



Free arrival and departure

FREQUENTLY ASKED QUESTIONS

This document ("Frequently asked questions") is the basis for the terms and conditions relating to free arrival and departure and is binding for all parties.

Does the offer also apply to children?

Yes, children up to the age of six years go free on public transport. Older children also benefit from the free arrival and departure if they don't have a [junior or children travelcard](#), as long as they spend three or more nights at a hotel.

Does the offer also apply if I continue my travels rather than returning home after my stay in Appenzell?

No, but you will still benefit from the free arrival. Please purchase the ticket to continue your travels yourself. If you are arriving from a place other than home and returning home after your stay in Appenzell, we will be happy to cover the cost of your return.

What do I need to do if I choose to change the dates of my stay or want to stay longer?

If you need to make changes to your booking, an admin fee of CHF 20 per ticket will apply. Please contact the Appenzell tourist information no later than 24 hours before your intended trip to ensure that we will be able to re-book your train travel and issue a new ticket. Should you get in touch with us late or fail to do so entirely, we will not be able to honour your booking, and you will have to pay for your tickets yourself.

What do I need to do if I have to depart early?

Please contact the Appenzell tourist information no later than 24 hours before your intended departure. In any case, please keep in mind your hotel's cancellation policy and the admin fee of CHF 20 per ticket.

What costs will I incur if I have to cancel my stay at short notice?

You will not be charged for cancellations within 24 hours of your arrival. You will also not be charged for cancellations up to 24 hours before the start of your trip. Should you fail to cancel, we will be obliged to charge you the entire travel costs. The terms and conditions of the respective hotel will apply for the cost of your stay.



I have a GA Travelcard. How will I benefit from the offer?

If you have a GA Travelcard, you will not be able to benefit from the offer of free arrival and departure. As a GA Travelcard holder, you will, however, benefit from more than 20 free offers with the Appenzell Card. Request your Appenzell Card at your hotel. All discounts and free services are also available on the date of arrival and departure.

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. However, should you not have heard from us three days before your departure, please call us straight away (T: +41 71 788 96 41). Please note that our confirmation email with your tickets may be in your spam folder.

What will happen with any personal data I provide?

All we need is your hometown for internal statistical purposes. Your personal data will be deleted at once, and you will not be receiving a newsletter from us unless you explicitly request it.

Can my dog also benefit from the offer of free arrival and departure?

No, please purchase a regular ticket for your dog.

Can I buy the Appenzell Card if I am only spending the day in Appenzell?

No. The offer of both free arrival and departure and free luggage transport is linked to you qualifying to receive the Appenzell Card, which is only available to guests who spend three or more nights at a hotel in the canton of Appenzell Innerrhoden. You can book luggage transport at your own expense at <https://www.sbb.ch/de/bahnhof-services/dienstleistungen/reise-und-fluggepaeck/reisegepaeck/special.html?tracking-marketingurl=gepaeck-special>.

Does the offer apply if I am staying in a holiday apartment or at a B&B?

No. The offer of free arrival and departure currently only applies to hotel guests. If you are staying in a holiday apartment or at a B&B, you will still benefit from the more than 20 free offers with the Appenzell Card.

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

The offer is valid from Monday, 16 March 2020, to Sunday, 3 January 2021. During the autumn of 2020, we will be reviewing the offer and deciding whether to extend. Our decision will be communicated accordingly.

We are planning a 3-day hike in Alpstein, and will be staying at three different hotels or mountain inns. Will we still be eligible for free arrival and departure?

No, not for now. You have to spend three nights at the same hotel.



We are travelling to Appenzell for a 5-day stay from abroad. Can the offer be used for travel from abroad?

The offer of free arrival and departure is only valid for 2nd class travel on Swiss public transport, but we will be happy to issue you with a ticket from/to the station at the border crossing.

What happens if I cancel my trip, travel by car, or not at all?

You need to let us know that you no longer intend to use your ticket straight away or we will be obliged to charge you for it.

We are a group of twelve hikers and plan to spend three nights at the same hotel in Appenzell. Can we avail of the offer?

Yes, all members of the group who spend three or more nights at a hotel in Appenzell can benefit from the free arrival and return on public transport.

I left my Appenzell Card at home. Will I still be able to take the train from Gossau / St. Gallen to Appenzell for free?

No. You need to have a valid ticket on you. You will have to purchase a ticket to travel from Gossau / St. Gallen to Appenzell at your own expense. Your hotel will, however, be able to issue a new Appenzell Card, so that you can take advantage of the discounts in Appenzell.

I am bringing my bike with me. Is this included in the offer of free arrival and departure or as part of the free luggage transport?

No. You will have to purchase a separate bicycle ticket. You will either be able to keep the bike on the train with you or check it in at a designated luggage station for transport to "Bahnhof Appenzell" at a cost of CHF 18 per bicycle.

Where can I read the terms and conditions relating to the free arrival and departure and free luggage transport?

These "Frequently asked questions" represent the terms and conditions and apply to all parties. Please visit www.appenzell.ch/grüninsgrüne to share or print this document.