present both on the train without being asked. As with all types of online ticket, you must also be able to prove your identity at all times with official ID.

**Is the Swiss Runners Ticket valid if the running event is cancelled?**

The ticket is only valid for travelling to and from the running event. If the running event start is cancelled, the ticket is invalid.