

Booking journeys with a bicycle to/from and in Italy

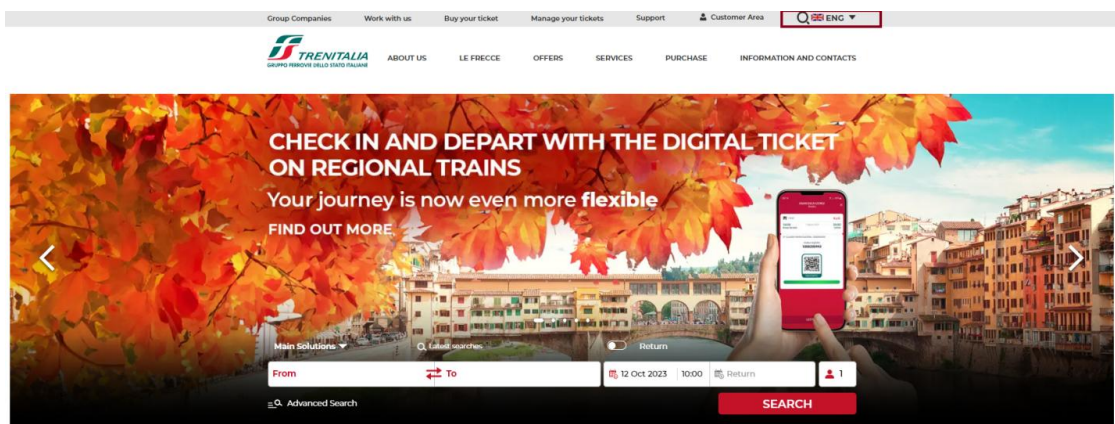
For travel from 10 December 2023, the option of purchasing international journeys with a bike to Italy via SBB's sales channels will not be available for a temporary period. However, bikes can still be transported. Journeys with a bike can be booked directly via our cooperation partner Trenitalia over the coming months.

The booking process on Trenitalia's online webshop is explained below.

Please note: Bike reservations cannot be made separately. They must always be made with the purchase of the ticket. This means the entire journey, including passenger tickets, must be booked via Trenitalia's online channel.

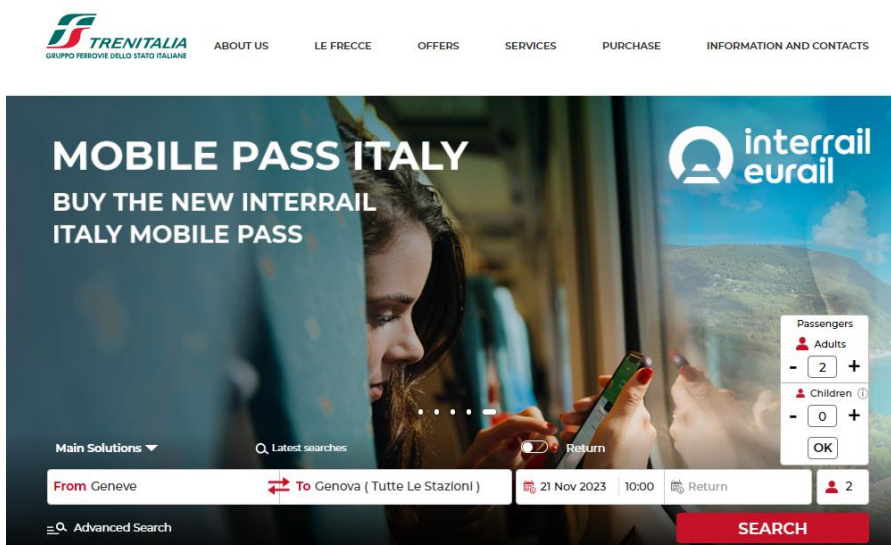
Booking instructions:

1. Log in to Trenitalia's webshop: <https://www.trenitalia.com/en.html>
2. Select English



3. The passenger bookings are made first.

- **Please note:** Place names are entered without umlauts ('Zürich HB' is entered as 'Zuerich HB') and place names in Italy are only available in Italian ('Genoa' is entered as 'Genova').
- Enter number of passengers.



4. Select the desired connection and offer and activate 'Choose seats'. This service is free on EuroCity trains. Click on 'Continue'.

EC 39 / 679

13:39

Geneve

6h 5min

19:44

Genova Piazza Principe

1 change

starting from 127,80€

Family area available in coach 7 on Eurocity 39

Family area available in coach 3 on InterCity 679

		Famiglia	
ADULT/STANDARD	176,00€	176,00€	290,00€
SMART2	124,00€	124,00€	204,00€
SMART	106,00€ Few remaining	106,00€ Few remaining	160,00€

SMART

Offer with several price levels. Subject to limited availability and pre-purchase restrictions. No change and no refund permitted.

SEE OTHER OFFERS

InterCity 679

Milano Centrale (18:05) - Genova Piazza Principe (19:44)

SELECT SERVICE AND OFFER

Change view

	2 ^a CLASSE	1 ^a CLASSE
BASE	43,00€	58,00€
ECONOMY	37,80€	45,80€
SUPER ECONOMY	21,80€	38,80€
YOUNG	21,60€	29,00€
SENIOR	25,80€	34,80€
ME&YOU	25,80€	34,80€

SUPER ECONOMY

Reservation change and refund not allowed. Limited seats

Change Refund

SEE OTHER OFFERS

BACK TO SEARCH

CHOOSE SEATS

CONTINUE

5. Look for coaches with bike spaces on the seating display screen. Bike symbols are used to show them on EuroCity trains. Bike spaces are usually found in coach 3 on InterCity trains in Italy. If you wish to travel in 1st class, you can make a bike reservation, but your bike will be put in a different coach as the bike symbols are generally only found in 2nd class coaches.
6. Book your seat in a coach with bike spaces or in a coach near to the bike spaces and confirm your selection.

The image shows a train seat selection interface. It displays two coaches: Coach 6 and Coach 3. Coach 6 is a 2nd class coach with a WC and bike symbols. Coach 3 is a 2nd class coach with a WC, bike symbols, and an AREASNACK area. The interface includes a 'SEAT SELECTION' panel on the right with passenger details and a 'GO BACK' / 'CONFIRM' bar at the bottom.

Coach 6
2^e Classe

WC

15 17 13 11
16 14 18 12
25 27 23 21
26 24 28 22
35 37 33 31
36 34 38 32
45 47 43 41

SEAT SELECTION
EuroCity 39
Geneve - Milano Centrale
2 Adults • 21/11/2023 • 12:39 - 17:40

Passenger 1
Smart 6 13

Passenger 2
Smart 6 11

2 Important Messages [See all](#)

Coach 3
2^e CLASSE

WC

2A 3A 4A 5A 6A 7A 8A
5C 5D 6C 6D 7C 7D 8C 8D 9C 9D

AREASNACK

SEAT SELECTION
InterCity 679
Milano Centrale - Genova Piazza Principe
2 Adults • 21/11/2023 • 18:05 - 19:44

Passenger 1
Super Economy 3 3A

Passenger 2
Super Economy 3 4A

2 Important Messages [See all](#)

Key

GO BACK CONFIRM

7. Enter your contact and customer details and select the additional option '**Travel with your bike**'. Click on '**Add**'.

SEARCH

JOURNEY SELECTION

SEAT SELECTION

PERSONAL DETAILS AND PAYMENT

Login or proceed without authentication

By logging in, you can view and manage your trips directly from your private area

LOGIN

Buyer's contact details

First name*

Last name*

Email*

Confirm Email*

Phone

*Mandatory data

The buyer corresponds to passenger 1

Passengers

Tickets are non-transferable. Please also provide your email and/or phone number in case we need to contact you

Name*

Surname*

Date of birth
dd/mm/yyyy

Contact number

Email

CartaFRECCIA/X-GO

*Mandatory data

COPY BUYER DATA

+ ENTER DISCOUNT COUPON

Name*

Surname*

Date of birth
dd/mm/yyyy

Contact number

Email


CartaFRECCIA/X-GO

*Mandatory data

EMPTY ALL FIELDS

+ ENTER DISCOUNT COUPON

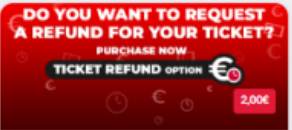
Need anything else for your trip?



Travelling with your dog

Purchase a ticket to travel with your dog

5,00€




DO YOU WANT TO REQUEST A REFUND FOR YOUR TICKET?

PURCHASE NOW

TICKET REFUND OPTION

2,00€



Travel with your bike

Purchase the service to travel with your bike

13,50€


GO BACK

Time left
09:45

+ ADD ANOTHER JOURNEY

CONFIRM

8. Select '**Bicicletta- SUPPLEMENTO BICI**' from the dropdown menu for every passenger with a bike and confirm the **terms of use**. Press the '**Confirm**' button.



Travel with your bike ⓘ CLOSE ✕

Purchase the service to travel with your bike

Eurocity - 39 - 21 November 2023
Geneve (13:39) - Milano Centrale (17:40)

P1	Passenger 1 Adult	Bicicletta - SUPPLEMENTO BICI	12,00€
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ⓘ Your bicycle space will be automatically assigned. You will be able to see the coach number and allotted bicycle space on your shopping cart overview page before payment.

P2	Passenger 2 Adult	Bicicletta - SUPPLEMENTO BICI	12,00€
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ⓘ Your bicycle space will be automatically assigned. You will be able to see the coach number and allotted bicycle space on your shopping cart overview page before payment.

Intercity - 679 - 21 November 2023
Milano Centrale (18:05) - Genova Piazza Principe (19:44)

P1	Passenger 1 Adult	Bicicletta - SUPPLEMENTO BICI	3,50€
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ⓘ Your bicycle space is located in coach 3. On trains from/to Sicily it is also available in coach 6.

P2	Passenger 2 Adult	Bicicletta - SUPPLEMENTO BICI	3,50€
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ⓘ Your bicycle space is located in coach 3. On trains from/to Sicily it is also available in coach 6.

☐ I have read the terms of use

DELETE

Total service amount
31,00€

CONFIRM

9. Open the cart and check the bike spaces and seats booked are correct.

CART

JOURNEY 158,80€ ⓘ

Geneve - Genova Piazza Principe

Journey 21.11.2023 (13:39)

+ ADD ANOTHER JOURNEY

TOTAL CART
158,80€
(VAT included)

GO TO PAYMENT

Time left 07:37 ✕

Geneve (13:39) - Genova Piazza Principe (19:44)
21 Nov • 2 Adults 158,80€

• EUROCity - 39

2 Adults 2ª Classe - Smart

Passenger 1	6	13
Passenger 2	6	11

• INTERCity - 679

2 Adults 2ª Classe - Super Economy

Passenger 1	3	3A
Passenger 2	3	4A

OTHER SERVICES

Travel with your bike	EuroCity-39	6	151	12,00€
Travel with your bike	EuroCity-39	6	152	12,00€
Travel with your bike	Intercity-679	3		3,50€
Travel with your bike	Intercity-679	3		3,50€

10. Complete the purchase by making payment. All common credit cards are accepted. Your tickets will be sent to you in PDF format to the e-mail address entered.

Useful information

From when can I book my international journey with a bike at SBB?

We are working on the technical set-up of our sales channels and aim to enable bookings via SBB during the course of 2024.

For which trains can I book a journey with my bike in Trenitalia's online webshop?

Bike reservations are available on the following trains:

- EuroCity international trains
- InterCity trains in Italy
- Regional trains in Italy

Bike reservations cannot be made on high-speed trains. Bikes can only be transported if they can be packed and stored in the passenger compartment. Please note that the maximum size is 80 x 110 x 45cm for free carriage on high-speed trains.

If you request a connection involving a high-speed train, no additional bike reservation option is provided.

Can I make a bike reservation on a EuroCity train for Swiss sections of the journey?

This option will be available from December 2023. Reservations can be made via the SBB Mobile app, the SBB webshop and at staffed points of sale in Switzerland.

I've already purchased tickets from SBB but now want to book a bike service.

You can request a refund of tickets if permitted under the conditions. If no refund can be provided, you can travel with your bike provided it's packed in a bag and can be stored in the passenger compartment. The maximum size of 80 x 110 x 45cm applies for the free carriage of bikes on EuroCity trains.

My bike and I have been put in different coaches or in different train compositions. Can I change my seat?

Unfortunately, you are unable to change your seat. You must go through the booking process again from the start. Delete the booking made from the cart and start the booking process from the beginning.

Do I also have to buy an additional bike ticket for the journey with the bike on the EuroCity in Switzerland?

No. You only pay the amount charged during the booking on trenitalia.com.

I travel 1st class. Are there bike spaces in 1st class?

The bike spaces are located in a 2nd class coach on most trains. It's advisable to book a seat in 1st class closest to the coach where your bike is.

I have a Half Fare Travelcard or GA Travelcard. How can I find the right offer on trenitalia.com?

Click on '**See other offers**' and select 'HTX Switzerland' for the Half Fare Travelcard and 'GA Switzerland' for the GA Travelcard. Enter the alphanumeric SwissPass ID as the subscription number.

Alternatively, you can also enter the first 6 digits of your SwissPass customer number without the hyphen.



EC 39
13:39
Genève

4h 1min

17:40
Milano Centrale

Details

starting from
53,00€

Family area available in coach 7 on Eurocity 39

SELECT SERVICE AND OFFER

Change view

	2* Classe	2* Classe Famiglia	1* Classe
ADULT/STANDARD	88,00€	88,00€	145,00€
SMART2	62,00€	62,00€	102,00€
SMART	53,00€ Few remaining	53,00€ Few remaining	95,00€ Few remaining

SMART

Offer with several price levels. Subject to limited availability and pre-purchase restrictions. No change and no refund permitted.

SEE OTHER OFFERS

Other offers

EuroCity 39 64,00€
Geneve (13:39) - Milano Centrale (17:40)

P1 Passenger 1
Adult

Service
2* Classe

Offer
HTX SWITZERLAND

HTX SWITZERLAND
Holders of Half Fare CH / Half Fare Card / Swiss Half Fare Card
Ticket change: no. Refund: yes, before departure with 20% deduction
2* Classe

ACCESS DATA FOR DISCOUNTS AND OFFERS

Subscription number*

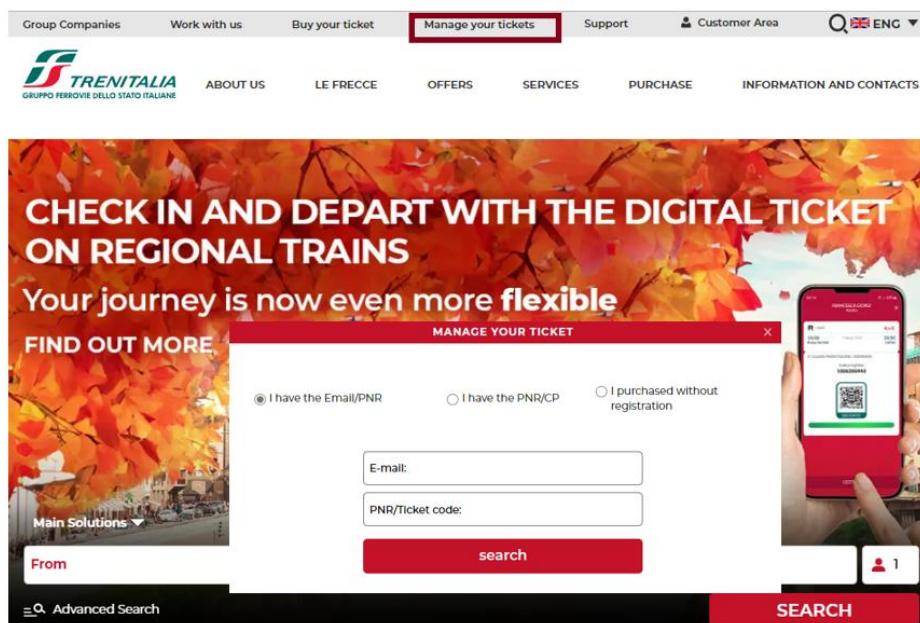
*Mandatory data

Bimbi Gratis Eurocity
Disability Card Titolare
Disability Card Accompagnatore
ADULT/STANDARD
CHILD
PROMO 2X1
Promo Svizzera
Smart
Smart2
HTX SWITZERLAND
GA SWITZERLAND

I need to change my travel dates or cancel my journey. Where can I do that?

You can change or cancel your booking directly on [trenitalia.com](https://www.trenitalia.com) provided this is permitted under the conditions of your ticket. Click on 'Manage your tickets' and complete your rebooking/cancellation.

No rebooking or refund is available in Switzerland.



My train was late and I'm entitled to compensation for the delay. Who do I contact?

Complete the following web form and send it to Trenitalia. The service is available in Italian and English.

Web form: <https://reclami-e-suggerimenti.trenitalia.com/rimborsi/en/Anagrafica.aspx> or via



SBB cannot process your application.

Where can I find more information about travelling with bicycles in Italy?

Information is available on [trenitalia.com](https://www.trenitalia.com) in Italian and English via the following link:

https://www.trenitalia.com/en/services/travelling_with_yourbike.html or QR code

